



Everest Group Procurement Outsourcing (PO) Services PEAK Matrix® Assessment 2026

Focus on Accenture
September 2026



Introduction

The procurement function is evolving as enterprises increasingly embed AI across Source-to-Pay (S2P) processes, while strengthening resilience in a volatile global environment. This is prompting organizations to reassess their procurement operating models to improve risk preparedness, use data and AI more effectively, and balance efficiency with control and strategic value.

Service providers are supporting this transition by combining operational delivery with advisory, market intelligence, analytics, and AI-enabled technology, offered through more flexible, outcome-oriented constructs. They are also expanding their upstream offerings across strategic sourcing, category management, and direct spend, supporting Global Capability Center (GCC), Build-Operate-Transfer (BOT), and co-managed delivery models.

AI is moving from experimentation toward targeted deployment across sourcing, contracting, intake, supplier management, and P2P. Providers are developing reusable agents and proprietary point solutions, while integrating capabilities from hyperscalers and specialist technology partners, along with supporting enterprise AI readiness through stronger data and process foundations, governance, responsible AI controls, and operating model redesign.

The PO provider landscape consists of a spectrum of providers, including specialist providers, pure-play procurement and supply chain-focused providers, broad-based BPS providers, and IT and BPS providers. In the research, we have assessed 27 PO service providers and featured them on the [Procurement Outsourcing \(PO\) Services PEAK Matrix® Assessment 2026](#). 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 2026, interactions with leading procurement service providers, client reference checks, and ongoing analysis of the PO services market.

The research focuses on:

- PO services PEAK Matrix 2026
- S2C services PEAK Matrix 2026
- Service provider capability assessment
- Observations and comments on individual service providers
- Enterprise sourcing considerations

Scope of this report

Geography: global

Providers: 27 PO service providers

Services: PO and S2C

Everest Group's procurement process map

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

Procurement pyramid



Strategy (in-house)

- Procurement strategy
- Function management
- Value and performance management
- Policy and governance



Spend analytics and insights

- Strategy and policy development
- Spend cube
- Opportunity assessment
- Market intelligence
- Supply base risk analytics

Category management and sourcing

- Supply base strategy
- Category strategy development
- Strategic sourcing
- Tactical sourcing
- Supplier transitions

Contract management and administration

- Contract creation & authoring
- Contract administration
- Contract compliance monitoring
- Contract optimization

Supplier relationship management

- Supplier performance management
- Supplier risk and compliance management
- Supplier development
- Supplier innovation

S2C

S2P



Requisition to PO

- Requisition processing
- Approval workflow
- Purchase order creation and transmission
- Receipt processing
- Expediting/troubleshooting

Accounts payable

- Invoice receipt
- Invoice processing and matching
- Payment processing
- Purchasing card administration
- Supplier inquiries
- AP reporting

Travel and expense

- Expense report processing
- Reimbursement processing
- Compliance monitoring and audit
- Travel and expense card administration

