

# The Top Offshore FAO Providers

By Peggy Cope

Going global is at the top of the list for many buyers and providers.

Ordinarily, I would be the last person on the planet to quote anything having to do with Disney World. But looking at the overall picture of finance and administrative outsourcing in recent years irresistibly brings to mind a song that I heard when I was very, very small: "It's a Small World After All."

Or, if the world has not quite shrunk to a global village, many outsourcing provider companies are working hard to ensure the links from one country to the next are ever

more numerous, risk-free, and robust. Over the past year, such notable deals as Colgate-Palmolive/IBM, GlaxoSmith Kline/Genpact, Church's Chicken/WNS (for more on this deal, see next month's cover story), and Philips/Infosys (see cover story on p. 32 for more information on that mega-contract) have kept things very lively indeed on the FAO side, often expanding many companies' global footprints.

And although a lot of the experts say the truly huge deals with as many tentacles

as a squid are becoming fewer and farther between (see p. 10 for more), there are more, albeit smaller, contracts being signed every day covering a wide range of functions and processes—and many of them are exploring global business in ways that have not been attempted before.

Following is a listing of the biggest fish in the global F&A outsourcing waters. *FAO Today* thanks Lisa Ross, principal of FAO Research Inc., for her help in fine-tuning the list.

## Company

## URL

### Ajuba International

[www.ajubanet.net](http://www.ajubanet.net)

Ajuba launched six years ago, establishing itself as a global provider of healthcare revenue cycle outsourcing services. Although it is headquartered in Charlotte, NC, Ajuba has more than 1,500 employees with centers in the Midwest U.S. and Chennai, India. Ajuba provides revenue cycle outsourcing services to healthcare systems, hospitals, academic medical centers, durable medical equipment suppliers, and billing and receivables management companies.

**Services Offered:** Healthcare billing and revenue cycle outsourcing, medical coding, charge capture, claims transmission, payment posting, self-pay follow-up, denial management, refunds processing, credit balance resolution, and provider enrollment and credentialing.

### Caliber Point

[www.caliberpoint.com](http://www.caliberpoint.com)

Caliber Point Business Solutions is the BPO arm of Hexaware Technologies with facilities in Mumbai, Chennai, and Pune, India. It provides end-to-end outsourcing services, and its 1,500 associates deliver front- and back-office solutions. With more than 10 years of offshoring experience, Caliber Point offers voice process consulting, transition management, shared service center set-up, transaction processing, and voice and document management services.

**Services Offered:** Payment processing; loans and mortgages; check processing; order management; contract management; financial and SOX reporting; tax management; accounting; and accounts receivable, accounts payable, general ledger maintenance, and reconciliation.

### Compass BPO

[www.compass-bpo.com](http://www.compass-bpo.com)

Compass BPO provides businesses with financial and administrative information. Its bespoke services are designed to meet clients' business objectives and to help them manage their businesses more efficiently. Compass solutions serve airline, banking, accountancy, property, insurance, food & beverage, and U.S. government contractor businesses. With ISO 9001:2000 certification, the company adheres to Six Sigma practices.

**Services Offered:** General accounting, payroll, accounts receivable and payable, taxation, cost analysis, invoice processing, cash flow forecasting, research reporting, data capture, voice and data processing, feasibility studies, payment routines and authorizations.

**Company****URL****Cognizant****[www.cognizant.com](http://www.cognizant.com)**

Cognizant Technology Solutions provides information technology and BPO services, with a focus on delivering information technology-enabled solutions that generate business value to its clients. Its on-site/offshore model allows the company's teams to align more completely with a client's organization. With headquarters in New Jersey, Chennai, London, and Shanghai, the company has global delivery centers in Argentina, Canada, and several cities in India.

**Services Offered:** BPO, business technology consulting, customer solutions practice, data warehousing and business intelligence, enterprise resource planning, information security & privacy, IT infrastructure services, portals and content management, program management, software applications services, supply chain management, testing solutions, usability engineering.

