



# Topic: Multi-process Human Resources Outsourcing (MPHRO) – Service Provider Profile Compendium

Human Resources Outsourcing (HRO)  
Report: September 2012 – Preview Deck

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- Locations | Cost, skills, sustainability, portfolio
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies

# Overview

The Multi-process Human Resource Outsourcing (MPHRO) Service Provider Profile Compendium report provides accurate, comprehensive, and fact-based snapshots of 19 major MPHRO service providers<sup>1, 2</sup>. Each profile highlights service provider's delivery capability, market strategy, key organizational developments, delivery footprint, and client portfolio along various dimensions such as geography, industry, and buyer-size. In addition, each profile provides the positioning of the service provider on Everest Group PEAK Matrix.

Each service provider profile provides the following MPHRO-specific details:

- **MPHRO service capability and strategy** – Includes company overview, HRO leadership, target market segment, MPHRO service suite, technology strategy, partnerships, key MPHRO-related developments, and spread of MPHRO FTEs globally
- **MPHRO client portfolio** – Includes total number of clients, major MPHRO clients, split of revenue by geography, and industry, and split of deals by buyer size
- **MPHRO delivery locations** – Includes city level detail of key delivery locations across the world
- **Detailed assessment of MPHRO capabilities** – Includes the position of the service provider on Everest Group PEAK Matrix, market success and delivery capability assessment, and overall remarks on the capabilities of the service provider

1 All the analyses are based on MPHRO deals signed as of November 2011

2 Refer to the Multi-process Human Resources Outsourcing (MPHRO) – Service Provider Landscape and Capability Assessment ([EGR-2012-3-R-0724](#)) for a comprehensive capability assessment of all the MPHRO service providers

## This compendium tracks 19 service providers

  
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## MPHRO service capability and strategy

**Company profile:** ABC provides consulting, technology services, and outsourcing services. Its service offerings include Business Process Outsourcing (BPO), application outsourcing, infrastructure outsourcing, technology solutions, and business consulting.

**Headquarters:** Xxx, United States

**Key leaders (BPO/HRO business):** Xxx, Group Chief Executive, BPO

**Website:** [www.abc.com](http://www.abc.com)

### Recent MPHRO transactions

XX XX

### Recent HRO-related developments/announcements

XX XX

### Current MPHRO market segment focus

- Buyer segment: Primarily focused on the large market<sup>2</sup> segment though can address select upper mid-market<sup>2</sup> opportunities as well
- Geography: North America, South America, Europe, and Asia Pacific

### Current MPHRO technology strategy

- Overview: ABC is a technology-independent service provider, working with traditional, on-premise, and SaaS technology providers.
- Technology models supported:

Tie-and-run	Support/augmentation	Customized replacement/implementation	Platform-based solution
✓	✓	✓	✓

### Total HRO delivery FTEs = xx

Offshore <sup>1</sup>	Nearshore <sup>1</sup>	Onshore
XX	XX	XX

## SERVICE SUITE

Offered as MPHRO solution		Offered on a stand-alone basis		Not offered						
Employee relations	Performance management	Regulatory and compliance	Global mobility	Learning	Recruitment and selection	Compensation	Benefits	Payroll	HRIS	Contact center

1 FTEs located in offshore locations (India, China, and Southeast Asia) or nearshore locations (Eastern Europe and Latin America) and delivering services for North America or Western Europe.

2 Mid-market includes 3,000 to 15,000 employees managed. Large market includes over 15,000 employees managed.

Source: Everest Group (2012)

# ABC (page 2 of 4)

## MPHRO client portfolio

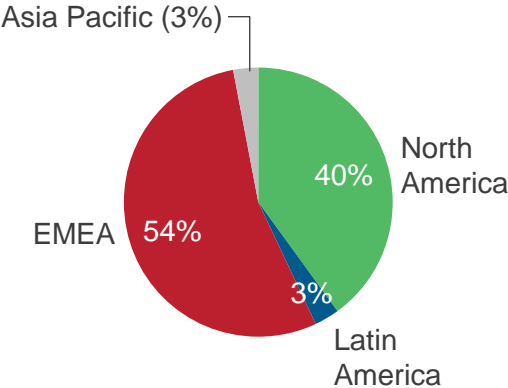
**MPHRO experience**

Total number of current MPHRO clients – XX

**Major MPHRO clients**

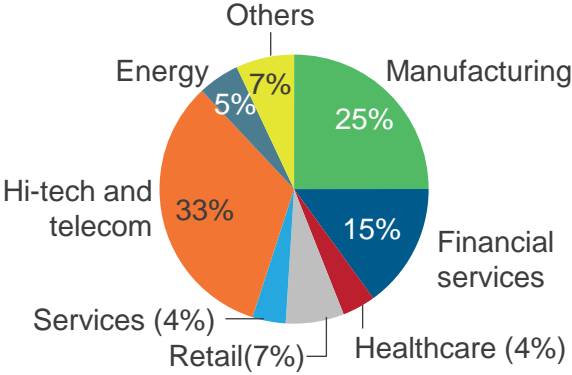
**MPHRO revenue (ACV) geography mix**

100% = US\$XX million



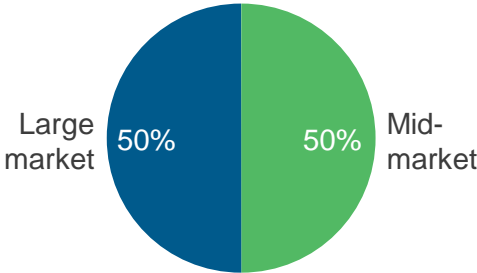
**MPHRO revenue (ACV) industry mix**

100% = US\$XX million



**MPHRO buyer size mix**

100% = XX deals



Source: Everest Group (2012)

