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Everest  
Group  
BPS Top 50™  
2016

July 2016

## 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)<sup>1</sup> revenues<sup>2</sup>. Inaugurated in 2015, Everest Group publishes 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 a 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' growth and coverage cutting across geography, domain, and buyer size. The Everest Group BPS Top 50 fills this gap. This list helps enterprises identify the largest providers and their functional coverage. It helps BPS service providers to compare themselves against others in the industry. Starting this year, we are also looking at key changes in the list and offering associated analyses 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

1 BPS is also referred as Business Process Outsourcing (BPO)

2 BPS revenue excludes public-sector focused services

# Everest Group BPS Top 50™ | 2016

Ranking change from 2015 list



Rank	Service provider	2015 BPS revenue (US\$ million)	YOY change	Key BPS Offerings									
				Horizontal BPS					Industry-specific BPS			Others	
				Contact center	Doc. Mgmt.	F&A	HR	Procurement / Supply chain	Financial services	Life Sciences	Insurance		
1	↔ Xerox <sup>1,4</sup>	~9,100	-4.0%	✓	✓	✓	✓			✓	✓	✓	✓
2	↔ ADP <sup>3</sup>	8,994	8.0%				✓						
3	↑ Accenture <sup>1</sup>	4,000-4,200	18-20%			✓	✓	✓		✓	✓	✓	✓
4	↓ Teleperformance	3,772	6.9%	✓									
5	↔ Capita <sup>1</sup>	3,150-3,250	5.0%	✓		✓	✓			✓	✓	✓	✓
6	↔ Convergys	2,951	3.3%	✓									
7	● Arvato Bertelsmann <sup>1</sup>	~2,700	4.0%	✓		✓		✓					
8	↑ Paychex <sup>3</sup>	2,698	8.9%				✓						
9	↓ Aon Hewitt <sup>1</sup>	2,600-2,700	2.0%				✓						
10	↓ IBM <sup>1</sup>	2,200-2,300	<5%			✓	✓	✓		✓			✓
11	↔ HP Enterprise <sup>1,4</sup>	2,000-2,100	-5.0%	✓	✓	✓	✓	✓		✓	✓	✓	✓
12	↓ Atento	1,966	-14.5%	✓									
13	↔ Williams Lea	1,964	4-5%		✓								
14	↓ RR Donnelley	1,933	2.4%		✓			✓					
15	↔ Genpact	1,930	11.1%	✓		✓	✓	✓		✓	✓	✓	✓
16	↓ TCS <sup>1</sup>	~1,900	4.0%	✓		✓	✓	✓		✓	✓	✓	✓
17	↑ Fidelity <sup>1</sup>	1,400-1,450	3-4%				✓						
17	↓ Sitel <sup>1</sup>	1,400-1,450	-1.0%	✓									
19	↑ Concentrix <sup>1,2</sup>	~1,400	27.3%	✓						✓	✓	✓	
20	↑ TeleTech	1,287	3.6%	✓									
21	↓ Sykes Enterprises	1,286	-3.2%	✓									
22	↑ Alorica <sup>1,2</sup>	1,200-1,250	100-110%	✓									
23	↓ Iron Mountain	1,170	-6.9%		✓								
24	↔ EGS <sup>1</sup>	1,150-1,200	1.0%	✓									
25	↑ Sutherland <sup>1</sup>	1,100-1,150	17.0%	✓		✓				✓	✓	✓	✓
26	↓ Contax	913	-33.6%	✓									
27	↔ Transcosmos <sup>1</sup>	900-1,000	13.0%	✓									
28	↑ Cognizant <sup>1</sup>	800-900	18-20%	✓		✓				✓	✓	✓	✓
29	↑ Capgemini <sup>1,2</sup>	~750	25.0%			✓	✓	✓		✓	✓	✓	✓
30	↑ Webhelp	740	7.4%	✓									
31	↓ Pitney Bowes	722	-7.3%		✓								
32	↑ Wipro	693	4.0%	✓		✓	✓	✓		✓	✓	✓	✓
33	↑ DST Systems, Inc. <sup>1</sup>	650-700	1.8%		✓								
34	↓ SPS <sup>1</sup>	~650	-7.1%		✓								
35	↑ EXL	629	26.1%	✓		✓		✓		✓	✓	✓	✓
36	↓ Transcom	627	-12.8%	✓									
37	● CSC <sup>1,2,4</sup>	600-650	180%			✓	✓	✓		✓	✓	✓	
37	↑ SourceHOV <sup>1</sup>	600-650	<5%			✓					✓		✓
39	↑ WNS	552	4.0%	✓		✓	✓	✓		✓	✓	✓	✓
40	↑ Dell <sup>1</sup>	500-550	5-6%	✓		✓				✓	✓	✓	✓
40	↑ Mercer <sup>1</sup>	500-550	5-6%				✓						
42	↓ Aegis <sup>1</sup>	~500	8-9%	✓		✓							
43	↑ HGS	487	8.5%	✓							✓		✓
44	↓ Firstsource	485	-3.8%	✓							✓		
45	↑ Infosys	462	3-4%	✓		✓	✓	✓		✓	✓	✓	✓
46	● ManpowerGroup <sup>1</sup>	~460	20-22%				✓						
47	↓ Minacs	452	-5.0%	✓		✓					✓		✓
48	● KOCG <sup>1</sup>	450-500	11-13%	✓			✓						✓
49	● NGA HR <sup>1</sup>	~450	-9.0%				✓						
50	● Allegis Group <sup>1</sup>	406	24%				✓						

