

Intelligent Finance and Customer Care Business Process Services

AN IDC CONTINUOUS INTELLIGENCE SERVICE

IDC's *Intelligent Finance and Customer Care Business Process Services* research offers service providers valuable insight at the worldwide level into the dynamics, size, and scope of business process outsourcing services market opportunities from a horizontal perspective. This includes coverage of the customer care, finance and accounting, procurement, and logistics business functions. As part of developing research for this program, Ali focuses on research related to IDC's 3rd Platform, particularly in areas of analytics, intelligent automation, platforms, and business process as a service.

Markets and Subjects Analyzed

- Global competitive landscape across each key horizontal, including vendor strategies, positioning, and offerings
- Global business analytics services for long-term outsourcing engagements, bundled BPO services, or discrete long-term outsourcing engagements
- Evolution of the finance services market including digital strategies and CFO requirements
- Digital integration of customer care and contact center business process services including analytics and AI, omnichannel, cloud, WFH services, and advanced cybersecurity
- Evolution of logistics business process services market (3PL, trucking, air, ocean) including the role of industry disrupters like IoT, blockchain, Amazon Effect, and last-mile delivery

Core Research

- Worldwide and U.S. Market Forecasts for Horizontal BPS Services (Customer Care, Finance and Accounting, Procurement, and Logistics)
- IDC MarketScapes for Each Key Horizontal BPS Market and Business Analytics Services and Blockchain Services
- Analysis of BPS Deal Activity
- Vendor Profiles on Emerging Service Providers
- Market Analysis Perspectives on Business Process Services Market and Business Analytics Services
- Demand-Side Studies on Buyer Preferences and Adoption of Horizontal Business Process Services
- IDC FutureScapes: Worldwide Services and Blockchain Services Predictions

In addition to the insight provided in this service, IDC may conduct research on specific topics or emerging market segments via research offerings that require additional IDC funding and client investment. To learn more about the analysts and published research, please visit: [Intelligent Finance and Customer Care Business Process Services](#).

Key Questions Answered

1. How has the BPS services market changed over the past year? Where are the best opportunities, and how are they developing?
2. How are buyers' needs evolving, and what are their expectations of service providers?
3. Who are the leading providers of customer care, finance, procurement, and logistics business process services, and how are their BPO strategies unfolding?
4. How are service delivery models and operating models evolving?
5. What are the opportunities for intelligent automation/cognitive in reimagining business operations?

Companies Analyzed

This service reviews the strategies, market positioning, and future direction of several providers in the *Digital Business Operations and Analytics Services* market, including:

Accenture, Alorica, Arise, Arvato, Atento, Cargemini, Capita, Cognizant, Concentrix, Conduent, DATAMARK, DXC Technology, Exela Technologies, EXL, Genpact, HCL, IBM, Infosys, NTT DATA, Sitel, Startek-Aegis, Sutherland, SYKES, TCS, Tech Mahindra, Teleperformance, TELUS International, Transcom, transcosmos, TTEC, Webhelp Group, Wipro, WNS, and Working Solutions.