



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

IBM Global Services (IGS) is the \$60bn ITO and BPO services division of IBM. IGS operates two business units; Global Technology Services (GTS) which accounts for 67% of IGS revenues and Global Business Services (GBS).

IBM entered into the BPO (and F&A outsourcing) market in October 2002, with its acquisition of PwC Consulting. The acquisition included PwC's F&A BPO contract with BP, which until August 2012 was its largest contract. The BP contract has subsequently been awarded to Accenture, following BP's decision to consolidate its F&A BPO supplier base.

IBM currently serves ~17 MP FAO clients across its five primary sectors: Industrial, Communications, Distribution, Financial Services and Public Sector.

NelsonHall anticipates that the loss of IBM's BP contract to Accenture will see a single digit percentage contraction in its MP FAO revenues in 2013. The impact of this loss will however be off-set in part by the signing of the CEMEX and Sharp Electronics (Europe) contracts in 2012 and the expansion of its MP FAO contract with Unilever which will now include global P2P service delivery.

## Scope of the Report

The profile provides a comprehensive and objective analysis of IBM'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

14 pages

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## Multi-Process FAO Vendor Assessments are Available for:

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