1 Everest Group estimates

2 YoY changes are impacted by acquisitions in 2015

3 Excludes Professional Employer Organization (PEO) services

4 Excludes impact of recent announcements - Merger of HPE and CSC and separation of Xerox into two companies

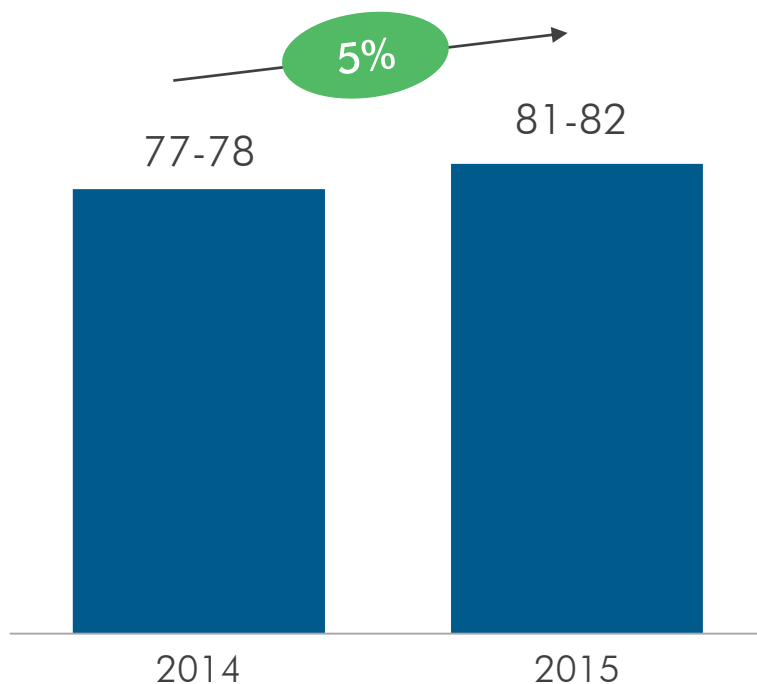
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Interesting facts (page 1 of 2)

## BPS top 50 providers' cumulative revenue, 2014-2015

(US\$ billion)

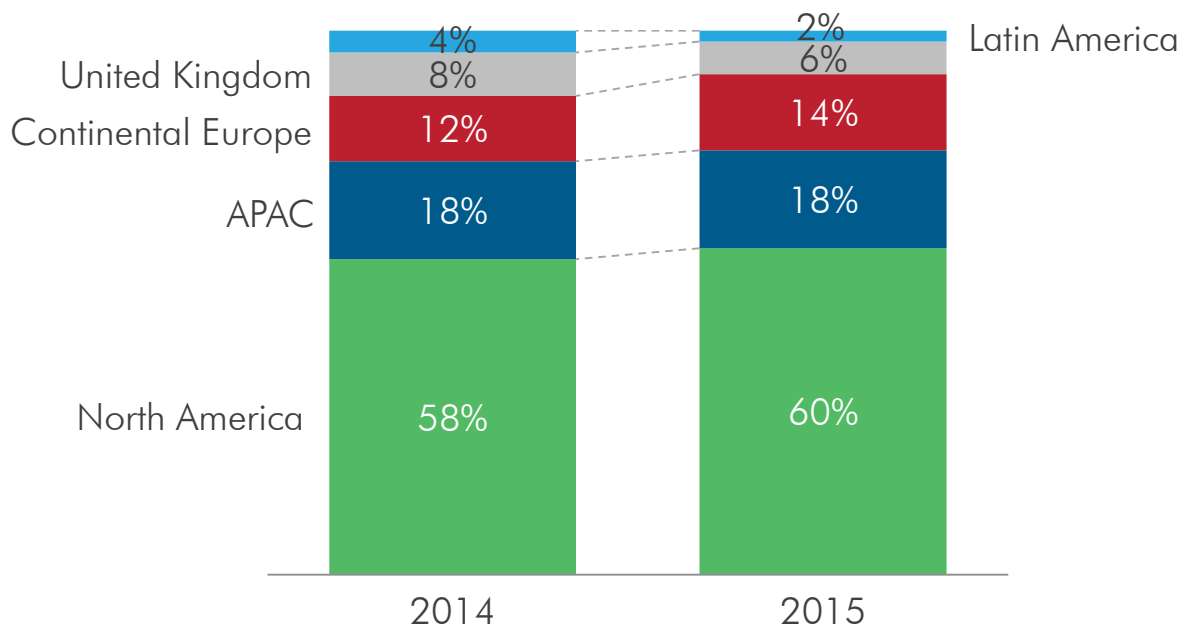
Service providers in BPS top 50 list grew by 5% in 2015



