



IBM - FAO in the Travel, Transport & Logistics Sector

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's Vendor Assessment for IBM is a comprehensive assessment of IBM's FAO offerings and capabilities in the Travel, Transport & Logistics (TTL) sector. The report is 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 FAO offerings and capabilities in the TTL sector. IBM is one of a number of F&A Outsourcing services companies analyzed as part of NelsonHall's FAO industry analysis focused on the TTL sector.

IBM Global Services (IGS) is the \$59bn Consulting, ITO and BPO services division of IBM. IGS operates two primary business units:

- Global Technology Services (GTS) which accounted for 68% or \$40.2bn of IGS FY 2012 revenues and provides IT outsourcing and BPO services and
- Global Business Services (GBS) which accounted for \$18.6bn in revenues and provides IBM's consulting and application management services.

BPO services are provided by IBM's Global Process Services (GPS) unit which sits within IBM GTS.

IBM's first FAO contracts in the travel, transport and logistics (TTL) sector were signed in 2005.

According to IBM, 80% of its FAO contracts in the TTL sector are multi-process contracts, in which all three towers (P2P, O2C and R2R) have been outsourced to IBM.

Globally IBM employs an estimated 13,600 FTEs across its FAO practice. Within the TTL sector, NelsonHall estimates that one third of IBM's BPO resources are directly engaged in the delivery of FAO services. IBM's largest delivery hub is based in India where FAO services are delivered from three main delivery centers located in Bangalore, Gurgaon and Chennai. India currently accounts for ~65% of FAO delivery resources supporting the TTL sector.

Scope of the Report

The profile provides a comprehensive and objective analysis of IBM's FAO offerings, capabilities, and market and financial strength with regard to the TTL sector, 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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FAO Vendor Assessments are Available for the following:

Accelya, EXL Service, HP, IBM, NIIT Technologies, Serco, Sutherland Global Services, Tata Consulting Services (TCS) and WNS Global Services.