



Infosys Procurement BPO

Vendor Assessment
Report Abstract

April 2015

Rachael Stormonth
NelsonHall

15 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's procurement BPO profile on Infosys is a comprehensive assessment of Infosys' offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of procurement BPO services and identifying vendor suitability for Procurement BPO 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

Services offered by Infosys' S&P unit include:

- Category and sourcing opportunity assessment
- Sourcing support
- Category management
- Purchasing operations
- Accounts payable.

In 2008 Infosys secured its foundation procurement BPO client Alcoa, for the provision of transactional procurement support. Some sourcing support activities were added to the scope over time.

Infosys' acquisition in 2011 of 100% of Australian specialist The Portland Group significantly developed its sourcing and category management expertise; before this, Infosys had been trying to do this organically.

Infosys continues to provide a mainly offshore service.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' procurement BPO offerings and capabilities, and market and financial strengths, including:

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



Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
	3.1 BPO Category management
	3.2 BPO Purchasing and accounts payable
4.	Delivery Capability and Partnerships
	4.1 Software and Tools
	4.2 Partnerships
5.	Target Markets
	5.1 Target Industries and Geographies
	5.2 Pricing Models and Contract Lengths
	5.3 Client Examples
6.	Strategy
7.	Strengths & Challenges
	7.1 Strengths
	7.2 Challenges
8.	Outlook

Report Length

15 pages

Procurement BPO Vendor Assessments also available for:

Accenture, Capgemini, GEP, Optimum Procurement Group, IBM, ExperBuy, DSSI, Procurement, Proxima, HCL, TCS, Aegis, Xchanging