



# Sample Supplier Profile: India-based Business Process Offshoring (BPO)

2008

# India BPO supplier profile

## Company A (page 1 of 2)



RESEARCH INSTITUTE

<p><b>Company description:</b> Company A is a provider of business services and technology solutions. BPO service offerings including finance &amp; accounting, human resources, analytics, and contact center</p> <p><b>Key leaders:</b> L.K. Gupta, Chairman and MD, Rahul Taneja, EVP Business Development, B.L. Raju, SVP and Business Leader for F&amp;A, Aruna Singh, SVP and Business Leader for KPO</p> <p><b>Headquarters:</b> Delhi, India</p> <p><b>Delivery centers:</b> India (Delhi, Pune, Bangalore, Chennai, Kolkata), Philippines (Cebu), China (Dalian, Chengdu), Hungary (Budapest), Mexico (Caborca), Czech Republic (Prague)</p>
<p><b>Outsourcing offerings:</b> FAO, PO, HRO, contact center, KPO, industry solutions</p>
<p><b>Market news:</b></p> <ul style="list-style-type: none"> <li>■ Dec 2006: Company A to set up three Special Economic Zones (SEZs) in India including in Jaipur</li> <li>■ Nov 2006: Inaugurates Philippines delivery centers with over 300 professionals</li> <li>■ Oct 2006: Company A opens second delivery center in Delhi</li> <li>■ Sep 2006: Company A launches new facility in Caborca, Mexico. This will provide customer service, F&amp;A, and collections services</li> </ul>

	CY 2006	CY 2005	CY 2004																		
<b>Revenue range</b>	\$400-600 M	\$200-400 M	\$200-400 M																		
<b>Employees</b>	25,000	20,000	15,000																		
<p><b>Revenue vertical mix</b> 2006; Percentage</p> <table border="1"> <caption>Revenue vertical mix 2006</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Financial services</td> <td>45%</td> </tr> <tr> <td>Retail &amp; Manufacturing</td> <td>35%</td> </tr> <tr> <td>Government</td> <td>11%</td> </tr> <tr> <td>Other</td> <td>9%</td> </tr> </tbody> </table>		Category	Percentage	Financial services	45%	Retail & Manufacturing	35%	Government	11%	Other	9%	<p><b>Revenue geographic mix</b> 2006; Percentage</p> <table border="1"> <caption>Revenue geographic mix 2006</caption> <thead> <tr> <th>Region</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Americas</td> <td>45%</td> </tr> <tr> <td>EMEA</td> <td>35%</td> </tr> <tr> <td>APAC</td> <td>20%</td> </tr> </tbody> </table>		Region	Percentage	Americas	45%	EMEA	35%	APAC	20%
Category	Percentage																				
Financial services	45%																				
Retail & Manufacturing	35%																				
Government	11%																				
Other	9%																				
Region	Percentage																				
Americas	45%																				
EMEA	35%																				
APAC	20%																				
<p><b>Key clients:</b> Leading UK-based insurance firm, top-10 energy &amp; utilities company, leading global transport services company, leading online retail firm</p>																					
<p><b>Recent transactions:</b></p> <ul style="list-style-type: none"> <li>■ Feb 2007: Leading global retailer, FAO contract covering F&amp;A processes ranging from accounts payable to reporting for the client's global operations</li> <li>■ Jan 2007: Top financial services firms, 7 years, FAO contract</li> <li>■ Dec 2006: Forbes 2000 manufacturing firm, 5 years, FAO contract for U.S. operations</li> <li>■ Oct 2006: Global telecom firm, US\$40 million, 5 years, FAO contract</li> </ul>																					

Source: Everest Research Institute (2008)

# India BPO supplier profile

## Company A (page 2 of 2)



- Very high
- Low
- Established offering
- Nascent/emerging offering
- Not a focus area

Dimension	Score	Comments
Scale	●	Company A is one of the few global BPO suppliers with large-scale operations in India both in terms of revenues and employees
Geographic reach	●	Though the majority of revenues are from North America, Company A has a client base in Continental Europe and APAC as well. Delivery network also extends to Brazil, Eastern Europe, and APAC. Expected to further increase its global presence in 2007

Breadth of offering										
Key horizontal BPO offerings and KPO	Customer service	Finance & Accounting Outsourcing (FAO)			Procurement Outsourcing (PO)		Human Resources Outsourcing (HRO)		Knowledge Process Outsourcing (KPO)	
	Key vertical-specific BPO offerings	Financial services	Healthcare	Telecom	Retail	Energy & utilities	Travel & logistics	Manufacturing	Technology	Media & publishing

Depth of offering in select segments		
Segment	Score	Comments
FAO	●	One of the global market leaders in FAO. The four acquisitions Company A completed in 2006 are likely to strengthen its position further in the industry
Customer service	●	Strong credentials in this segment, as customer service is one of the key components in a majority of Company A's deals
Financial services vertical-specific BPO	●	Strong credentials in the financial services domain, which is further supplemented with some other large financial services clients as well. Also, recent acquisitions have added to Company A's existing expertise in this segment

Source: Everest Research Institute (2008)

Contact us to better understand how we can best assist you



**Everest Research Institute uses its deep expertise and understanding of suppliers to provide you with:**

- Fact based and practical assistance with short-listing of suppliers
- Comprehensive capability profiles for leading suppliers
- An extensive directory of suppliers spanning multiple functions, industries and geographies

Everest Research Institute has been designed to meet the specific needs of your organization. Whether it be published or custom research, actionable tools, or even one-to-one interaction, we can develop a solution that applies to your particular scenario.

For more information about the Institute or to procure supplier profiles please contact us:

Email: [info@everestresearchinstitute.com](mailto:info@everestresearchinstitute.com)

Phone: **+1-203-588-9054**

Web site: [www.everestresearchinstitute.com](http://www.everestresearchinstitute.com)

# Get the answers today that lead to tomorrow's success



Everest Research Institute has the resources, experience, and capabilities to provide companies with the strategic intelligence, analysis, and insight that are crucial to making the right decisions in today's outsourcing marketplace.

With the vision of our leadership team, the personal commitment, and indeed, the passion of our professionals to deliver real value to our clients, our organization is unsurpassed in its ability to guide your company's future success.

## **Everest Research Institute**

Two Galleria Tower  
13455 Noel Road, Suite 2100  
Dallas, TX 75240  
U.S.A.  
+1-214-451-3110  
www.everestresearchinstitute.com  
info@everestresearchinstitute.com

## **Everest Group**

150 E., 52<sup>nd</sup> Street, 16<sup>th</sup> Floor  
New York, NY 10022  
U.S.A.  
+1-646-805-4000

## **Everest Canada**

The Exchange Tower  
130 King Street West, Suite 1800  
Toronto, ON  
Canada M5X 1E3  
+1-416-865-2033



## **Everest UK**

83 Baker Street  
London, W1U 6LA  
United Kingdom  
+44-87-0770-0270



## **Everest Netherlands & Continental Europe**

Atrium Building 3<sup>rd</sup> Floor  
Strawinskylaan 3051  
1007 ZX Amsterdam  
+31-20-301-2138

## **Everest India**

Ground Floor, Tower A  
Unitech Business Park  
South City - I, Gurgaon  
National Capital Region  
India 122001  
+91-124-304-1000

## **Everest Australasia**

Level 6, 90 Mount Street  
North Sydney, NSW 2060  
Australia  
+61-3-9833-1018

## **Everest Australia**

409a Wattletree Road  
East Malvern  
Melbourne, VIC 3145  
Australia  
+61-3-9509-3933