P2P



Master data management

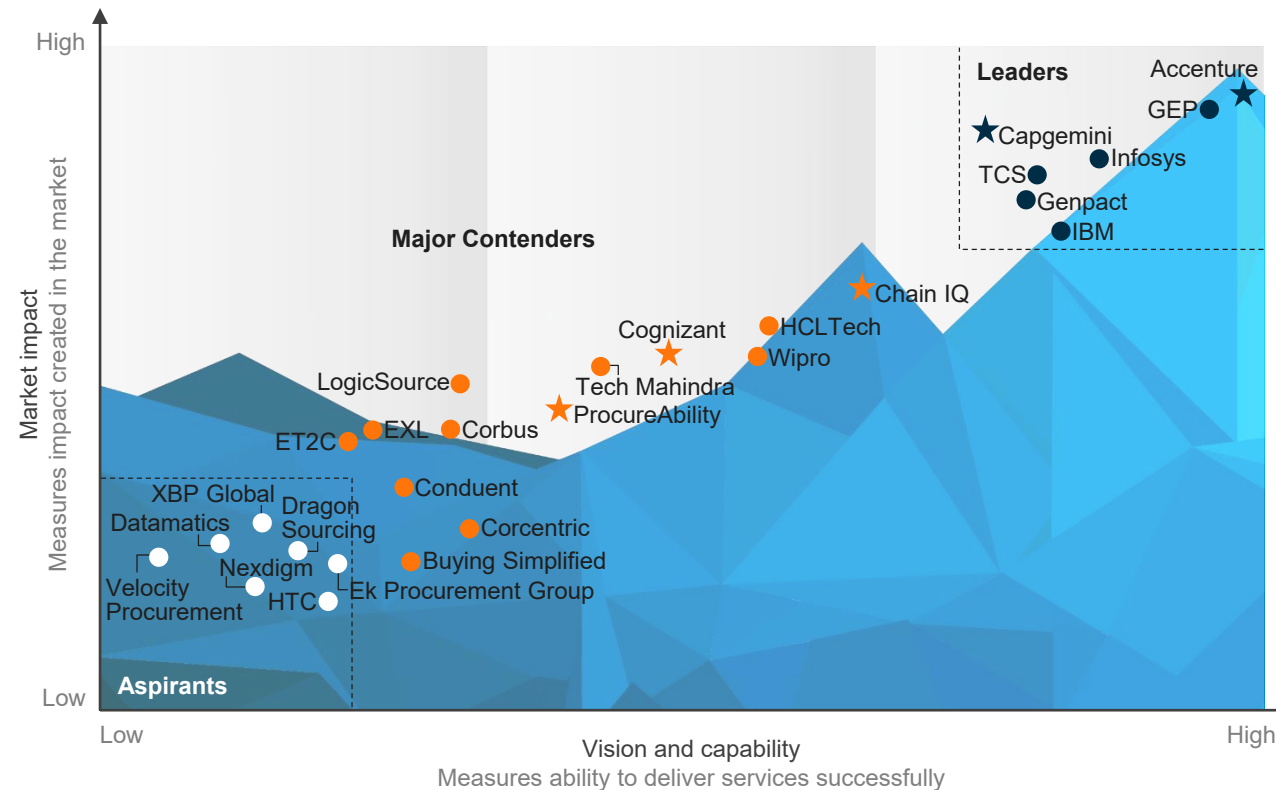
- Catalog/item data management
- Contract data management
- Supplier information management

Everest Group PEAK Matrix®

Procurement Outsourcing (PO) Services PEAK Matrix® Assessment 2026 | Accenture is positioned as a Leader and a Star Performer

Everest Group Procurement Outsourcing (PO) Services PEAK Matrix® Assessment 2026^{1,2}

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers



¹ Assessments for Conduent, Corbus, Corcentric, Datamatics, Ek Procurement Group, EXL, LogicSource, Velocity Procurement, Wipro, and XBP Global exclude 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 Capgemini's assessment reflects the combined capabilities of Capgemini and WNS Procurement following Capgemini's acquisition of WNS

Source: Everest Group (2026)

PO services PEAK Matrix® characteristics

Leaders

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

- Leaders combine large-scale, end-to-end S2P delivery with strong upstream capabilities across strategic sourcing, category management, market intelligence, supplier management, and direct spend
- They are investing in reusable AI, automation, orchestration, and analytics capabilities to improve productivity, decision support, and user experience, while integrating these capabilities with clients' existing technology landscapes
- They differentiate through the ability to integrate consulting, technology, procurement expertise, and scaled managed services to support complex global transformations and commit to broader savings, productivity, and operational outcomes

Major Contenders

Buying Simplified, Chain IQ, Cognizant, Conduent, Corbus, Corcentric, ET2C, EXL, HCLTech, LogicSource, ProcureAbility, Tech Mahindra, and Wipro

- Major Contenders are building strong capabilities across the S2P value chain, with differentiation often stemming from specific strengths in strategic sourcing, category expertise, digital enablement, industry specialization, regional delivery, or procurement advisory
- They continue to strengthen technology and AI-enabled delivery through partnerships, proprietary accelerators, analytics, and modular solutions, although breadth of adoption and maturity varies across providers
- Many providers are also developing flexible and custom-built point solutions to accelerate deployment and value realization
- Many Major Contenders are broadening their scope and delivery models through expansion into upstream sourcing, direct spend, GCC enablement, and co-managed services

Aspirants

Datamatics, Dragon Sourcing, Ek Procurement Group, HTC Global Services, Nexdigm, Velocity Procurement, and XBP Global