# ABC (page 3 of 4)

## Key MPHRO delivery locations



Source: Everest Group (2012)

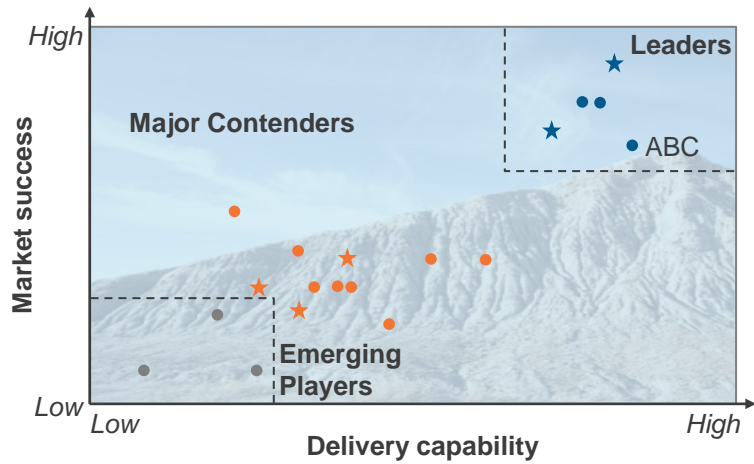




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## Everest Group assessment

ABC is a Leader on Everest PEAK Matrix for MPHRO



### Delivery capability assessment

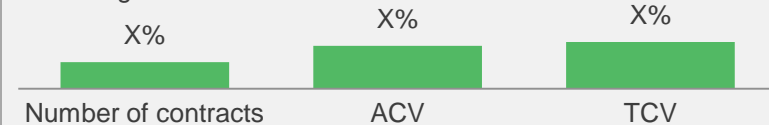
● High ◐ Low

Assessment dimension	Rating	Remarks
Scale	●	High revenue and significant delivery force; high number of deals signed to date
Scope	●	End-to-end functional coverage and wide industry coverage; serves a fair share of global clients
Technology capability	●	Experience of working with multiple HRIS in its deals, combined with a strong IT services capability
Delivery footprint	●	Global delivery footprint with good usage of offshoring
<b>Overall</b>	●	

### Overall market success

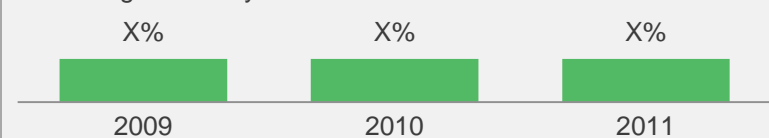
#### Global MPHRO market share

Percentage



#### Global MPHRO market share over time

Percentage share by ACV



### Overall remarks

- ABC is one of the Leaders in the MPHRO space with a definitive spike in the European market
- It is one of the few providers that has the expertise and experience of combining HRO with FAO and/or PO
- Xx xx
- Xx xx

Source: Everest Group (2012)

# HRO research agenda

Published Current

Topic	Release date
Webinar Deck: 2012 Global Services Market Predictions – Context, Growth, Disruption	January-2012
Benefits Administration Outsourcing (BAO) Service Providers Profile Compendium	January-2012
Achieving Best-in-Class BPO – Secrets Unveiled	February-2012
Is BPaaS The Right Model for You?	April-2012
Multi-process Human Resources Outsourcing (MPHRO) Annual Report 2012: Continued Reinvention	June-2012
Multi-process Human Resources Outsourcing (MPHRO) – Service Provider Landscape and Capability Assessment	July-2012
Multi-process Human Resources Outsourcing (MPHRO) – Service Provider Profile Compendium	September-2012
Multi-country Payroll: Driving Standardization and Best Practices Globally	Q3-2012
Multi-country Payroll Service Provider Compendium	Q3-2012
Benefits Administration Outsourcing (BAO) Annual Report	Q4-2012
Benefits Administration Outsourcing (BAO) Service Provider Profile Compendium	Q4-2012
Benefits Administration Outsourcing (BAO) Service Provider Landscape	Q4-2012
HRO Annual Report	Q1-2013
Global HRO Service Provider Landscape	Q2-2013
HRO Service Provider Profile Compendium	Q2-2013

# Additional HRO research recommendations

The following documents are recommended for additional insight into the topic covered in this report. The recommended documents either provide additional details on the topic or complementary content that may be of interest

1. **Multi-process Human Resources Outsourcing (MPHRO) Annual Report 2012 – Continued Reinvention** ([EGR-2012-3-R-0698](#)); 2012. This research provides a comprehensive coverage of the MPHRO market and analyzes it across various dimensions such as market overview and key dynamics, buyer adoption and solution trends, and service provider landscape. It also provides predictions for the 2012 MPHRO market
2. **Is BPaaS the Model for You?** ([ERI-2012-10-R-0667](#)); 2012. This research aims to compare Total Cost of Ownership (TCO) of Business-Process-as-a-Service (BPaaS) solutions with traditional BPO using a comprehensive financial model and create a comprehensive framework to evaluate BPaaS sourcing
3. **Multi-process Human Resources Outsourcing (MPHRO) – Service Provider Landscape and Capability Assessment** ([EGR-2012-3-R-0724](#)); 2012. This research analyzes the global 2011-2012 HRO service provider landscape and its impact on the HRO market. It focuses on service provider positioning and market shares, delivery capability assessment, and modes of differentiation
4. **Benefits Administration Outsourcing (BAO) Annual Report 2011 – Mature yet Dynamic** ([EGR-2011-3-R-0598](#)); 2011. This research provides a comprehensive coverage of the BAO market and analyzes it across various dimensions such as market overview and key business drivers, buyer adoption trends, transaction characteristics, and service provider landscape. It also identifies key implications of the research findings for buyers as well as for service providers

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