**Equinox Corp.****[www.equinoxco.com](http://www.equinoxco.com)**

Equinox, with headquarters in Irvine, CA, is a fully owned subsidiary of i-flex Solutions, a provider of IT and outsourcing solutions. Before expanding into financial service areas, Equinox began with mortgage servicing and processing. It also delivers selective outsourcing services in specialized areas of financial services and has multiple operation centers in India. Equinox serves more than 750 customers in 125 countries.

**Services Offered:** Financial services solutions in the following: banking, mortgage and consumer finance, securities and capital market, and insurance.

**EXL Service Holdings, Inc.****[www.exlservice.com](http://www.exlservice.com)**

EXL is an offshore BPO provider with seven delivery centers in India and 4,871 workstations per shift. The integrated global delivery platforms are supported by a state-of-the-art, scalable infrastructure, and its leadership team has extensive experience in the banking, financial services, and insurance industries. EXL offers finance and accounting services managed by more than 100 specialists.

**Services:** Accounts payable, accounts receivable, billing, general accounting, collections, fund transfer administration, treasury and cash management, payroll, and tax accounting and maintenance.

**Firstsource****[www.firstsource.com](http://www.firstsource.com)**

Firstsource is headquartered in India and currently has more than 14,000 employees across 24 global delivery centers in India, the Philippines, the U.K., the U.S., and Argentina. Firstsource offers back-office processing and call center and transaction processing capabilities for a complete range of solutions including customer acquisition, customer care, claims processing, collections, reconciliations and investigations, research and analytics, and information services. The company reported total income of RS.8,399.3 million in 2007, a year-over-year increase of 52.8 percent.

**Services Offered:** Credit evaluation, accounts set-up, customer service and account maintenance, dispute resolution, mortgage origination and servicing, insurance policy issuance and administration, payment processing, collections, research and analytics, customer acquisition, provisioning and fulfillment support, customer service, billing support, dispute resolution, churn management and collections, mail and document management services, claims processing, claims pricing, claims adjudication and healthcare provider database maintenance.

**Genpact****[www.genpact.com](http://www.genpact.com)**

Genpact, the GE offshoot known as Gecis until 2005, provides business and technology services to global clients. Genpact employs more than 25,000 associates specialized by industry. With more than 25 operations centers in India, China, Hungary, Mexico, the Philippines, the Netherlands, Romania, Spain and the U.S., Genpact provides sales and marketing analytics, customer service, supply chain and procurement, financial services operations and collections, finance and accounting, information technology services, and enterprise application services and program management.

**Services Offered:** Cash disbursement cycle solutions, general accounting and reporting solutions, planning and performance management services, treasury services, audit and projects services, revenue cycle solutions, reconciliation services, employee services, and taxation services.

**HCL Technologies****[www.hcltech.com](http://www.hcltech.com)**

For 30 years, HCL Enterprise has offered a range of IT services globally and comprises HCL Technologies and HCL Infosystems. HCL Technologies provides software-led IT solutions, BPO, and remote infrastructure management services. Since 1997, HCL Technologies has focused on technology and R&D outsourcing before going public in 1999. HCL's BPO focuses on telecom, retail, financial services, logistics, and utilities, offering CRM services, order-to-cash, procure-to-pay, supply chain management, and finance and accounting. The company operates from offices in 17 countries, with 42,000 employees.

**Services Offered:** Accounts payable, accounts receivable, fixed assets, travel & entertainment, general accounting, closing processes, and reconciliation.

## Company

## URL

### **Infosys Technologies, Inc.**

[www.infosys.com](http://www.infosys.com)

With more than 75,000 employees worldwide, Infosys (formerly Progeon) provides BPO and IT services globally. Headquartered in Bangalore, India, Infosys Technologies created Infosys BPO in 2002 as its outsourcing subsidiary. Infosys BPO provides outsourcing solutions across several vertical and horizontal focus areas and operates in India, the Czech Republic, China, the Philippines, Thailand, and Poland.

**Services Offered:** Accounts payable and receivable, collections and credit management, billing and invoicing, fixed assets, general ledger, finance planning and analysis, tactical procurement, strategic procurement, and compliance and performance management.