- Aspirants are generally smaller scale or focused providers serving specific procurement processes, categories, industries, geographies, or client segments
- Aspirants primarily differentiate through specialized or niche procurement propositions, including regional sourcing, direct-spend expertise, category specialization, on-the-ground supplier networks, and high-touch delivery
- While several Aspirants have developed differentiated digital capabilities and innovative delivery models, their relatively limited market scale, service breadth, and global delivery footprint constrain their ability to support large, complex end-to-end procurement transformations

Accenture (page 1 of 3)

Everest Group PO 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									

Strengths

- Accenture offers end-to-end procurement capabilities spanning advisory-led transformation capabilities, operating model redesign, advanced technology implementation, and managed services across the S2P value chain, bringing these capabilities together under its reinvention services approach to help clients combine near-term value realization with longer-term procurement transformation
- It continues to expand its sourcing and category management capabilities across indirect, direct, and CapEx spend, supported by a large pool of sourcing and category specialists, extensive market intelligence, and experience managing complex global procurement programs
 - Its category-specific expertise hubs span direct materials, MRO, logistics, IT, marketing, and CapEx, strengthening access to specialist sourcing knowledge across major spend areas
 - Its industry-aligned procurement pods across life sciences, hi-tech, CPG, and industrial sectors support requirements such as direct-material sourcing, regulated procurement, and supply resilience
- Accenture provides integrated sourcing and supply chain resilience services, combining supplier diversification, regulatory scenario modeling, and business continuity planning to help clients address geopolitical, regulatory, and supply disruption risks
- Its SynOps for Procurement platform provides a common digital and orchestration layer across sourcing, contracting, purchasing, payables, and analytics, integrating proprietary assets with clients' existing systems and third-party solutions
 - Its proprietary assets include S2C and P2P workflow engines, control towers and sourcing insights, buyer and compliance tools, and AI capabilities such as S2C IQ, contract intelligence, and Statement of Work (SoW) assessment
- Accenture complements its proprietary SynOps and data assets through a broad ecosystem of providers, including Celonis, Sievo, and Cirtuo for analytics and category strategy, Resilinc and EcoVadis for supplier risk and sustainability, Icertis and Globality for contracting and sourcing, SAP Ariba, Coupa, Ivalua, ORO Labs, and Zip for procurement platforms, and Microsoft, AWS, Google, OpenAI, Anthropic, NVIDIA, and Palantir for cloud, data, and AI enablement

Accenture (page 2 of 3)

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PO									

Strengths

- Accenture is investing in agentic and gen AI capabilities across the procurement value chain and embedding its delivery through SynOps, shifting delivery from task-level automation toward AI-augmented and autonomous S2P operations
 - It has developed a broad portfolio of procurement agents across category planning, supplier discovery, RFx development, negotiation support, contract intelligence, requisition validation, PO processing, invoice management, and user and supplier support
 - It is further developing category-specific agents and higher-level orchestration ‘super agents’ across intake, sourcing, negotiation, contracting, and invoice processing
- It continues to invest in procurement-specific innovation, AI-enabled talent development, and IP, including training its workforce on generative and agentic AI and securing a US patent for the use of AI in the supplier normalization process
- Accenture has strengthened its procurement, supply chain, and related AI expertise through some of its recent acquisitions, including Faculty and RANGR Data (for AI and data intelligence), French Orlade Group and Soben (for CapEx procurement and advisory), Maryville Consulting Group (for operating model and cost transformation), and Staufen AG (for supply chain and operational transformation)
- It expanded its global delivery network with new centers across APAC, Europe, and Latin America, enhancing regional coverage and improving access to diversified talent pools
- Clients value Accenture’s strong transition execution, stable delivery quality, good senior management engagement, and effective escalation support
- In addition, clients appreciate its end-to-end solutioning capabilities, global resource pool, and ability to adapt its delivery approach to client-specific requirements

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 leadership engagement, they noted that frequent changes in hierarchy and reporting structures tend to create governance complexity and require additional adaptation
- Some clients highlight gaps in locally relevant industry knowledge within offshore teams and see scope for greater integration across delivery teams
 - Clients also see scope for Accenture to bring more proactive innovation throughout the engagement and accelerate the transition from AI-led advisory discussions to scaled implementation

