



Everest Group Procurement Outsourcing (PO) Services PEAK Matrix® Assessment 2025

Focus on Accenture
September 2025



Introduction

Persistent cost pressures, regulatory flux, tariff escalations, and supply market volatility have heightened expectations on procurement to deliver beyond cost savings and improve enterprise agility, ensure risk mitigation, and drive innovation. Service providers play a critical role in enabling this shift by supporting enterprises to modernize operations, accelerate digital enablement, and incorporate best practices in procurement operations. Moving beyond operational support, service providers are focusing on expanding upstream capabilities, particularly in strategic sourcing and category management, to address end-to-end procurement requirements. They are also emphasizing modular solutions and flexible engagement constructs for greater agility and faster value.

AI adoption, especially generative AI and agentic AI, has rapidly shifted from experimentation to early operationalization. Providers are embedding AI into offerings to enable autonomous sourcing, intelligent intake management, contract authoring and analytics, spend analytics, and real-time market intelligence. They leverage their broad ecosystem of third-party technology partners spanning across domain-specific tools to automation and analytics solutions, along with their own point solutions to fill gaps in functionality to drive digital enablement.

The PO provider landscape consists of a spectrum of providers, including specialist providers, pure-play procurement and SCM-focused providers, broad-based BPS providers, and IT and BPS providers. In this research, we have assessed 25 PO service providers and featured them on the [Procurement Outsourcing \(PO\) Services PEAK Matrix® Assessment 2025](#).

We have also assessed 24 PO service providers on their S2C capabilities and featured them on the S2C services PEAK Matrix assessment. The assessment is based on Everest Group's annual RFI process for the calendar year 2025, interactions with leading procurement service providers, client reference checks, and ongoing analysis of the PO services market.

This research focuses on:

- PO services PEAK Matrix 2025
- S2C services PEAK Matrix 2025
- Service provider capability assessment
- Observations and comments on individual service providers
- Enterprise sourcing considerations

Scope of this report

Geography: global

Providers: 25 PO service providers

Services: PO and S2C

Everest Group PO process map

Everest Group distinguishes between the Source-to-Contract (S2C) and Procure-to-Pay (P2P) processes

Procurement pyramid



PO services PEAK Matrix® characteristics

Leaders

Accenture, Genpact, GEP, IBM, Infosys, and TCS

- Leaders have solidified their position in the PO market, even though growth momentum in 2024 continued to be moderate
- They have enhanced their end-to-end S2P capabilities through continued investments in their advisory capabilities, domain and category expertise, industry-specific solutions, and AI capabilities, that enable them to drive large-scale, end-to-end transformation of procurement operations
- Leaders are enhancing their unified offerings with a focus on end-to-end orchestration and embedding advanced AI capabilities, including generative AI and agentic AI across their digital suite
- Additionally, they are integrating capabilities across consulting, technology, and managed services to offer comprehensive support to clients
- Leaders offer capabilities to support organizations in areas such as tail-spend management, risk management, market intelligence, and direct-spend management
- They also leverage their scale of operations and wide delivery presence to cater to clients' varied strategic requirements

Major Contenders

Capgemini, Chain IQ, Cognizant, Conduent, Corbus, Corcentric, EPG, EXL, HCLTech, LogicSource, ProcureAbility, Tech Mahindra, Wipro, and WNS Procurement

- Major Contenders are investing in focused digital solutions and capabilities across S2P to plug existing gaps, which enables them to provide a wide range of procurement services across different geographies and industry segments
- Many of the Major Contenders are also expanding their procurement digital partner ecosystem to diversify their technology offerings and provide well-rounded digital transformation support
- Many of these providers have developed modular solutions to address specific client requirements and provide a high level of flexibility in pricing and engagement models. Some of these are also developing advanced solutions leveraging AI / generative AI for specific procurement use cases
- Niche procurement providers are expanding their scale, delivery presence, and capabilities to support clients on their P2P requirements in addition to S2C

