



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

Capgemini is a \$13.7bn IT services and BPO service provider with headquarters in Paris, France.

Capgemini entered the multi-process Finance & Accounting BPO (MP FAO) market in July 2003 with its acquisition of PwC's F&A delivery centers in Krakow, Poland and Guangzhou, China.

The Krakow center was acquired along with a multi-year contract to provide F&A BPO services to International Paper. The Guangzhou center was previously part of a 50:50 joint venture shared services center (SSC) set up by Capgemini and Dairy Farm Holdings in 1999 to provide Finance & Accounting (F&A) BPO services. International Paper and Dairy Farms both remain MP FAO clients of Capgemini in 2012.

Globally, Capgemini delivers MP FAO services from 27 centers, of which 12 employ 100 FTEs or more.

2012 ended with a flourish of MP FAO contracts and also included another MP FAO contract award in the Nordic region, this time a 5-year MP FAO contract with Finnish logistics provider Cargotec. Other wins included a 7-year contract with a Swiss headquartered electronics company and a 5-year renewal with one of its top 10 MP FAO clients, a U.S. media and entertainment firm. In all, across the past 24 months, Capgemini has won new MP FAO contracts in the U.S., Netherlands, Finland, Switzerland and Brazil placing Capgemini firmly amongst the group of leading MP FAO providers.

Scope of the Report

The profile provides a comprehensive and objective analysis of Capgemini'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

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Multi-Process FAO Vendor Assessments are Available for:

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