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Everest  
Group  
BPS  
Top 50

October 2015

## What is the Everest Group BPS Top 50?

The Everest Group BPS Top 50 is a global list of the 50 largest third-party providers, based on their Business Process Services (BPS) revenues<sup>1</sup>. Everest Group plans to publish this list every year based on the prior calendar year's BPS revenues.

### Why the BPS Top 50?

The global third-party BPS industry is valued at more than US\$150 billion today. Over the years, this industry has evolved significantly, both in breadth and depth of services. What started as a cost optimization concept focusing on “non-core” and “back-office” business processes, today permeates the entire business process value chain addressing a wide variety of business objectives. Naturally, the industry has attracted many service providers from a broad range of backgrounds and heritages. Today, Everest Group estimates there are more than 200 service providers with more than US\$50 million in revenues offering BPS services around the globe. Some are pure-play BPS providers, while others offer business services as part of broader portfolio (IT services, consulting, technology products, etc.). Some are focused on a particular domain or geography, while others are broad-based. Some are listed while others are privately held.

However, the BPS industry lacks any reference points to identify the largest service providers, their growth, and coverage cutting across geography, domain, and buyer size. The Everest Group BPS Top 50 fills this gap. This list will help enterprises identify the largest providers and their functional coverage. It will help BPS service providers to compare themselves against others in the industry. Over the coming years, we also expect the list and associated analysis to help stakeholders understand the broad dynamics of growth and success in this industry.

## How is the Everest Group BPS Top 50 determined?

The list is determined based on multiple sources of information and analysis, including

1. Reported BPS revenues by listed companies
2. Bottom-up revenue build leveraging Everest Group's proprietary BPS databases tracked and maintained at the functional levels

# Everest Group BPS Top 50

Rank	Service provider	2014 BPS revenue (US\$ million)	YOY change	Key BPS Offerings									
				Horizontal BPS					Industry-specific BPS			Others	
				Contact center	Doc. Magmt.	F&A	HR	Procurement/ Supply chain	Financial services	Life Sciences	Insurance		
1	Xerox <sup>1</sup>	8,800-8,900	1%	✓	✓	✓	✓			✓	✓	✓	✓
2	ADP <sup>3</sup>	8,324	8%				✓						
3	Teleperformance	3,665	18% <sup>2</sup>	✓									
4	Accenture <sup>1</sup>	3,400-3,500	12-13%			✓	✓	✓		✓	✓	✓	✓
5	Capita <sup>1</sup>	3,000-3,100	10%	✓		✓	✓			✓	✓	✓	✓
6	Convergys	2,856	39% <sup>2</sup>	✓									
7	Aon Hewitt	2,612	6%				✓						
8	IBM <sup>1</sup>	2,600-2,700	6-8%			✓	✓	✓		✓			✓
9	Paychex <sup>3</sup>	2,477	8%				✓						
10	Atento	2,298	-2%	✓									
11	HP <sup>1</sup>	2,100-2,200	3%	✓	✓	✓	✓	✓		✓	✓	✓	✓
12	RR Donnelley	1,888	10%		✓			✓					
13	Williams Lea	1,870	5%		✓								
14	TCS	1,808	15%	✓		✓	✓	✓		✓	✓	✓	✓
15	Genpact	1,737	12%	✓		✓	✓	✓		✓	✓	✓	✓
16	Sitel	1,440	1%	✓									
17	TowersWatson <sup>1</sup>	1,400-1,500	19%				✓						
18	Fidelity <sup>1</sup>	~1,400	8%				✓						
19	Contax	1,375	-17%	✓									
20	Sykes	1,328	3%	✓									
21	Iron Mountain	1,257	1%		✓								
22	TeleTech	1,242	5%	✓									
23	Serco <sup>1,4</sup>	1,200-1,300	3%	✓		✓	✓			✓	✓	✓	✓
24	Concentrix <sup>1</sup>	~1,100	478% <sup>2</sup>	✓								✓	✓
24	EGS <sup>1</sup>	~1,100	<5%	✓									
26	Sutherland <sup>1</sup>	~1,000	17%	✓		✓				✓	✓	✓	✓
27	Transcosmos <sup>1</sup>	850-900	12%	✓		✓	✓						✓
28	Pitney Bowes	779	23%		✓								
29	Transcom	719	-5%	✓									
30	Cognizant <sup>1</sup>	~700	25-26%	✓		✓				✓	✓	✓	✓
31	SPS <sup>1</sup>	~700	7%		✓								
32	Webhelp Group	689	15%	✓									
33	Wipro	673	14%	✓		✓	✓	✓		✓	✓	✓	✓
34	Tivit	628	17%	✓									
35	Ceridian <sup>1</sup>	650-700	8%				✓						
35	DST <sup>1</sup>	650-700	5%		✓								
37	Alorica <sup>1</sup>	600-650	8%	✓									
38	Capgemini <sup>1</sup>	~600	6%			✓	✓	✓		✓			✓
39	Aegis <sup>1</sup>	~550	-30% <sup>2</sup>	✓		✓	✓	✓		✓			
40	WNS	531	6%	✓		✓	✓	✓		✓	✓	✓	✓
41	Firstsource	504	-4%	✓									
42	SourceHOV <sup>1</sup>	500-550	12-13%			✓					✓		✓
43	Dell <sup>1</sup>	~500	10-11%	✓		✓		✓		✓	✓	✓	✓
43	Mercer <sup>1</sup>	~500	27%				✓						
45	EXL	499	7%	✓		✓		✓		✓	✓	✓	✓
46	Minacs <sup>1</sup>	478	<1%	✓		✓				✓			✓
47	Xchanging	476	-22%			✓	✓	✓		✓	✓	✓	✓
48	HGS	449	13%	✓		✓	✓			✓	✓	✓	✓
49	Infosys	404	8%	✓		✓	✓	✓		✓	✓	✓	✓
50	Quintiles <sup>1</sup>	380-420	8%							✓			✓