Aspirants

Datamatics, Dragon Sourcing, Nexdigm, Velocity Procurement, and XBP Global

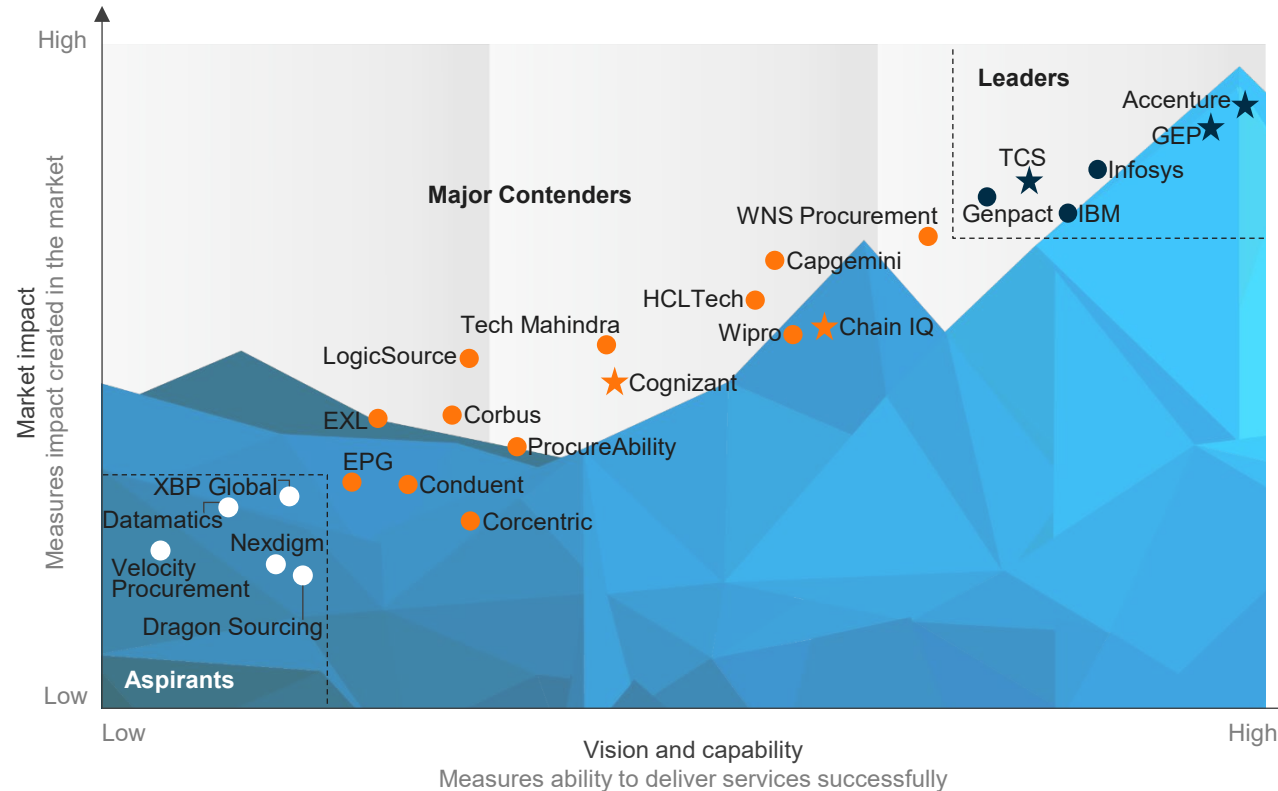
- Aspirants are specialist providers focused on specific procurement and sourcing services, vertical(s), or buyers, and have a relatively small scale of procurement operations
- Often support clients with specific procurement requirements that require specialized capabilities or niche category or industry expertise delivered through high-touch services
- While they have developed some digital capabilities and offer innovative models of delivery, they have limited scale and digital maturity to cater to the requirements of large global buyers looking for end-to-end transformation

Everest Group PEAK Matrix®

Procurement Outsourcing (PO) Services PEAK Matrix® Assessment 2025 | Accenture is positioned as a Leader and a Star Performer

Everest Group Procurement Outsourcing (PO) Services PEAK Matrix® Assessment 2025^{1,2}

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers



¹ Assessments for Conduent, Corbus, Corcentric, EXL, Velocity Procurement, Wipro, and XBP Global excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with PO buyers