## Service providers' market share by region, 2014-2015

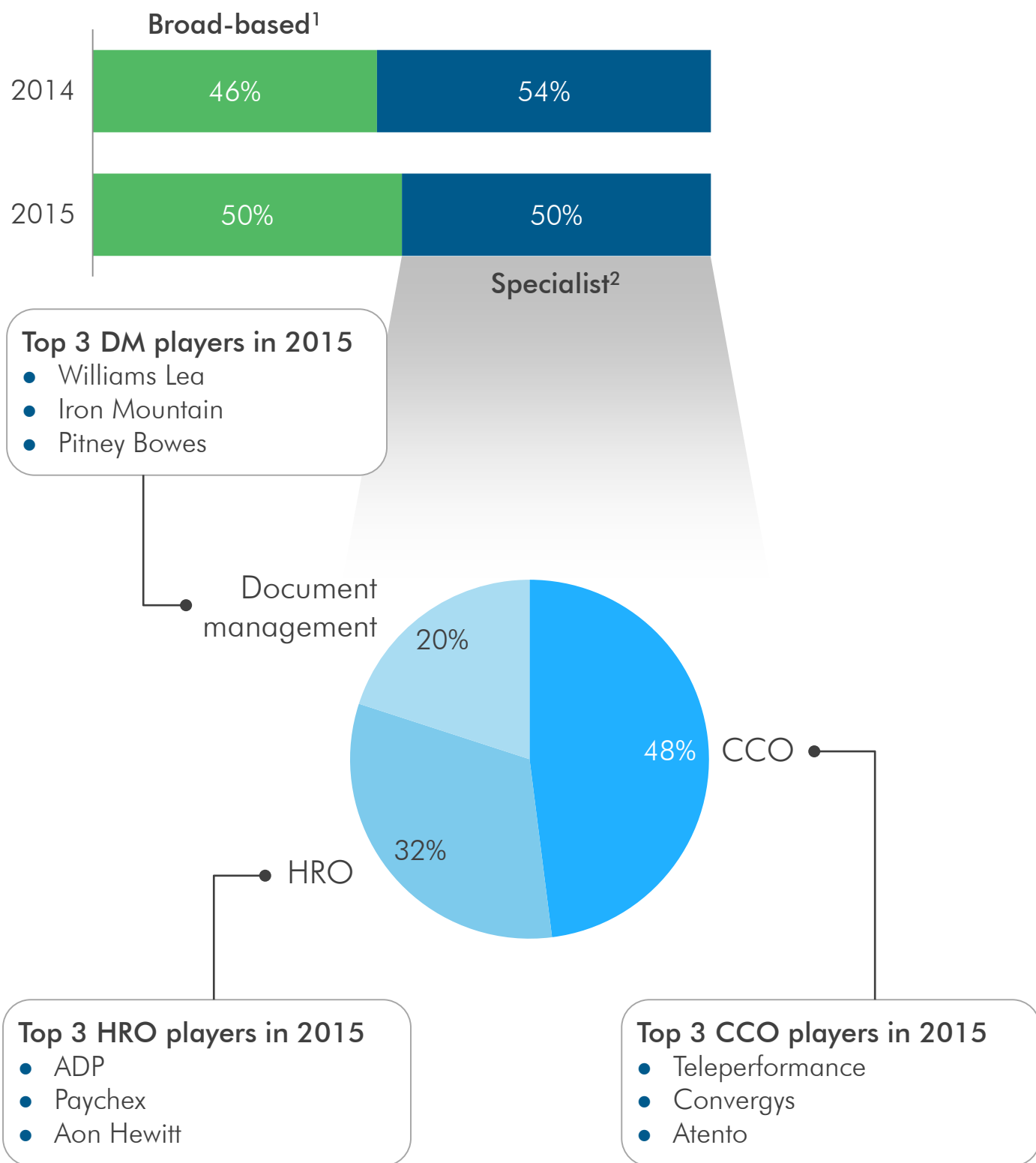
headquarters location; % of total

North America-headquartered providers continued to dominate the list



### Broad-based versus specialist providers

The number of broad-based providers in the list grew over the prior year



1 Service provider offering BPS services in more than one functional area

2 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 empower 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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