Market trends

PO growth remains resilient amid extended decision cycles, while cost and productivity pressure, sourcing-led scope expansion, and selective AI-enabled transformation are reshaping demand

Market size and growth

- In 2025, the PO market grew by 8-10%, reaching US\$5.7 billion, amidst continued geopolitical and economic uncertainty, including tariff volatility, and delayed enterprise decisions and large transformation commitments
- While there is strong interest in AI, enterprises are evaluating AI use cases with the lens of RoI, scalability, data readiness, and the broader technology roadmap before committing to large-scale deployments
- Growth is increasingly expansion-led, with organizations adopting modular solutions and broadening scope once value is demonstrated, particularly across S2C, direct spend, and AI-enabled services

Key drivers

Sourcing-led scope expansion	Enterprises are expanding outsourcing into strategic sourcing, category management, market intelligence, and selected direct-spend areas beyond transactional execution.
AI-enabled procurement transformation	Enterprises are seeking AI-enabled workflows across sourcing, contract intelligence, risk, and intake, supported by process orchestration, analytics, and operating model redesign.
Flexible, capability-led outsourcing	First-time outsourcing and mid-market companies are adopting modular, outcome-oriented models to access specialized talent and technology, while accelerating value realization and limiting upfront investment.
Resilience and risk preparedness	Supply disruption, tariffs, and geopolitical uncertainty are increasing the demand for supplier diversification, regional sourcing, real-time risk visibility, and stronger compliance planning.
Convergence of procurement capabilities	Organizations increasingly seek integrated advisory, technology, analytics, and managed services to support transformation from strategy through ongoing operations.

Opportunities and challenges

Productization of AI-led offerings	Organizational demand for modular, fit-for-purpose AI solutions creates an opportunity for offering productized accelerators, platforms, and reusable agents, enabling repeatable and scalable deployment across clients.
Ecosystem-led procurement transformation	The expanding procurement technology ecosystem creates an opportunity for providers to differentiate through how effectively they orchestrate and operationalize capabilities across hyperscalers, S2P platforms, specialist tools, and proprietary assets into integrated procurement solutions.
GCC and co-managed delivery models	Increasing enterprise focus on GCCs, while sometimes perceived as a threat to traditional outsourcing scope, creates opportunities for providers to support capability setup, transition, process standardization, technology enablement, and ongoing co-managed delivery.
Direct-spend and supply-risk services	Growing demand for direct sourcing, supplier diversification, market intelligence, and supplier risk management creates opportunities requiring deeper category expertise, regional networks, and supply-market knowledge.

Provider landscape analysis

The top two providers hold more than 30% of the market share in terms of ACV

Market share analysis of the providers¹

Percentage of active ACV, 2025



Provider distribution by YoY growth¹

Increase in percentage of ACV, 2024-25



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

Key buyer considerations

AI implementation and delivery flexibility are reshaping provider selection; however, savings, productivity, and procurement and sourcing expertise remain important buyer priorities

Key sourcing criteria

High



Savings and productivity economics

Ability to deliver sustained savings and productivity improvements, with increasing buyer expectations for faster and higher efficiency gains as AI-enabled delivery matures



Sourcing and category expertise

Depth of category expertise, market intelligence, and specialized sourcing talent to support strategic sourcing, category management, optimizing tactical and tail-spend categories, and increasing direct-spend requirements



Delivery flexibility and strategic partnership

Ability to support modular, co-managed, GCC/BOT, and hybrid delivery models with evolving enterprise needs, while acting as a strategic partner through proactive support, transformation guidance, and continuous improvement



Proven digital and AI-enabled delivery

Ability to operationalize digital and AI capabilities at scale across procurement, supported by proven deployments, integration expertise, and measurable impact



Risk and supply resilience

Ability to strengthen supplier risk visibility, alternate sourcing, compliance, and business continuity through market intelligence, supplier networks, and proactive risk management

Priority

Low

Summary analysis

Buyers continue to prioritize savings, productivity, and access to deep sourcing and category expertise as the core outsourcing objectives.

Buyers increasingly expect production-ready AI capabilities, with a clear path from use case to scaled deployment.