² Assessment for Datamatics is based on partial inputs provided

Source: Everest Group (2025)

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Everest Group PO assessment – Leader and Star Performer

Everest Group S2C assessment – Leader and Star Performer

Measure of capability:  Low  High

	Market impact				Vision and capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
PO									
S2C									

Strengths

- Accenture has a comprehensive procurement outsourcing offering characterized by advisory-led transformation capabilities, robust sourcing and category management expertise, and advanced technological capabilities, delivered through its SynOps platform to support scalable and agile procurement operations
- It offers deep category expertise across both direct and indirect-spend categories such as IT and telecom, utilities, logistics, Maintenance, Repair and Operations (MRO), technical services, and insurance and benefits from its experience of managing large amounts of spend across diverse clients
 - Supports industry-specific, contextualized procurement services, especially for sourcing direct-spend categories. It offers industry-specific expertise across healthcare and financial services firms
 - Its targeted acquisitions, such as ClearEdge to enhance IT sourcing and Impendi and Insight Sourcing to strengthen private equity offerings, bolstered its industry- and category-specific expertise
- Accenture provides integrated sourcing and supply chain resiliency services, including supplier diversification, regulatory scenario modeling, and business continuity planning, aligning with enterprise risk priorities
- It offers SynOps as a bundled platform, integrating in-house and third-party partner solutions to client-retained teams through a Procurement-as-a-Service (PaaS) construct
 - Integrated third-party partners include procurement analytics and strategy providers (Celonis, Seivo, and Cirtuo), supplier management providers (Resilinc and Ecovadis), contract management providers (Icrtis and Globality), and procurement platforms (SAP Ariba, Jaggaer, Fairmarkit, and Coupa)

Accenture (page 2 of 3)

Everest Group PO assessment – Leader and Star Performer
Everest Group S2C assessment – Leader and Star Performer

Measure of capability:  Low  High

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PO									
S2C									

Strengths

- Accenture leverages generative AI across the procurement value chain, demonstrating enhanced digital-enablement capabilities
 - Launched AI RefineryTM as part of its partnership with NVIDIA to accelerate AI use case development and delivery innovation
 - Developed S2C IQ tool for automated contract and risk analysis, SoW generation, and commercial resilience insights, and TechTariff IQ tool for real-time geopolitical risk modeling to assist in adaptive sourcing strategies
 - Investing in early-stage pilots exploring agentic AI applications within procurement to enhance decision support
- Accenture offers sustainability services aimed at improving supplier diversity, fostering responsible sourcing, and building category-specific sustainability playbooks
 - Partnered with Station A (an AI-powered clean energy marketplace), LevelTen (a renewable energy marketplace), FlexiDAO (a blockchain-based carbon footprint tracker), and Google (advocating carbon-free energy)
- Expanded global delivery footprint with new centers in the Philippines, Canada, and Mexico, enhancing regional coverage and improving access to diversified talent pools
- Clients have highlighted Accenture’s continuity and stability, subject matter expertise, and partnership mindset of the leadership team as key strengths
- Clients laud its implementation and transition capabilities, along with agile service delivery

Accenture (page 3 of 3)

Everest Group PO assessment – Leader and Star Performer
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Limitations

- Accenture’s strategic focus on transformation-led engagements may limit suitability for buyers seeking narrowly scoped, domain-specific procurement solutions or Business Process-as-a-Service (BPaaS) models
 - Clients with high-touch governance expectations may perceive limitations in terms of flexibility, relationship management, and operational handholding
 - While clients appreciate resource stability, they noticed that it sometimes results in complacency, impacting responsiveness and accountability
- Clients highlight scope for improvement across user-friendliness of technology, focus on continuous improvement, and driving internal collaboration within Accenture
 - Clients expect better flexibility to accommodate specific requirements and proactiveness in going beyond business as usual

Market trends

Despite macroeconomic headwinds and shifting customer priorities, the PO market growth is fueled by first-time outsourcers prioritizing cost savings, continuing buyer focus on digital transformation, and the need for category expertise and market intelligence