### **Intelenet**

[www.intelenetglobal.com](http://www.intelenetglobal.com)

Intelenet operates on an unusual “co-sourcing” model with a 100-percent BPO focus. Its services vary from customization of processes for clients and knowledge management to more complex situations where technology becomes an enabler for enhanced performance on metrics, reporting tools and middleware. In less than a decade, Intelenet has grown from a regional BPO firm with 25 employees operating from one position to its current role as a global BPO supplier, with more than 17,000 employees operating from locations in India, Europe, and the U.K.

**Services Offered:** General ledger accounting, accounts payable, accounts receivable, reconciliations, fixed-asset accounting, travel & entertainment expense management, management reporting, payroll.

### **Mphasis**

[www.mphasis.com](http://www.mphasis.com)

Mphasis is a global IT and BPO services company formed in 2000 after the merger of the U.S.-based IT consulting company Mphasis Corporation and the Indian IT services company BFL Software Limited. Mphasis is headquartered in India and the U.S. and has 29 offices in nine countries with delivery centers in India, China, South America, and Europe, and a staff of more than 16,000. Its centers in Bangalore, Mangalore, Pune, Noida, and Ahmedabad offer English language support, and its Tijuana, Mexico, facility offers Spanish and bilingual solutions to target the U.S. Hispanic market. Mphasis has traditionally served the banking, financial services, insurance, and technology industries, but expanded into the health care and telecom industries.

**Services Offered:** Customer interaction management; claims processing and payments; research and content management; finance and accounting (general accounting, financial analysis, accounts payable, accounts receivable, general ledger, tax services, and shared services); tax and compliance; offshore program management services (OPMS); and financial services (reporting and control systems, billing compliance services, and cost management).

### **Nipuna Services Limited**

[www.nipunaservices.com](http://www.nipunaservices.com)

Nipuna was formed by Satyam Computer Services Limited, a global IT consulting and services provider, in 2002 to address the growing BPO market. Nipuna serves the insurance, healthcare, pharmaceutical, banking and finance, manufacturing and automobile, media and telecom, and energy and power industries. With services such as claims processing, policy issuance, and premium accounting, Nipuna offers 60 business processes to 27 global customers. Its global delivery centers are located in Hyderabad, Bangalore, and Chennai, and employ more than 2,900 people.

**Services Offered:** Accounts payable, accounts receivable, fixed assets, disbursement, operations, payroll processing, financial reporting, and reconciliation. Nipuna also offers front-office services such as contact centers for customer service, product support, and helpdesk.

### **Outsource Partners International**

[www.opiglobal.com](http://www.opiglobal.com)

Outsource Partners International, Inc. (OPI) specializes in finance and accounting services to public and private companies, as well as non-profit organizations. With headquarters in New York and Los Angeles, OPI manages recurring transactions, as well as processes such as regulatory compliance, preparation of financial statements, and SEC reporting. OPI delivers F&A business process solutions that comply with the complexities of Sarbanes-Oxley. The company has offices throughout North America, Europe, and India.

**Services Offered:** Accounts payable and receivable, general ledger, bank reconciliations, tax compliance, credit and bad debt collection, customer invoicing, purchasing, travel & entertainment expenses, regulatory compliance and reporting, cost and inventory accounting, and financial reporting.

### **Patni Computer Systems**

[www.patni.com](http://www.patni.com)

Patni is headquartered in Mumbai and is a global provider of information technology services and business solutions. With more than 14,000 professionals servicing clients across diverse industries, Patni has been a vendor to 200 Fortune 1000 companies for 20 years. Patni has 21 sales offices across the Americas, Europe, and Asia-Pacific, and multiple offshore development centers in eight Indian cities. It has long-term, offshore development center relationships with clients such as GE Consumer Service and a major U.S. bank, a subsidiary bank of a large insurance company.

**Company****URL**

**Services Offered:** Travel and expense processing, payment processing, accounts receivable and collections, accounts payable, vendor management, and general and financial accounting.