1 Everest Group estimates

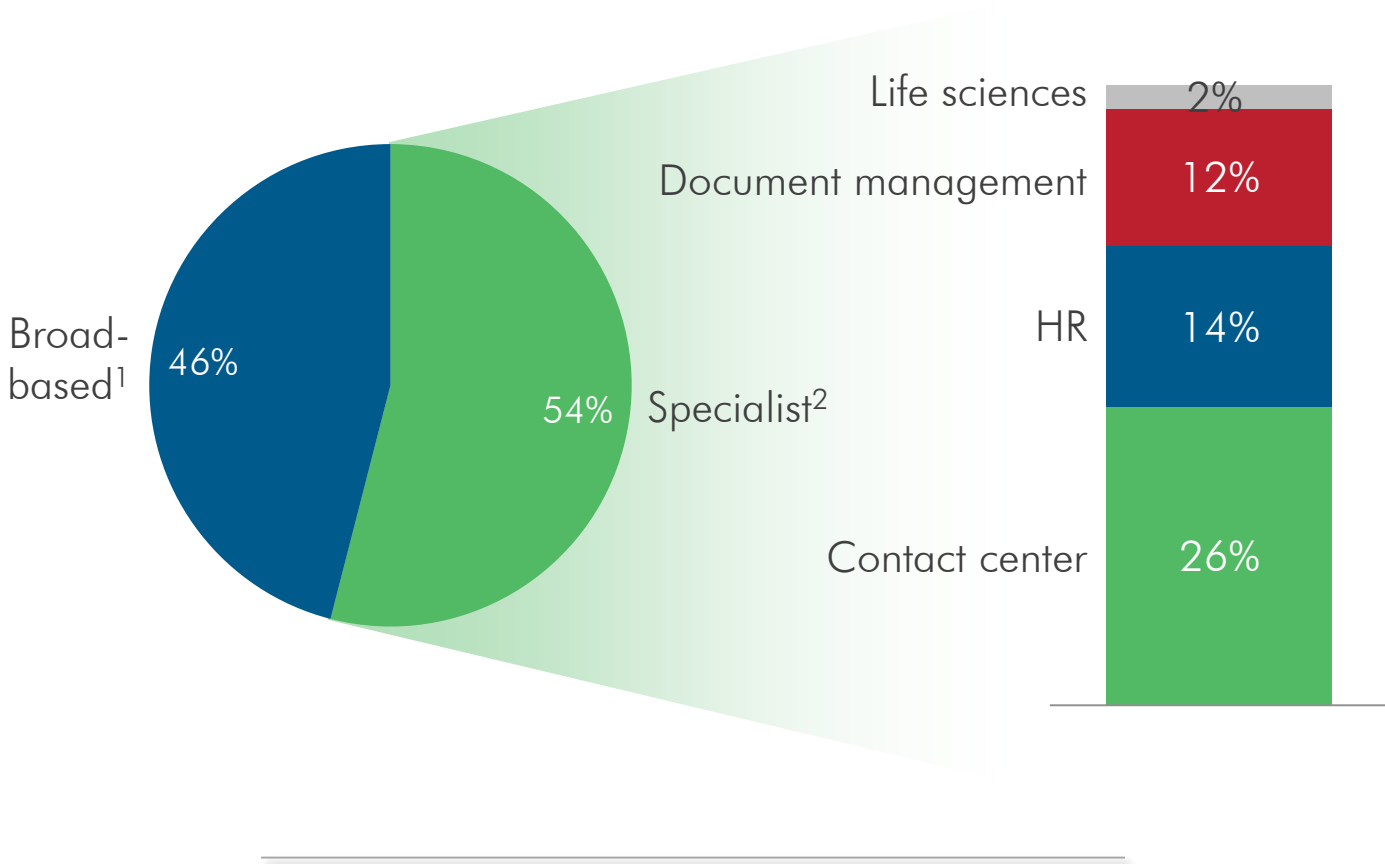
2 YoY changes are impacted by acquisitions and divestitures in 2014