Market size and growth

- In 2024, the PO market experienced a moderate growth of 8-10%, reaching US\$5.2 billion, primarily decelerated from the previous year owing to persistent macroeconomic uncertainty and geopolitical headwinds
- Enterprises are expanding scope to outsource upstream processes such as strategic sourcing and category management, while prioritizing spend optimization and process standardization
- While productivity gains from evolving maturity of agentic AI technology may compress growth in the short term, there is rising demand for procurement AI solutions, associated ancillary services, and support with agentic infrastructure

Key drivers

Cost-driven outsourcing	PO market growth continues to be driven by first-generation outsourcers aiming to reduce operating costs and leverage labor arbitrage.
Upstream procurement outsourcing	Second- and third-generation outsourcers are continuing to expand scope to include upstream processes and more volume of spend under scope.
Process standardization and optimization	Buyers are seeking support to streamline procurement operations, enhance visibility, drive compliance, and optimize supplier portfolios for greater value and efficiency.
Digital transformation	Enterprises are partnering with providers to modernize procurement through AI, automation, and analytics. Providers are expanding in-house tools and partner ecosystems to support digital maturity.
Access to specialized procurement talent	Enterprises are leveraging providers to access category experts, sourcing specialists, and techno-functional talent not readily available in-house.

Opportunities and challenges

Growing demand from mid-market and private equity portfolios	Opportunities exist in supporting mid-market with modular solutions that deliver quick value and private equity firms that seek rapid cost reduction and standardized playbooks across portfolios.
GCC-aligned models	Rising enterprise interest in Build-Operate-Transfer (BOT) and co-managed GCCs opens opportunity for providers to set up and scale capability centers, enabling transition and digital transformation.
Embedded AI and co-innovation	Buyers seek partners that embed AI / generative AI in delivery and co-create use cases for continuous improvement across sourcing, contract intelligence, risk insights, and intake orchestration.
Evolving business models	Rapid shifts in customer expectations, buying behavior, and market trends challenge enterprises to adapt quickly, requiring service providers to keep up with changing expectations.
Macroeconomic uncertainty and tariff risks	Volatile tariffs, protectionist policies, and geopolitical tensions hinder PO market growth by adding risk, disrupting supply chains, and delaying decisions.

Provider landscape analysis

The top two providers hold more than 25% of the market share in terms of ACV

Market share analysis of the providers¹

Percentage of active ACV; 2024



¹ Providers are listed alphabetically within each range

Note: Some assessments may exclude service provider inputs, and are, therefore, based on Everest Group estimates, which leverage our proprietary Transaction Intelligence (TI) database, service providers' ongoing coverage, public disclosures, and interaction with buyers

