

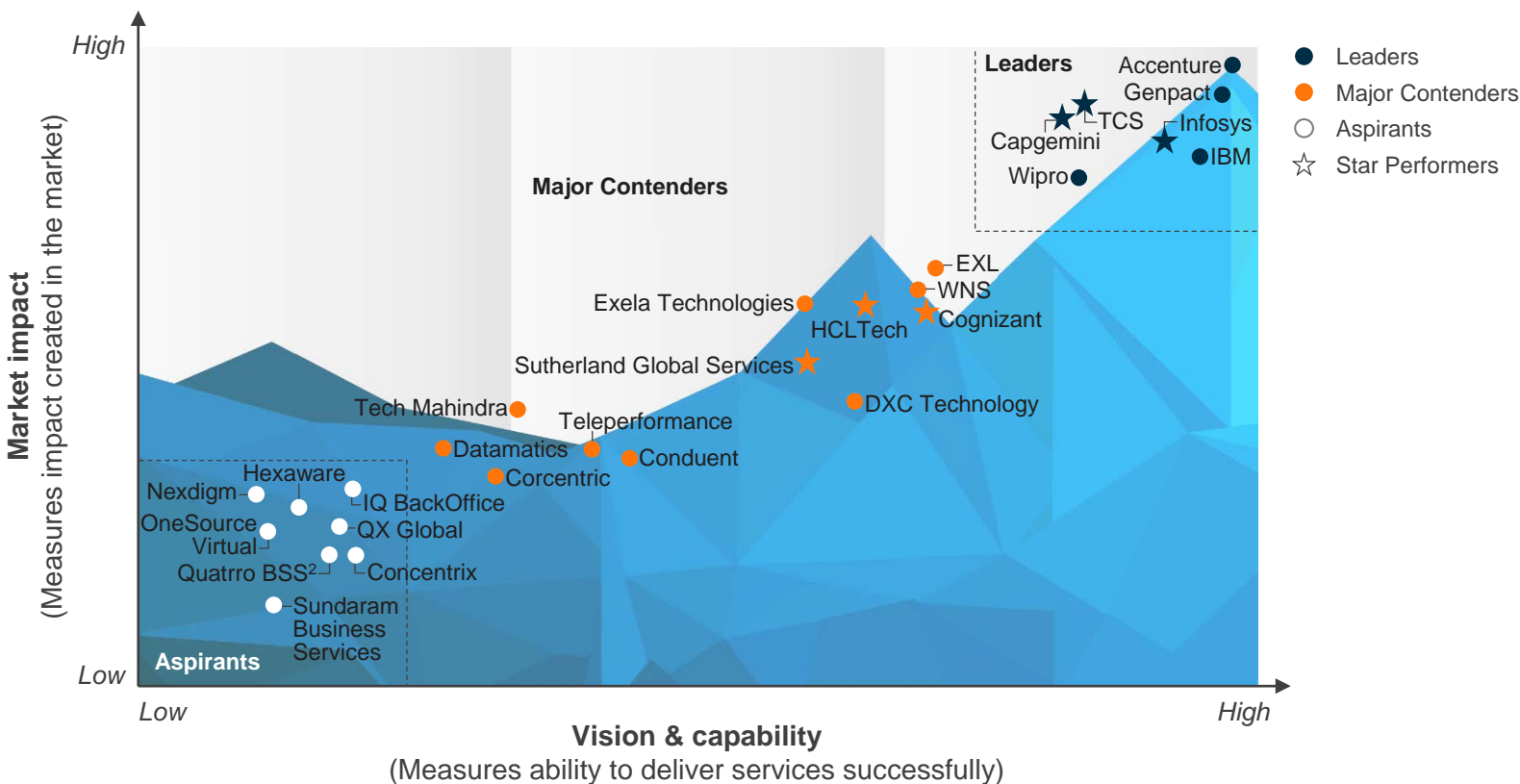
Finance and Accounting Outsourcing (FAO) – Service Provider Landscape with PEAK Matrix® Assessment 2022

September 2022: Executive Summary



Everest Group Finance and Accounting Outsourcing (FAO) PEAK Matrix® Assessment 2022

Everest Group Finance and Accounting Outsourcing (FAO) PEAK Matrix® Assessment 2022^{1,2}






Everest Group Finance and Accounting Outsourcing (FAO) Services PEAK Matrix® Assessment 2022

Leaders

Accenture, Capgemini, Genpact, IBM, Infosys, TCS, and Wipro are the Leaders on Everest Group's PEAK Matrix® for FAO based on their market impact and vision & capability. The assessment is based on 1,000+ large multi-year FAO contracts signed by 27 providers.





Everest Group also identified the following providers as the **Star Performers: Capgemini, Cognizant, HCL, Infosys, TCS, and Sutherland**. This recognition is based on these providers' relative year-over-year movement on the PEAK Matrix®.

