



Xerox

Order to Cash

Vendor Assessment Report Abstract

Mike Friend
F&A BPO Analyst
NelsonHall

7 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's F&A outsourcing profile on Xerox is a comprehensive assessment of Xerox'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 Xerox's offerings and capabilities in O2C outsourcing services. Xerox is one of a number of O2C outsourcing service companies analyzed in NelsonHall's comprehensive industry analysis programs.

Xerox is headquartered in Norwalk, Connecticut. Xerox provides document management, IT and BPO services.

Xerox's Order to Cash business sits within the BPO segment of Xerox Services.

With its F&A BPO services, Xerox is targeting multinational and large national organizations. O2C services are typically provided as part of larger multi-process FAO deals for Xerox clients in North America and Europe.

Scope of the Report

The report provides a comprehensive and objective analysis of Xerox'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
- Analysis of the company's delivery organization including the location of delivery locations



Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
3.1	Order to Cash Offerings
4.	Delivery Capability and Partnerships
4.1	Service Delivery Capability
4.2	Enabling Technologies
5.	Target Markets
6.	Strategy
7.	Strengths and Challenges
7.1	Strengths
7.2	Challenges
8.	Outlook

Report Length

7 pages

Report Author

Mike Friend

mike.friend@nelson-hall.com

F&A Outsourcing Vendor Assessments:

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