

# Intelligent Finance and Customer Care Business Process Services

IDC's *Intelligent Finance and Customer Care Business Process Services (BPS)* program offers service providers valuable insight at the worldwide level into the dynamics of the business process services market (also referred to as business process outsourcing). The Intelligent Finance and Customer Care Business Process Services program includes coverage of the customer care, finance and accounting, procurement, and analytics functions. As part of developing research for this program, the focus is IDC's 3rd Platform and examining the impact of intelligent automation, generative AI, cloud/platforms, business process as a service, and other relevant technologies.

## MARKETS AND SUBJECTS ANALYZED

- Global competitive landscape of core BPS markets, including vendor strategies, positioning, and offerings
- Global competitive landscape of business analytics services, including vendor strategies, positioning, and offerings
- Evolution of the finance business process 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, and WFH services
- Evolution of the procurement business process services market, including digital strategies and CPO requirements

## CORE RESEARCH

- Worldwide and U.S. Market Forecasts for Core BPS Markets
- Vendor Evaluations of Core BPS and Business Analytics Service Markets
- Analysis of BPS Deal Activity
- Vendor Profiles on Emerging Service Providers
- Market Analysis Perspectives on BPS and Business Analytics Service Markets
- Demand-Side Studies on Buyer Preferences and Adoption of Horizontal Business Process Services

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 market changed over the past year? What are the key trends and market drivers?
2. Where are the best opportunities for service providers, and how are they developing?
3. How are buyers' needs evolving, including service provider and spend expectations?
4. Who are the leading providers of customer care, finance, procurement, and logistics business process services, and how are their BPO strategies unfolding?
5. How are service delivery models and operating models evolving?
6. What are the opportunities for intelligent automation/cognitive in reimagining business operations? What is the impact and adoption of as-a-service and platform delivery models on business process services?

## COMPANIES ANALYZED

This service reviews the strategies, market positioning, and future direction of several providers in the *Intelligent Finance and Customer Care Business Process Services* market, including:

Accenture, Alorica, Arise, Arvato (Bertelsmann), Atento, Capgemini, Capita, Cognizant, Concentrix, Conduent, DXC Technology, Exela Technologies, EXL, Foundever, Genpact,

HCLTech, IBM, Infosys, NTT DATA, Startek, Sutherland, TCS, Tech Mahindra, Teleperformance, TELUS International, Transcom, transcocosmos, TTEC, Wipro, WNS, and Working Solutions.