Methodology

The PEAK Matrix® is a framework to assess providers' relative market success and overall capability. Providers are positioned on the PEAK Matrix® based on an evaluation across two key dimensions:

- Market impact measured by the market adoption, portfolio mix, and value delivered
- Vision & capability measured by vision and strategy, scope of services offered, innovation and investments, and delivery footprint


















































































1 Assessments for Concentrix, DXC Technology, Hexaware, Sundaram Business Services, Teleperformance, and WNS excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with FAO clients

2 Quattro BSS1 BSS: Quattro BSS1 Business Support Services

Assessment for FAO service providers

FAO services assessment dashboard (page 1 of 3)


















































































Measure of capability:  Low  High

Service Provider	Market impact				Vision & capability				
	Market Adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services	Innovation and investments	Delivery Footprint	Overall
Accenture									
Capgemini									
Cognizant									
Concentrix									
Conduent									
Corcentric									
Datamatics									
DXC Technology									
Exela Technologies									

Assessment for FAO service providers

FAO services assessment dashboard (page 2 of 3)


















































































Measure of capability:  Low  High

Service Provider	Market impact				Vision & capability				
	Market Adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services	Innovation and investments	Delivery Footprint	Overall
EXL									
Genpact									
HCLTech									
Hexaware									
IBM									
Infosys									
IQ BackOffice									
Nexdigm									
OneSource Virtual									

Assessment for FAO service providers

FAO services assessment dashboard (page 3 of 3)

Measure of capability:  Low  High

Service Provider	Market impact				Vision & capability				
	Market Adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services	Innovation and investments	Delivery Footprint	Overall
Quattro Business Support Services									
QX Global									
Sundaram Business Services									
Sutherland Global Services									
TCS									
Tech Mahindra									
Teleperformance									
Wipro									
WNS									

Additional information



“The current dynamic macroeconomic situations have increased the magnitude of challenges for enterprises as they emerge out of pandemic disruptions. There is a robust increase in appetite for investment amongst organizations to accelerate future proofing of finance function through digital transformation. Decreasing timeframe to transform, an increased openness to take third party support for new F&A transformation initiatives, especially in judgement-intensive processes, and the ability of leading third-party providers to act as strategic partners in their transformation initiatives, continue to drive strong demand for FAO in 2022. Third-party providers have made significant investments to enhance their consulting capabilities, industry & domain expertise in niche areas, and digital ecosystem leveraging advanced in-house and third-party solutions to play a key role in revamping finance operations for their clients.”

Vignesh Kannan, Practice Director

Shirley Hung, Partner

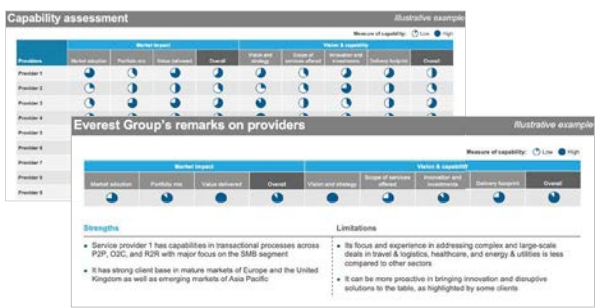
Vignesh Kannan, Practice Director

Abhishek Singh, Senior Analyst

Asmita Das, Senior Analyst

More details on the full report

In the 72-page report, **Finance and Accounting Outsourcing (FAO) – Service Provider Landscape with PEAK Matrix® Assessment 2022**, providers are categorized into Leaders, Major Contenders, Aspirants, and Star Performers. This report is available for purchase on our [website](#).



Other F&A offerings

Publications

- Finance and Accounting Outsourcing (FAO) – Service Provider Landscape with Services PEAK Matrix® Assessment 2021
 - From Liquidity Conservation to Cash Excellence: a Tech-led Approach to Optimizing Working Capital
 - An Integrated Operations Transformation Approach to Finance and Accounting Operations
- #### Custom services

- Service provider capability assessments and benchmarking
- Value proposition assessment
- Account and competitive intelligence
- GTM strategy formulation

Our research offerings

This report is included in the following research program(s):

Finance and Accounting

- ▶ Application Services
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud and Infrastructure
- ▶ Contingent Staffing
- ▶ Contingent Workforce Management
- ▶ Conversational AI
- ▶ Customer Experience Management Services
- ▶ CX Excellence
- ▶ Cybersecurity
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms (DAP)
- ▶ Digital Engineering Services
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ▶ Employer of Record (EOR)
- ▶ Engineering Services
- ▶ Enterprise Platform Services
- ▶ Exponential Technologies
- ▶ Finance and Accounting
- ▶ Financial Services Technology (FinTech)
- ▶ Global Business Services
- ▶ Healthcare Business Process
- ▶ Healthcare Information Technology
- ▶ Human Resources Outsourcing
- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing (IDP)
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Executive Insights™
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Outsourcing Excellence
- ▶ Pricing Analytics as a Service
- ▶ Process Mining
- ▶ Procurement
- ▶ Recruitment
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios



Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our research also covers the technologies that power those processes and functions and the related talent trends and strategies. Our clients include leading global companies, service and technology providers, and investors. Clients use our services to guide their journeys to maximize operational and financial performance, transform experiences, and realize high-impact business outcomes. Details and in-depth content are available at www.everestgrp.com.

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