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Sample Supplier Profile: Finance & Accounting Outsourcing (FAO)

2009

Finance & Accounting Outsourcing supplier profile

Company A



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Medium
 Medium-high
 High

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

Web site: www.companya.com

Key leaders: John Miller, Chairman & CEO, Susan Black, CFO, James Davis, Group Chief Executive (Outsourcing)

Major FAO clients: Leading UK-based insurance firm, top-10 energy & utilities company, leading global transport services company, leading online retail firm

Recent FAO transactions:

- Dec 2007: Leading online retail firm
- May 2007: Top consumer packaged goods company

FAO revenue buyer size mix: 50-55% large market (revenues > US \$5 billion) 5-10% Mid-market (revenues between US\$ 1-5 billion) 40-45% Small & medium business (revenues < US\$1 billion)

Recent F&A-related developments:

- Dec 2008: Company A partners with Company X to deliver its loan management solution
- Dec 2008: Company A acquired Company Y in order to expand its revenue accounting and recovery services offering
- Nov 2008: Company A got listed on London Stock Exchange
- Oct 2008: Company A acquired Company Z, an U.S.-based PO firm

Quality certification: ISO 9000, ISO 9001, Six Sigma, ITIL, SAS 70

Credit rating: BB/ Stable (S&P)

	2006	2007	2008
Overall revenues	US\$4.1 billion	US\$4.8 billion	US\$5.9 billion
Total employees	35,000	40,000	47,500
FAO employees	~3,900	~4,750	~6,100

FAO service suite: Transactional processes including accounts payable and T&E, accounts receivable, payroll, general accounting, fixed assets, transactional tax processing, key processes including management reporting and analysis, and treasury and risk management others

FAO revenue geography mix: 65% EMEA, 25% North America, 10% APAC

FAO revenue vertical mix: 40% communications, 25% retail & manufacturing, 25% financial services, 10% others

FAO market positioning¹ : Market leader

FAO delivery locations: Juarez (Mexico), Monterrey(Mexico), Montego Bay (Jamaica), Sao Paulo (Brazil), Guatemala City (Guatemala), Barcelona (Spain), Krakow (Poland), Bangalore (India), Prague (Czech Republic)

Overall FAO delivery capability:

Scale	Scope	Technology capability	Delivery footprint	Overall

Everest assessment: Company A is a major contender in the FAO market with a spike in the communications industry. It has a vertical focused strategy and focuses on providing in-depth business and technical expertise

¹ Suppliers scored using Everest proprietary scoring methodology

Sources: Everest Research Institute (2009); supplier inputs; public disclosures

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:

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

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 find out how we can assist you please contact us:

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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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