Multi-Process O2C Outsourcing

Market Analysis
Report Abstract

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NelsonHall

80 pages

Who Is This Report For?

NelsonHall's "Multi-process O2C Outsourcing" report is a comprehensive market analysis designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of O2C outsourcing services and identifying vendor suitability for O2C RFPs

- Vendor marketing, sales and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the support services sector

Scope of the Report

The report analyzes the global market for multi-process O2C outsourcing services and addresses the following questions:

- What is the current and future market for multi-process O2C outsourcing services?
- What is the size and growth of the O2C market by geography?
- Within O2C outsourcing, which industries are emerging strongly?
- What are the customer requirements for O2C outsourcing services including drivers, benefits, and inhibitors?
- What technologies and platforms are being utilized and what are the key developments?
- What are vendor challenges and critical success factors?
- How are vendors positioned to meet the requirements of each customer segment?

Additional topics include: contract lengths; pricing models; partnerships; acquisitions; delivery capabilities and the use of offshoring; vendor targeting by client size and geography.

Key Findings & Highlights

NelsonHall's study of the multi-process O2C market, confirms that buy-side demand for O2C services remains robust with growth of 9.7% forecast for 2012. The manufacturing sector will account for 26% of the total O2C service market in 2012.

Driving this demand is a combination of a weak global economy that continues to push cost cutting to the top of the CFO agenda, and a growing sell-side landscape that offers organizations a broader portfolio of transactional and value add O2C services at a significantly competitive price.

The report identifies four key customer segments, each with distinct service requirements and drivers. These segments are; Platform Consolidation, Process Optimization, Focus on Core and Business Transformation. The largest of these with a market size of ~$660m is Process Optimization. Customers in this segment are faced with costly process inefficiencies in their quote to bill and bill to cash cycles, a lack of process automation and consistency in service delivery leading to poor customer satisfaction. Providers serving this segment successfully are deploying tried and tested process methodologies as well as specialist third party and proprietary O2C tools to consolidate and standardize processes in near-shore and off-shore delivery centers.

Demand for multi-process O2C services remains greatest with large organizations with >$5bn in revenues and >10k employees. Contracts typically are a minimum of 3 years and despite the growing emergence of gain share and outcomes based pricing models, FTE based pricing models remain dominant, accounting for approximately 90% of multi-process O2C contract value.

Contents

Report Length

80 pages, consisting of 8 chapters and 16 Data charts,

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Multi-Process O2C Vendor Assessments Also Available for:

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