



Firstsource Order to Cash

Vendor Assessment Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's F&A outsourcing profile on Firstsource is a comprehensive assessment of Firstsource's O2C outsourcing offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of O2C outsourcing services and identifying vendor suitability for O2C outsourcing services 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 Firstsource's offerings and capabilities in O2C outsourcing services. Firstsource is one of a number of O2C outsourcing service companies analyzed in NelsonHall's comprehensive industry analysis programs.

Firstsource has created dedicated centers of expertise for its three primary service lines; Collections, Customer Management Services (CMS) and Document Management.

The primary focus of Firstsource's O2C service lies with first and third party collections activities.

Firstsource's U.S. based O2C clients are predominantly from the healthcare sector and the BFSI sector, (with credit card issuers prominent amongst them, including Barclaycard, CapitalOne and Bank of America).

The U.K. market remains the growth engine for Firstsource's O2C business, with Barclaycard continuing to ramp up and BFSI and Telecoms sector clients expanding the scope of their existing credit card collections, or revenue cycle management contracts.

Scope of the Report

The report provides a comprehensive and objective analysis of Firstsource's O2C outsourcing offerings, capabilities and market and financial strengths including:

- Analysis of the company's offerings and key service components
- 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
- Key client examples



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Report Length

12 pages

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F&A Outsourcing Vendor Assessments:

Accenture, Capgemini, EXL Service, Genpact, IBM, Steria, Sutherland, WNS, Xerox