Knowledge Process Outsourcing Assessment and Forecast

Report

Abstract

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Scope:

This report analyzes the global market for KPO and its constituent services. The report addresses the following questions:

1. What are the customer requirements and how are they changing?
2. What bundles of services customers are buying from KPO vendors?
3. How bundles of services are different by geography (U.S., Europe, and Rest of World)?
4. How is the segmentation of the KPO market changing?
5. What is the size and growth of the KPO market?
6. How leading vendors are positioned within the KPO market?
7. What are the challenges and success factors for vendors targeting KPO?

Key findings & highlights

The global Knowledge Process Outsourcing industry is undergoing a period of rapid change as service and delivery requirements evolve. In particular, Knowledge Process Outsourcing vendors will increasingly need to be able to support their client's entry into new markets and business intelligence needs.

KPO is maturing from single line services targeted at financial services firms and large enterprises in mature markets, to multi-line services targeted at mid-sized enterprises in multiple geographies. Clients are looking for 4 key benefits from KPO vendors:

1. **Cost control**: absolute cost reductions of at least 20%, assistance lowering cost of entry into new business lines, and conversion of fixed to variable cost.
2. **New services and insights:** to allow clients to invest in new businesses and support new product introduction
3. **Increased speed of execution:** both reducing time to new market entry and reducing time to data access in order to capitalize on temporary market opportunities
4. **Scalability:** ability to scale personnel with relevant skills sets, and increase consistency of process execution

Contents:

1. Knowledge Process Outsourcing Taxonomy
2. Changing Shape of Knowledge Process Outsourcing
3. Customer Requirements
4. Market Size and Growth
5. Vendor Market Shares
6. Vendor Offerings and Target Markets
7. Challenges and Success Factors
8. Appendix A- Service Definitions
9. Appendix B- Vendor Details
10. Appendix C- Key KPO Services

Vendors mentioned in the report include:

Adventity, Allsec, Amba, Aptara, Aranca, Capgemini, Copal, eClerx, Equinox, Evalueserve, Fractal Analytics, One Source, i-Flex, Inductis, Infosys, Irevna, Netscribes, OPI Global, Pipal, Satyam BPO, Scope eKnowledge, SmartAnalyst, TCS, Ugam Solutions, ValueNotes, Wipro, WNS, and others

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