



IBM

Order to Cash

Vendor Assessment Report Abstract

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13 pages

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Who Is This Vendor Assessment For?

NelsonHall's F&A outsourcing profile on IBM is a comprehensive assessment of IBM's O2C outsourcing offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of O2C outsourcing services and identifying vendor suitability for O2C outsourcing services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector

Key Findings & Highlights

This NelsonHall vendor assessment analyzes IBM's offerings and capabilities in O2C outsourcing services. IBM is one of a number of O2C outsourcing service companies analyzed in NelsonHall's comprehensive industry analysis programs.

IBM Global Services (IGS) is the \$60bn ITO and BPO services division of IBM. IGS operates two business units; Global Technology Services (GTS) which accounts for 67% of IGS revenues and Global Business Services (GBS).

IBM's areas of greatest penetration lie in bill to pay (which is in-scope with ~80% of IBM O2C clients), though the company has extended its O2C activities upstream into order to bill within a number of accounts.

IBM goes to market primarily by industry sector with the client-facing personnel supported by horizontal O2C sales specialists.

IBM aims to deliver reductions in the cost of processing and improvements in business outcomes.

IBM is aiming to broaden its base of O2C activity, increasingly targeting order to bill services as well as its traditional target of bill to cash.

Scope of the Report

The report provides a comprehensive and objective analysis of IBM's O2C outsourcing offerings, capabilities and market and financial strengths including:

- Analysis of the company's offerings and key service components
- Identification of the company's strategy, emphasis and new developments
- Analysis of the company's strengths, weaknesses and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Key client examples
- Analysis of the company's delivery organization including the location of delivery locations



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Report Length

13 pages

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F&A Outsourcing Vendor Assessments:

Accenture, Capgemini, EXL Service, Firstsource, Genpact, Steria, Sutherland, WNS, Xerox