Deep category, industry, and supply-market expertise remains critical as outsourcing expands further upstream and into direct spend.

Proven AI-enabled delivery and flexible, partnership-led models are becoming key differentiators among providers.

Supplier risk intelligence, compliance, and resilience capabilities are becoming embedded within broader procurement transformation requirements.

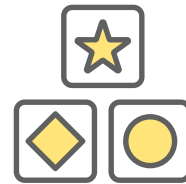
Key takeaways for buyers

Cost and productivity pressure, expanding upstream scope, and evolving delivery models are reshaping procurement outsourcing. Buyers should assess providers not only on scale and execution, but increasingly on their ability to operationalize AI where it creates measurable value, bring category and market expertise, support resilient sourcing, and align delivery and commercials to measurable outcomes.



Shifts in provider capabilities

Providers are moving further upstream and becoming more technology-led, expanding across strategic sourcing, category management, direct spend, supplier risk, and market intelligence. They are embedding automation, gen AI, and increasingly agentic capabilities into managed services to support higher productivity, faster cycle times, and more insight-led execution. They are also strengthening AI readiness, governance, and GCC/co-managed transformation capabilities.



Differentiation across provider types

Specialists and niche providers continue to differentiate through category depth, regional supplier networks, buying-office models, and agility, while broad-based BPS and IT-BPS providers bring global scale, end-to-end S2P coverage, transformation capabilities, and broader technology ecosystems. However, these distinctions are narrowing as specialists expand technology and delivery capabilities, and larger providers deepen sourcing and category expertise. Buyers should evaluate providers on the specific combination of category depth, delivery scale, digital capabilities, operating-model flexibility, and partnership orientation required for the engagement.



Key innovations

Innovation is increasingly centered on industrializing procurement expertise through reusable AI agents, productized procurement solutions, orchestration layers, and differentiated sourcing models such as spend aggregation, marketplaces, and in-region buying offices. Leading providers are increasingly linking technology-enabled productivity and sourcing outcomes to gainshare, outcome-based, or other risk-sharing commercial constructs.