3 Excludes Professional Employer Organization (PEO) Services

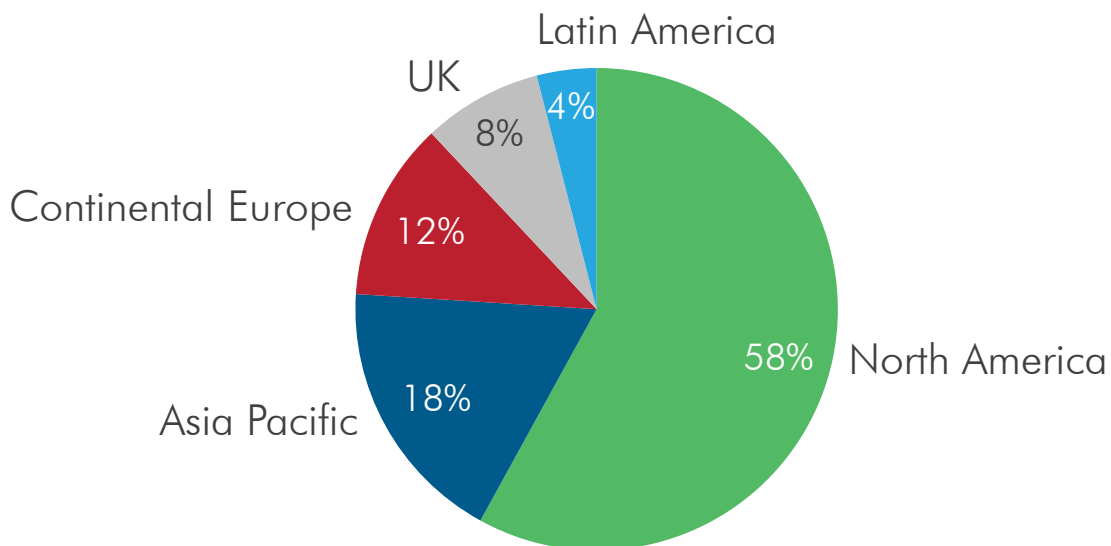
4 Includes private sector business agreed to be sold in September 2015

# Interesting facts

## Specialists form majority of BPS Top 50



## North America headquartered providers dominate the list followed by Asia Pacific ones




<sup>1</sup> Service provider offering BPS services in more than one functional area

<sup>2</sup> Service provider predominantly offering BPS services in one functional area

## About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empowers clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com) and [research.everestgrp.com](http://research.everestgrp.com).

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