**Tata Consulting Services (TCS)****[www.tcs.com](http://www.tcs.com)**

As part of the Asian conglomerate, the TATA Group, Tata Consultancy Services (TCS) is an IT consulting and business process outsourcing organization. Since 1968, it has delivered IT services to its global clients. TCS is present in 34 countries across six continents, offering a range of services across diverse industries. TCS currently offers BPO services from delivery centers in India, Japan, Uruguay, Chile, Mexico, Ecuador, China, Hungary, Brazil, Argentina, and Singapore. TCS clients have the option of choosing to operate from onshore, near-shore, and offshore facilities. TCS offers an array of transaction-based, IT-enabled services including inbound call centers, back-office support, engineering services, and database services.

**Services Offered:** Finance and accounting: accounts payable, accounts receivable, cash management, fixed asset accounting, and general ledger reconciliation; banking and financial services: payment processing, loan/mortgage processing, credit card operations, and securities back-office processing; and supply chain: procure-to-pay outsourcing, vendor management, spend data management, and purchase analytics.

**Vsource, Inc.****[www.vsourceasia.com](http://www.vsourceasia.com)**

Vsource Asia was created from a combination of the wholly owned operating subsidiaries in Malaysia, Japan, and Taiwan of Vsource, Inc. Operations began in Malaysia in 2000 with the opening of its first center of excellence. That same year, the Vsource Asia signed its first regional business process outsourcing contract. Since then, the group has rolled out operations in Osaka, Japan, and Cyberjaya, Malaysia. Its headquarters are located in Kuala Lumpur. Clients include FedEx, Gateway, Lexmark, and ING Bank.

**Services Offered:** General accounting, credit, collections, payables, payment systems, and reporting requirements.

**Wipro Technologies****[www.wipro.com](http://www.wipro.com)**

Wipro is a global services provider with more than 50 industry-facing “centers of excellence.” It serves some 647 clients representing 72,000 employees, and has 53 development centers across North America, Europe, the Middle East, and Japan. Headquartered in Bangalore, India, Wipro delivers technology-driven business solutions and employs more than 10,000 workers. Wipro BPO provides a range of services from customer relationship management to back-office transaction processing.

**Services Offered:** Order-to-cash cycle: credit management, order management, invoicing, collections, and helpdesk support. Plan to result: reconciliations, fixed assets accounting, project accounting, and general ledger accounting. Procure-to-pay cycle: purchase order validation, invoice verification, accounts payable, employee T&E, vendor management, contract management, and query resolutions. Compliance reporting: SOX reporting and dashboards, U.S. GAAP compliance, and VAT claims.

**WNS Global Services****[www.wnsgs.com](http://www.wnsgs.com)**

WNS Global Services provides business process outsourcing services for several industries, including travel, insurance, financial services, healthcare, professional services, manufacturing, distribution, and retail. WNS delivers end-to-end service offerings across consulting, BPO, and IT solutions including finance and accounting, human resources (payroll and benefits administration), research, and analytics. Founded in 1996 by British Airways in Mumbai, India, the company has offices in India, the U.S., and the U.K., and completed its initial public offering in 2006.

**Services Offered:** Purchase-to-pay cycle, order-to-cash cycle, account-to-report, banking and treasury cycle, fixed assets cycle, general accounting cycle, and management reporting cycle.

**Zensar Technologies****[www.zensar.com](http://www.zensar.com)**

Zensar offers end-to-end solutions through a global delivery model, which delivers 24/7 service. Headquartered in Pune, India, Zensar has operations and a customer base in 24 locations in 18 countries, including software development centers in India and China and a marketing presence in the U.S., Europe, and Asia-Pacific regions. Zensar is established in key verticals of manufacturing, retail, logistics, financial services, telecom, and utilities. Zensar BPO provides transaction processing services in the domains of finance and accounting, retail, insurance, and healthcare.

**Services Offered:** Purchasing, accounts payable, accounts receivable, order administration, expense reporting, reconciliation, and GL. **FAO**