



Wipro 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 Wipro is a comprehensive assessment of Wipro'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 Wipro's offerings and capabilities in multi-process finance & accounting outsourcing (MP FAO) services. Wipro is one of a number of F&A Outsourcing services companies analyzed as part of NelsonHall's MP FAO industry analysis.

Headquartered at Bangalore, India, Wipro is a \$6.2bn IT services and BPO provider, employing ~138,000 staff and supporting clients in 54 countries.

Wipro has been offering F&A Outsourcing services since 2002, starting with smaller accounts and a heavy emphasis on collections. It has since expanded its portfolio to include P2P and R2R offerings. Its longest multi-process F&A BPO (MP FAO) relationship to date, with a U.S. semiconductor manufacturer, spans eight years.

Despite a lack of major new wins in the past twelve months, Wipro retains a significant nucleus of MP FAO clients on which it can build - including Sears which renewed its MP FAO contract in Q3 FY 2013 - and an IT services heritage that positions it for F&A BPO transformation opportunities with a significant technology component.

Scope of the Report

The profile provides a comprehensive and objective analysis of Wipro'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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Report Length

15 pages

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Multi-Process FAO Vendor Assessments are Available for:

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