

Finance and Accounting Business Process Transformation 2024-2025 RadarView™

Shifting from transactional to
output-based engagements with
an aim to maximize client value

January 2025

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- There has been nearly 13% growth in service providers' revenue compared to last year, with a major chunk coming from transactional processes.
- Very large clients (>1B revenue) contribute more than 70% of the revenue. North America continues to be the highest contributor.
- Transaction-based pricing is the most dominant; however, output-based and hybrid pricing are gaining traction due to changing priorities.
- Service providers are investing in acquisitions, developing new solutions and offerings, staff training, and practice growth to stay ahead of the competition.

Service provider profiles (Pages 14-58)

- Detailed profiles for Accenture, Auxis, Capgemini, Cognizant, Conduent, Datamatics, Exela Technologies, EXL, Genpact, HCLTech, IBM, Infosys, IQ BackOffice, Nexdigm, Quattro BSS, QX Global, Sutherland, TCS, Tech Mahindra, Teleperformance, Wipro, and WNS.

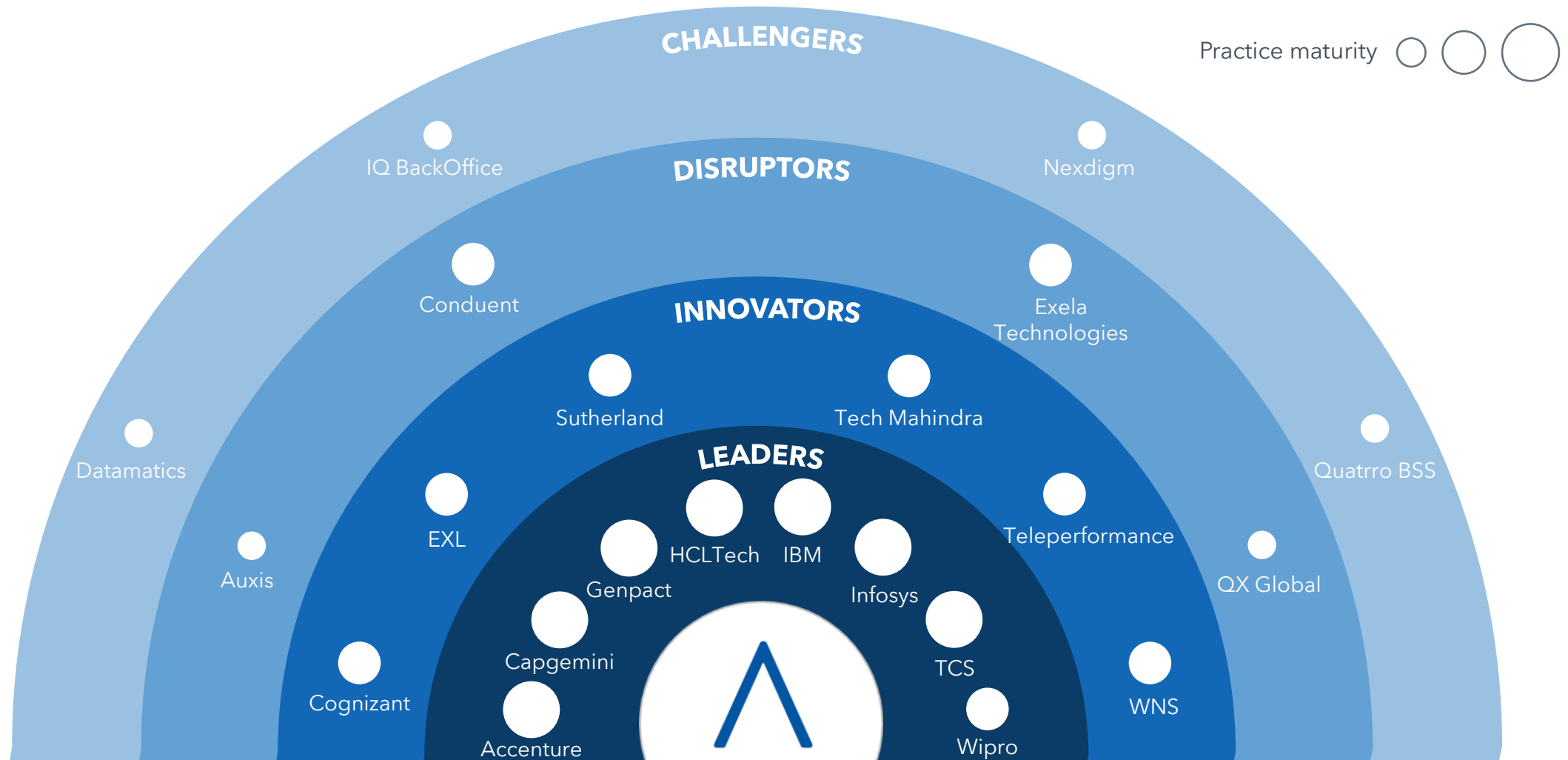
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- RadarView assessment
- Research methodology and coverage
- Interpretation of classification