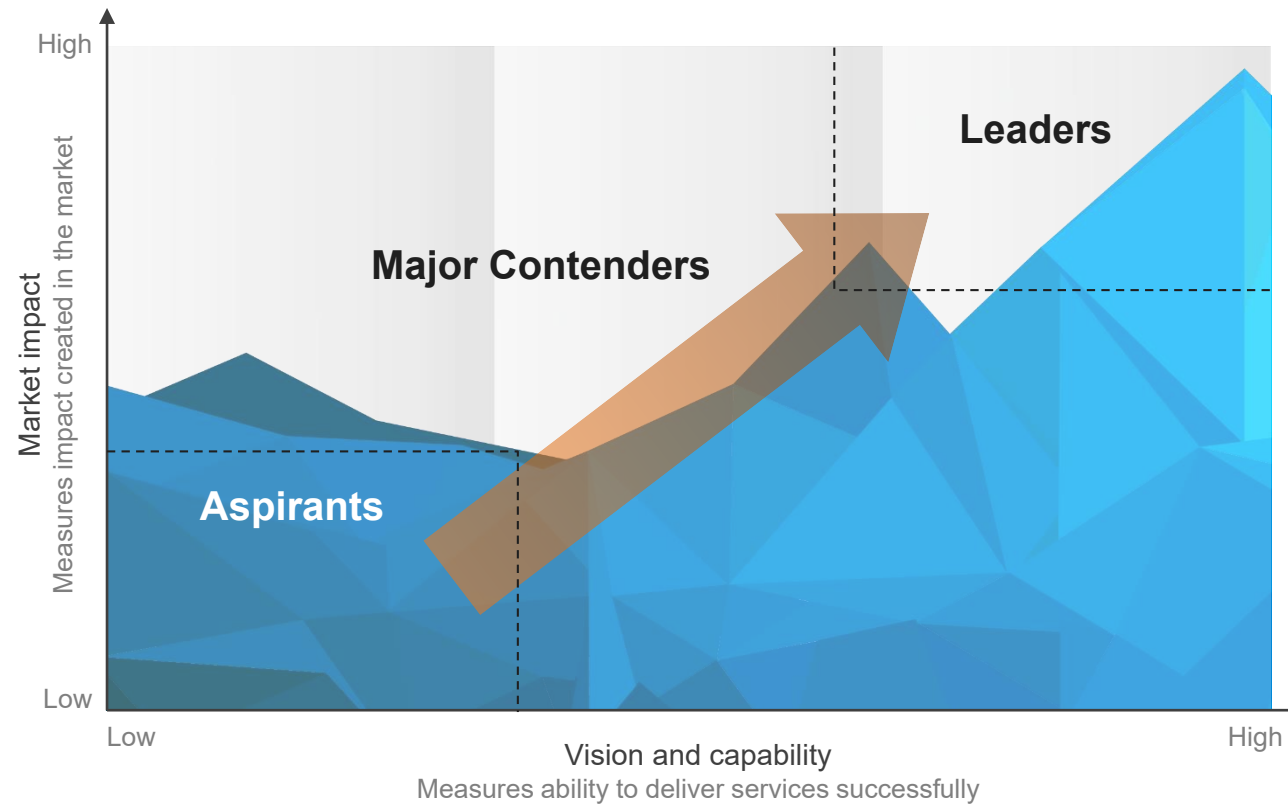
Appendix

PEAK Matrix® framework

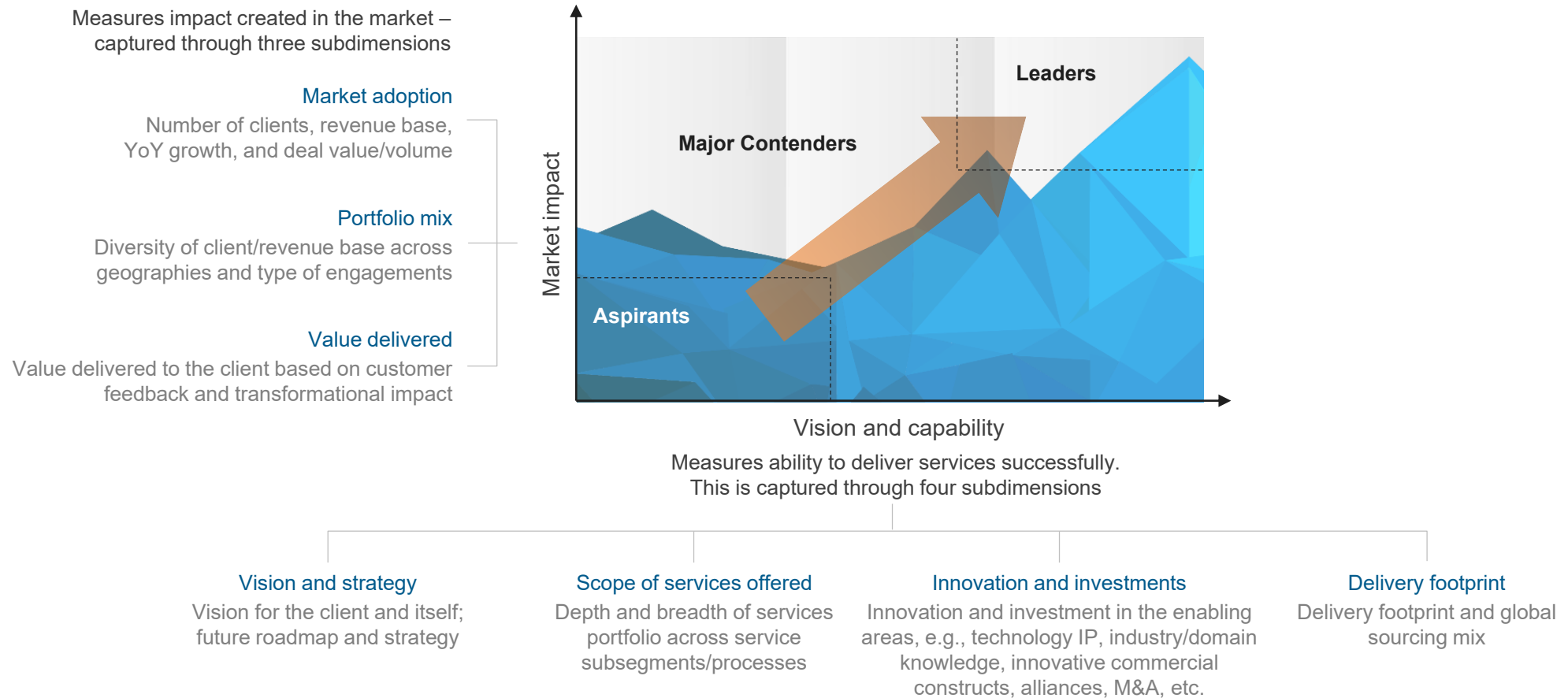
FAQs

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

Everest Group PEAK Matrix



