



Sample Supplier Profile: Order-to-Cash (O2C)

2008

Order-to-Cash (O2C) supplier profile

Company A (page 1 of 2)

Company profile: Company A is a global management consulting, technology services, and outsourcing (both IT and BPO) service provider. The company offers its services and solutions to clients across various industries with a key focus on financial services and manufacturing

Headquarters: New York, USA

Web site: www.companya.com

Key leaders:

- John Miller, Chairman & CEO
- Susan Black, CFO
- Peter Smith, COO
- James Davis, Group Chief Executive (Outsourcing)

Major O2C clients:

- Global top-10 Insurer
- Leading transport services company
- Global top-5 logistics and courier company
- World's leading online travel company
- USA's leading B2B media solutions company

Overall revenues (2007)	US\$7,050 million
Total employees (2007)	65,000
FAO employees	7,400
O2C employees	2,100

Major investments in O2C space:

- Build deep domain capability in mature verticals (financial services, manufacturing), and invest in incubating new verticals
- Has a dedicated training academy, which educates employees on delivering courses such as Accounts Payable, Accounts Receivable, General Ledger, etc.
- Integrate technology and processing capability and develop new proprietary work solutions

O2C delivery locations:

- Pune (India)
- Delhi (India)
- Chennai (India)
- Prague (Czech Republic)
- Monterrey (Mexico)

Source: Everest Research Institute (2008)

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Established offering



Nascent/emerging offering



Not a focus area

Breadth of O2C offering

Order management and billing

Dispute and deduction management

Cash application & accounts receivable

Credit control, collections & debt management

Analytics and reporting

Target buyer segments

Less than US\$1 billion

US\$1 billion-US\$5 billion

US\$5 billion-US\$10 billion

Greater than US\$10 billion

Target industries

Manufacturing

Energy & Utilities

Retail & CPG

Travel & logistics

Media & Entertainment

BFSI

Telco

Target geographies

USA

Canada

UK

Rest of Europe

Asia & Australia

Latin America

Company A is starting to see traction from the “less than US\$1 billion” and the “greater than US\$10 billion” buyer segment and is witnessing increased activity in Asia, Australia and Latin America

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:

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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.

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