SupplyChainDigest™
Your First Stop for Supply Chain Information

Who are the Top Procurement Outsourcing Vendors?

Little Black Book for 2008 Offers Insight

SCDigest Editorial Staff

Who are the leading providers in the rapidly growing procurement outsourcing space?

Each year, **Scott Wilson** and **Doug Brown** of the Brown-Wilson Group undertake a large global survey of several thousands procurement and supply chain executives to gain insight into procurement outsourcing trends and vendor evaluations. Recently, we summarized the keys trends discussed in this year's report. (See **Procurement Outsourcing to Enjoy Rapid Growth, 2008 Black Book of Outsourcing Authors Say**.) Again this year, by special arrangement, Wilson and Brown have made a summary of the report available exclusively to SCDigest readers. To download this summary report, go here: **2008 Black Book of Outsourcing**.

This week, we look at the vendor rating section of the report. The survey asked respondents to rank vendors in each of the four main segments it defines for procurement outsourcing services:

- Strategic Sourcing & Supply Chain Management (Source-to-Pay)
- Purchasing/Buying Services & Transaction Management
- Logistics & Category Management
- Contract and Spend Management

Combining the individual vendor ratings from survey respondents across each of those four segments, the Black Book survey puts ICG Commerce at the top of the list. The rest of the top five are:

(2) XChanging
(3) Accenture
(4) SDE Business Partnering
(5) Global eProcure

As always, these type of rankings should be taken as only one source of data in finding and selecting procurement outsourcing partners. They are opinions only, and often do not reflect strengths required to meet a specific company's needs or the needs of specific industry segments.

The complete list of the top 20 vendors is shown on the next page, based on an aggregate of respondent rankings on 18 different attributes for each vendor. A "comprehensive" vendor is defined as one that provides capabilities in each of the four procurement outsourcing vendors.

The report also summarizes which vendors finished number 1 in each of those individual 18 attributes, as shown in the chart on page 3.

Obviously, overall leader ICG Commerce dominated the individual criteria as well, being ranked in the top spot in 11 of the 18 categories.

As always, these type of rankings should be taken as only one source of data in finding and selecting procurement outsourcing partners. They are opinions only, and often do not reflect strengths required to meet a specific company's needs or the needs of specific industry segments.

Who are the Top Procurement Outsourcing Vendors? (Con't)

Top Comprehensive Procurement Outsourcing Vendors

2008 RANK	COMPANY
1	ICG Commerce
2	XChanging
3	Accenture
4	SDE Business Partnering
5	Global eProcure
6	IBM
7	4C Associates
8	buyingTeam
9	SupplyForce
10	Santeon
11	Genpact
12	Ariba
13	Siemens
14	Wipro
15	HP-EDS
16	Direct Sourcing Solutions/DSSI
17	ePlus
18	Corbus
19	WNS
20	Capgemini

Source: 2008 Black Book of Procurement Outsourcing

Who are the Top Procurement Outsourcing Vendors? (Con't)

Top Procurement Outsourcing Vendors by Individual Rating Attribute

(Q) #	Criteria	PO Vendor	Overall Rank
1	Vendor Overall Preference /Vertical Industry Recommendations	ICG COMMERCE	1
2	Innovation	ICG COMMERCE	1
3	Training	ACCENTURE	3
4	Client Relationships and Cultural Fit	ICG COMMERCE	1
5	Trust	ICG COMMERCE	1
6	Breadth of Offerings, Client Types, Delivery Excellence	ACCENTURE	3
7	Deployment and Outsourcing Implementation	ICG COMMERCE	1
8	Customization	ACCENTURE	3
9	Integration and Interfaces	ICG COMMERCE	1
10	Scalability, Client Adaptability, Flexible Pricing	SUPPLY FORCE	9
11	Compensation and Employee Performance	XCHANGING	2
12	Reliability	ICG COMMERCE	1
13	Brand Image and Marketing Communications	ICG COMMERCE	1
14	Marginal Value Adds	XCHANGING	2
15	Viability	ICG COMMERCE	1
16	Data Security and Backup Services	ICG COMMERCE	1
17	Support and Customer Care	ICG COMMERCE	1
18	Best of Breed Technology and Process Improvement	XCHANGING	2

Source: 2008 Black Book of Procurement Outsourcing