Key contacts (Page 63)



Avasant recognizes 22 top-tier providers offering finance and accounting business process transformation services

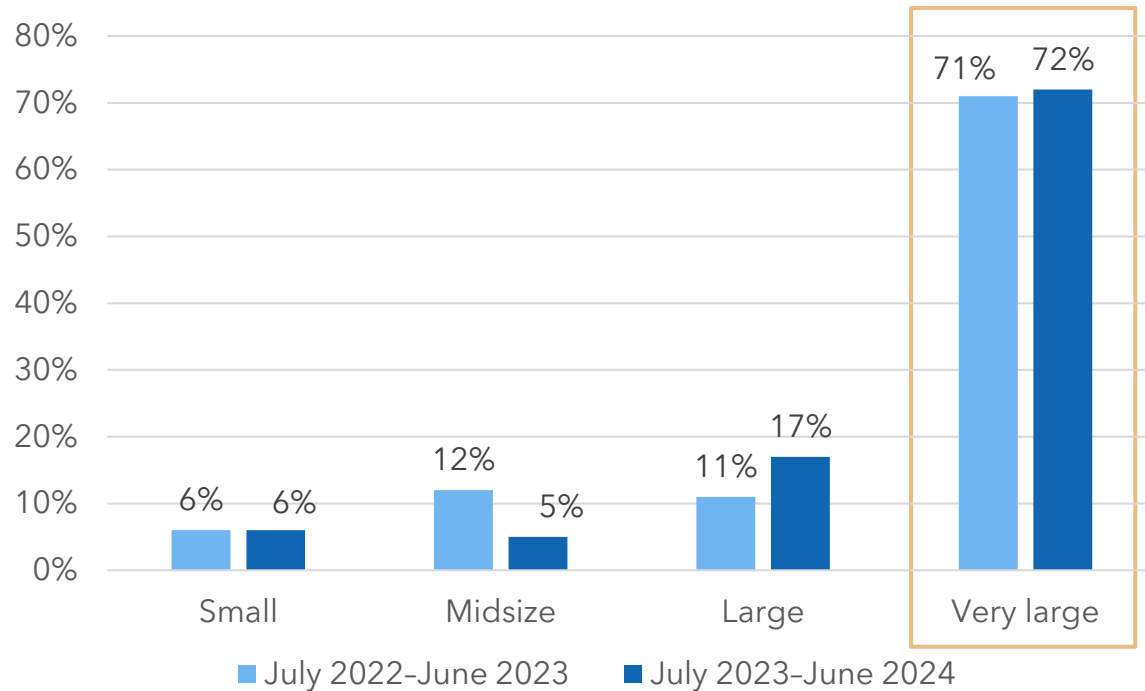


Note: Please refer to Avasant's *Finance and Accounting Business Process Transformation 2024-2025 Market Insights* for detailed insights on demand-side trends.

Very large enterprises are driving F&A outsourcing, while North America continues to dominate the F&A BPO market