Provider distribution by YoY growth¹

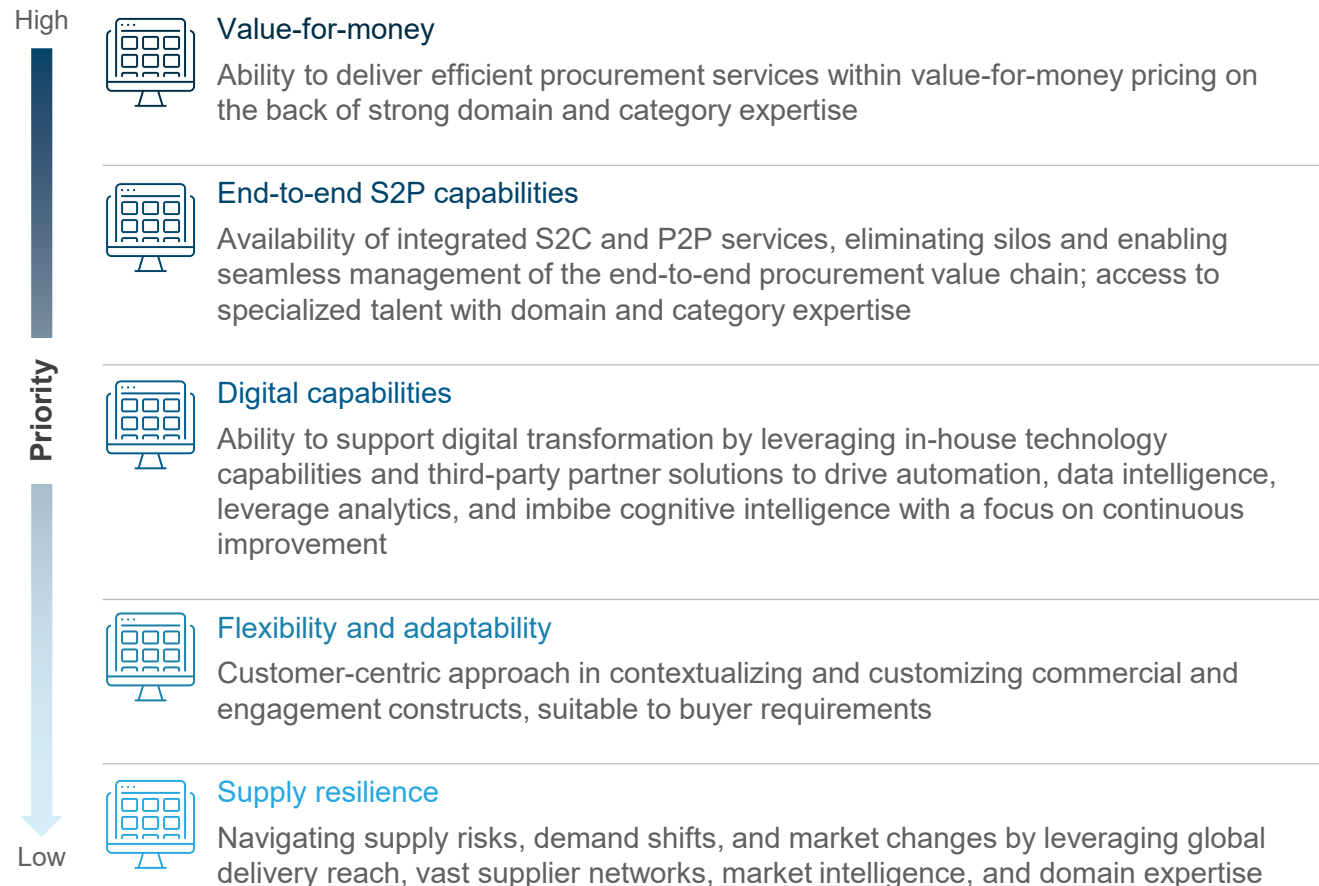
2023-24; increase in percentage of ACV



Key buyer considerations

Buyers prioritize value-for-money, end-to-end S2P capabilities, and digital transformation support in sourcing decisions

Key sourcing criteria



Summary analysis

Proactive ideation and continuous improvement to optimize processes and outcomes

Flexibility in engagement models, delivery approaches, and relationship management to adapt to evolving priorities

Deep domain expertise, contextual industry insights, and market best practices to deliver strategic outcomes

Transparent communication, consistent service delivery, and reliability to enable seamless collaboration and trust

Agility in accelerating delivery cycles, scaling talent, and ensuring cost competitiveness with uncompromised quality

Access to an extensive supplier network and global reach to unlock sourcing advantages

Precision and attention to detail to ensure quality, compliance, and risk mitigation

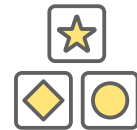
Key takeaways for buyers

Market volatility, shifting provider strategies, and rapid technology disruption are redefining procurement outsourcing. Buyers must rethink their operating models to prepare for the future of agentic AI, while securing quick wins today to strengthen their intelligence and autonomy. The winning edge will come from agile, innovation-led partners who drive resilience, efficiency, and long-term growth.



