



HP Multi-Process FAO

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's multi-process F&A BPO (MP FAO) Vendor Assessment for Genpact is a comprehensive assessment of Genpact's MP FAO offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of F&A services and identifying vendor suitability for F&A 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 HP Enterprise Services (HP ES) offerings and capabilities in multi-process finance & accounting outsourcing (MP FAO) services. HP is one of a number of F&A Outsourcing services companies analyzed as part of NelsonHall's MP FAO industry analysis.

HP ES is a division of HP Group, which generated fiscal 2012 net revenues, for the period ended October 31, 2012, of \$120.4bn.

HP Enterprise Services (HP ES) earliest multi-process F&A BPO (MP FAO) contract was signed in 2004, a 10-year, \$750m contract with British Columbia's Ministry of Provincial Revenue.

In the period up to HP's 2008 acquisition of EDS, HP ES was awarded MP FAO contracts by Molson Coors and Nestle amongst others. Its largest single client is a logistics provider, headquartered in Germany.

HP ES has gradually expanded its F&A BPO client base, and currently supports ~19 MP FAO Clients.

There is now new clarity around HP's commitment to BPO and to F&A BPO in particular, which has been identified as a high priority revenue stream for the services business. HP has made significant investments in business intelligence and analytics tools that can be deployed in the F&A space. In addition HP continues to develop its third party and proprietary tools such as Newgen (A/P workflow) to address capability gaps in its delivery portfolio.

Scope of the Report

The profile provides a comprehensive and objective analysis of HP's MP FAO offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases 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
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.



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Multi-Process FAO Vendor Assessments are Available for:

Accenture, Capgemini, Genpact, HP, IBM, Infosys, TCS, Wipro, WNS Global Services.