



***ISG** Provider Lens™

2021

Procurement BPO
and Transformation
Services

imagine your future®

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Table of Contents

Definition	4
Quadrant Research.....	5
Quadrants by Region	7
Schedule.....	8
Partial list of companies invited for the survey.....	9

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Definition

For several years, procurement functions have been transitioning from supply management and overseeing transactional activity to more holistic participation within the business. But as the business world transitions to still-developing, post-COVID organizational, labor, and economic realities, procurement (as a function and as an organization) has been under increasing pressure to improve – and to do so at a faster pace – while enabling transition to more integrative, digitally-agile business environments.

More and more, enterprises address this need through engagement with providers of Procurement BPO and digital transformation services. Such an approach enables optimization (and, ideally, future-proofing) of enterprise procurement while minimizing direct enterprise investment in new software, infrastructure, tools, and skills.

This ISG Provider Lens™ study looks at services providers in two ways: provision of Procurement BPO that enables more efficient and sustainable procurement functionality and operation; and provision of services that transform traditional Procurement into future-ready, digitally agile status that enables substantially improved value to the enterprise.

This ISG Provider Lens™ study offers Procurement-decision makers:

- A global view of leading vendors, rising stars, and contenders in procurement business process and digital transformation outsourcing;
- A differentiated positioning of providers by segments; and
- Transparency on the strengths and weaknesses of relevant providers.

This study serves as an important decision-making basis for positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their current vendor relationships and potential new engagements.

Quadrant Research

This initial, global ISG Provider Lens™ study includes the following quadrants:



Source: ISG 2020

Procurement BPO Services

Business process outsourcing (BPO) has become widespread and continues to grow in use and in value. The outsourcing of transactional procurement has been ongoing for years. But more recently, the outsourcing of strategic procurement activities, like supplier selection, contract negotiation or specification management, has become more and more common. Outsourcing procurement can help enterprises to streamline operations and reduce costs while allowing business transformation and rapid market adaptation that may not have been feasible when keeping Procurement in-house.

Eligibility and evaluation criteria include:

- Overall Procurement Strategy linked to Corporate Objectives
- CPO Positioning and planning
 - Roadmap development and adaptation
 - Procurement strategy development
 - Procurement strategy execution
- Strategic sourcing
- Category management
- Supplier management
- Demand and specification management
- Operational purchasing including bid/spot buy management
- Catalog management
- Procurement management scope
- Technology and support capabilities and offerings
- Help/buy desk capabilities and offerings

- Procurement tools and technologies (analytics, req-to-po, sourcing, supplier relationship management, contract management, intelligent automation such as RPA, cognitive, AI)
- Accounts payable processing support

Procurement Digital Transformation Services

Interest in Procurement transformation services has never been higher, and will continue to grow. As enterprises endure global business disruption, Procurement is increasingly being examined as a source of significant cost savings – within its own operations, and as a critical function enabling the enterprise to improve its ability to operate. Procurement transformation can provide a framework for transitioning procurement operations and functionality from a tactical cost center to a strategic value-added profit center. To do so requires combinations of transformation models, strategic consulting and expertise, technologies and tools, software and services knowledge, and more that vary by market and by individual enterprise.

Eligibility and evaluation criteria include:

- CPO Positioning and planning
 - Roadmap development and adaptation
 - Procurement strategy development
 - Procurement strategy execution
- Stakeholder engagement approaches
- Organizational design and change management
- Process optimization and management capability
- Cognitive procurement enablement
- RPA strategy, implementation and optimization approaches
- NLP and ML integration across the source-to-pay cycle
- Next-gen metrics and policies support
- Advanced analytics offerings and capability
- Training offerings and capability

Quadrants by Region

Quadrants	Global
BPO Services	√
Digital Transformation	√



Schedule

The research phase for this study will occur between **October and February 2021**, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in **February 2021**.

Milestones	Beginning	End
Survey Phase	October 22, 2020	November 20, 2020
Sneak Preview	January 20, 2021	
Press release	February 04, 2021	

Research production disclaimer:

ISG collects data for the purposes of writing research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing work identified by the clients. This data is collected as part of the ISG FutureSource process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not to produce ISG Provider Lens™ reports. These decisions will be made based on the level and completeness of information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.

Partial list of companies being invited for the survey

Are you in the list or do you see your company as relevant provider that is missing from the list? Then feel free to contact us to ensure your active participation in the research phase.

Accenture

Aquanima

Atos

Capgemini

Cognizant

Conduent

Corbus

Datamatics

DXC Technology

EXL

Genpact

HCL

Hexaware

IBM

Infosys

IQ BackOffice

NTT Data

Proxima

Sopra Steria

Sutherland

Tech Mahindra

WNS

TCS

GEP Smart

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Do you need any further information?

If you have any questions, please contact us at isglens@isg-one.com.