Shifts in provider capabilities

- Providers are moving from pilots to deployable generative AI solutions across supplier identification, RFx management, supplier negotiations, contract authoring, contract compliance, and guided buying
- Providers are investing in partnerships to expand capabilities to new areas such as intake management, orchestration, and AI agents
- Providers are offering contextualized procurement services and customized engagement constructs to support GCC enablement



Differentiation across provider types

- Within downstream operations (P2P), broad-based providers differentiate through scale, automation maturity, and advanced digital/AI enablement – enabling touchless AP, guided buying, and integrated insights and visibility
- Within upstream operations (S2C), specialist firms and leading providers differentiate through deep category expertise, strategic sourcing capabilities, and advisory-led transformation



Key innovations

- Providers are advancing generative and agentic AI capabilities through partnerships with major technology firms (for example, Microsoft, Google, and Nvidia) to develop autonomous procurement agents, including AI-driven intake-to-PO, guided buying, and goal-based sourcing agents
- Providers are complementing their AI investments with targeted point solutions to address specific client challenges such as tariff impact modeling to mitigate trade uncertainty, ESG, and Scope 3 tracking tools for sustainability, or supplier risk dashboards for resilience

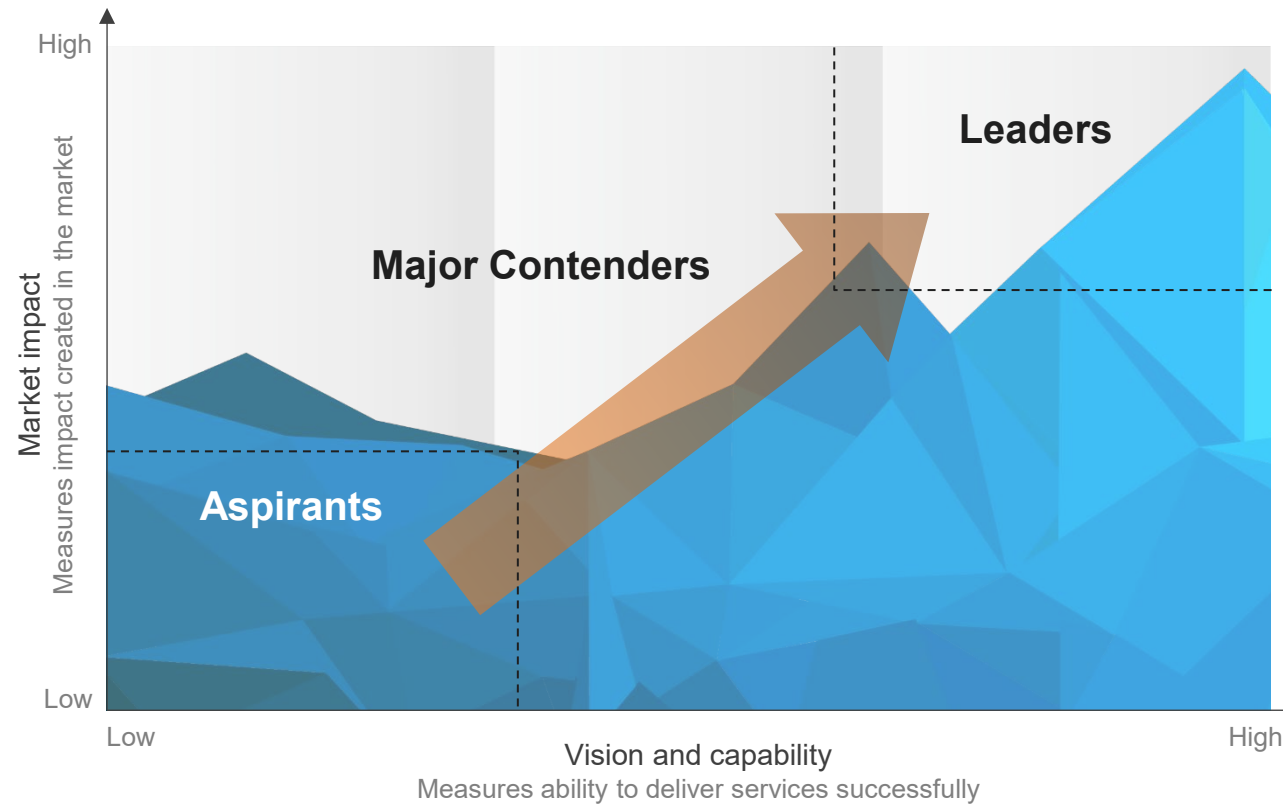
Appendix

PEAK Matrix® framework

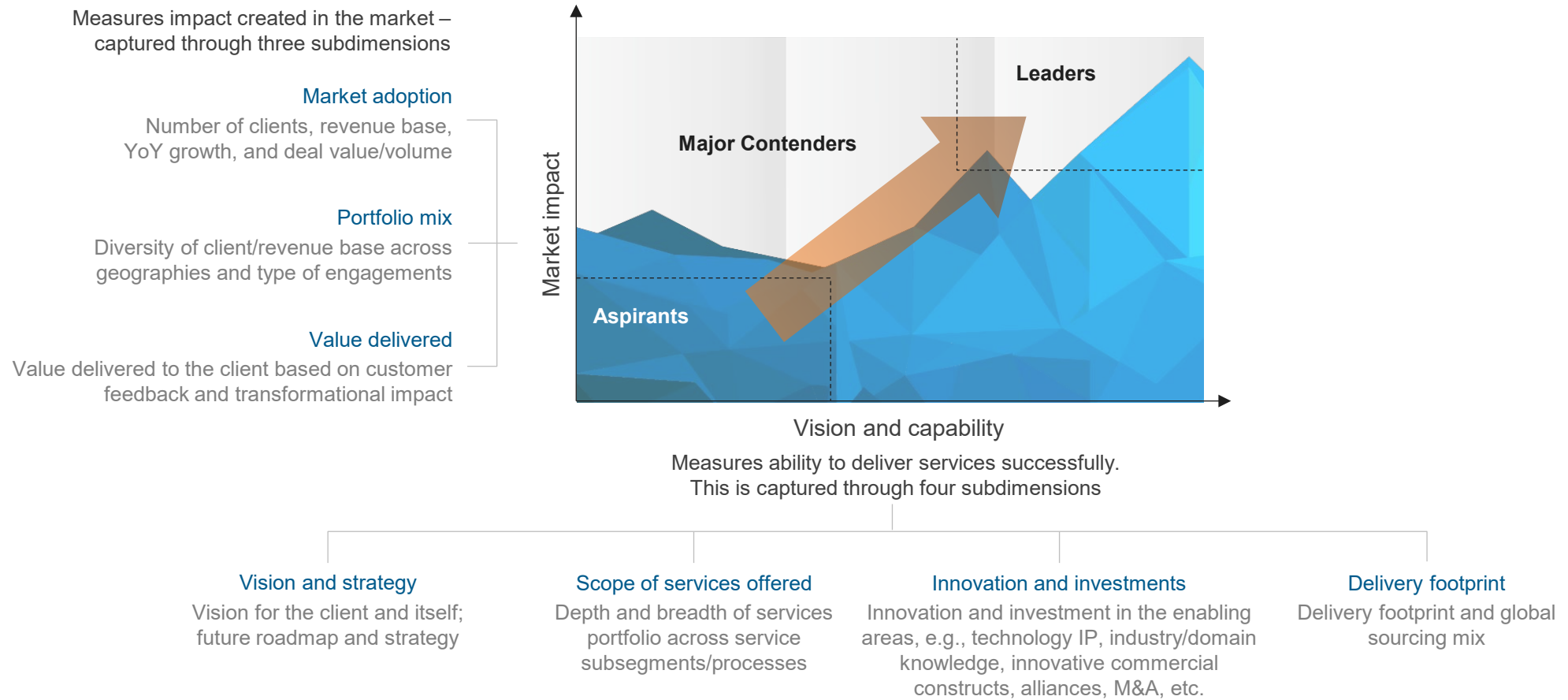
FAQs

Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision and capability

Everest Group PEAK Matrix



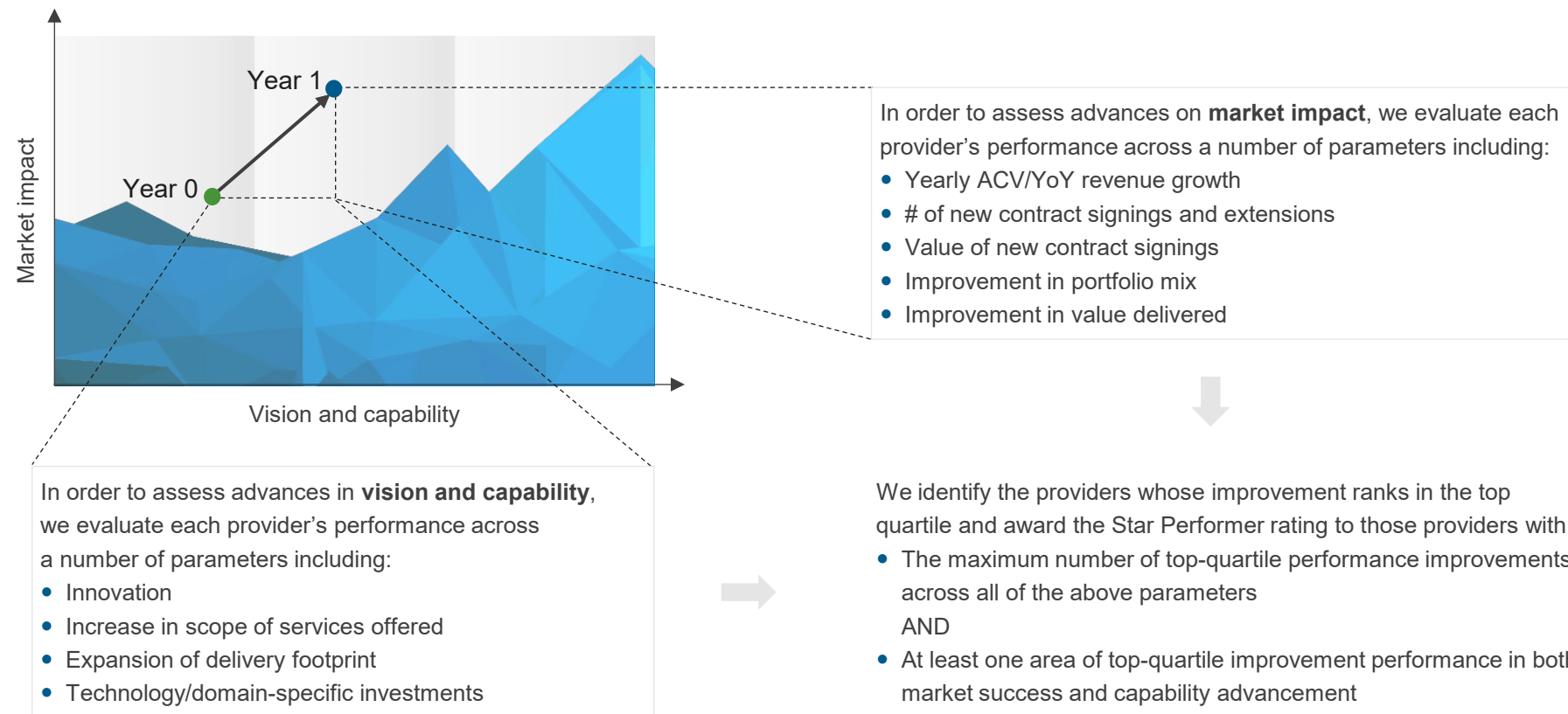
Services PEAK Matrix® evaluation dimensions



Everest Group confers the Star Performer title on providers that demonstrate the most improvement over time on the PEAK Matrix®

Methodology

Everest Group selects Star Performers based on the relative YoY improvement on the PEAK Matrix



The Star Performer title relates to YoY performance for a given provider and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

FAQs

Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?

A: Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

Q: Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?

A: No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

Q: What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?

A: A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

Q: What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?

A: Enterprise participants receive summary of key findings from the PEAK Matrix assessment

For providers

- The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
- In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

Q: What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?

A: Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:

- Issue a press release declaring positioning; see our citation policies
- Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
- Use PEAK Matrix badges for branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)

The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with Everest Group; please contact your CD or contact us

Q: Does the PEAK Matrix evaluation criteria change over a period of time?

A: PEAK Matrix assessments are designed to serve enterprises' current and future needs. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality and to serve enterprises' future expectations.

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