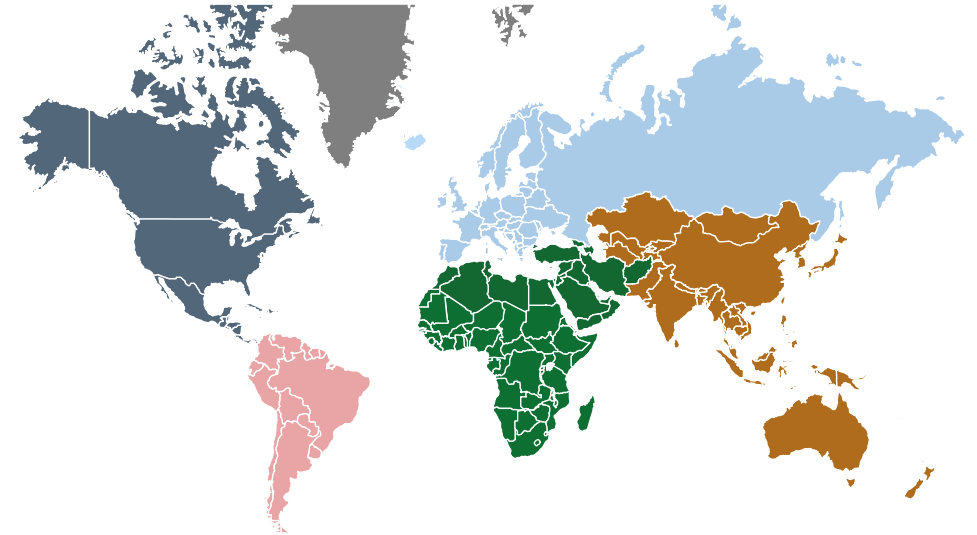
Large enterprises are driving an increase in F&A BPO services, while the revenue from midsize enterprises has lost its share. A large chunk of business is coming from migration to cloud-based ERP systems such as SAP S/4HANA.

Revenue share by client size

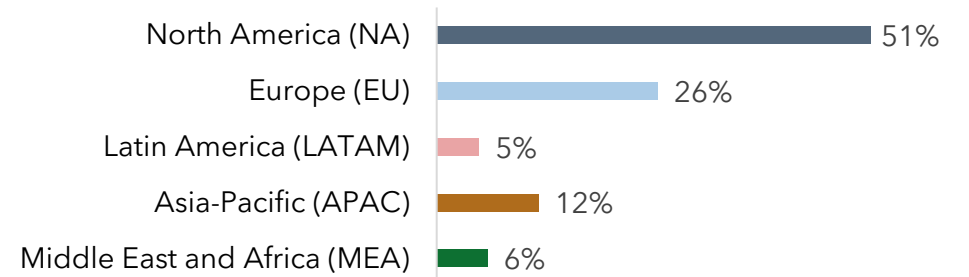


>70%
Share of very large enterprise clients in F&A BPO revenue

Small: <\$50M Large: \$500M-\$1B
Midsize: \$50M-\$500M Very large: >\$1B revenue

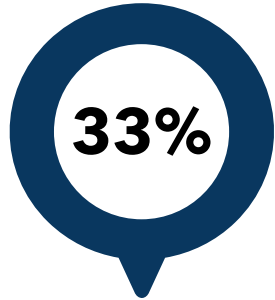


Revenue share by geography



Service providers are looking to gain an edge by investing in inorganic expansion and R&D initiatives

Share of planned investments across different areas



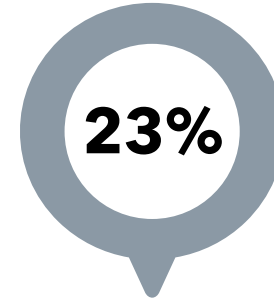
Inorganic expansion

Focusing on acquisitions and strategic investments to build and strengthen capabilities in transactional, judgmental, and technological processes



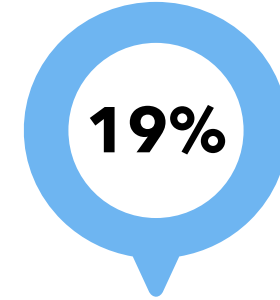
R&D

Making investments in AI and ML and creating new offerings, IP, solution accelerators, digital tools, and proofs of concept



Human capital

Domain certifications and training, hiring of new staff with domain and digital skills, and upskilling existing staff on emerging technologies



Practice growth

Advancing platforms, increasing sales, enabling wider integration, product expansion, and channel development and marketing initiatives, and expanding to new locations and markets

Teleperformance

Teleperformance acquired Majorel, a provider of BPO services, including F&A outsourcing, to enhance its service offering in the BPO sector.

Tech Mahindra

Tech Mahindra has developed the AI-driven platform Yantr.ai to optimize field operations using advanced analytics and ML, providing end-to-end visibility into demand and supply.

TCS

TCS uses its learning management platform, iEvolve™, to facilitate extensive training programs for its resources in digital and domain skills.

HCLTech

HCLTech is building a joint GTM strategy with advisors, analysts, consultants, and existing clients, including Google, Thomson Reuters, and Microsoft.

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