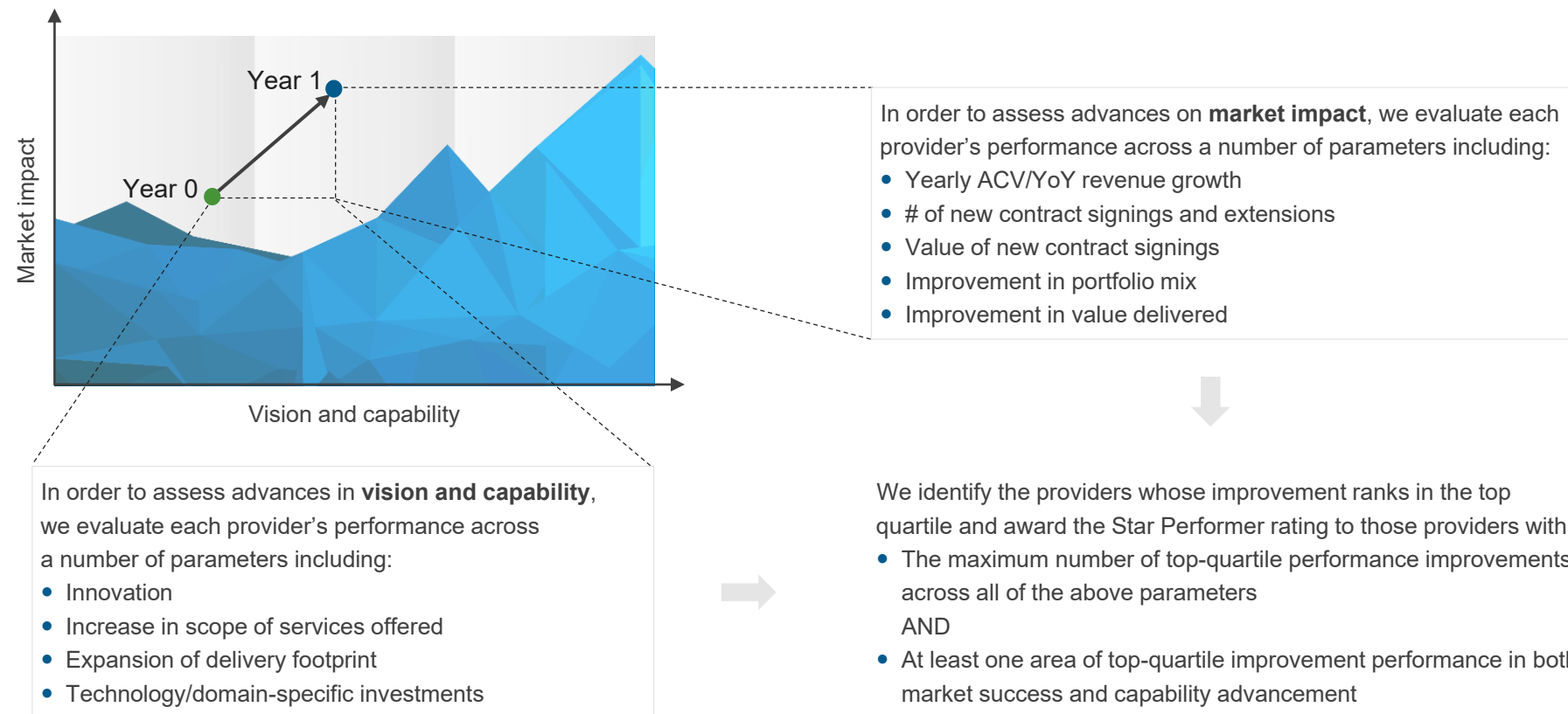
Services PEAK Matrix® evaluation dimensions



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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