



Topic: Multi-Process Human Resources Outsourcing (MPHRO) – Service Provider Landscape with PEAK Matrix Assessment 2013

Human Resources Outsourcing (HRO)
Market Report: August 2013 – Preview Deck

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1 Banking, financial services, and insurance

Background and scope of the research

Background of the research

The MPHRO service provider landscape continues to witness major flux with newer entrants, provider exits, and high M&A activity (such as IBM-Kenexa and ADP-The RightThing). As MPHRO becomes more sophisticated with increased play of Social, Mobile, Analytics, and Cloud (SMAC) and greater inclusion for talent management components, providers are required to tweak their strategy and make pro-active investments to enhance the value proposition. On the other hand, as buyers are increasingly seeking to achieve objectives beyond simple cost reduction and efficiency as well as cover their emerging market operations, they look to evaluate service providers more holistically.

In this research, we analyze the MPHRO service provider landscape across various dimensions

- MPHRO service provider landscape overview
- MPHRO PEAK Matrix 2013 and Star Performers 2013
- Key insights on PEAK Matrix dimensions
- Emerging trends

The scope of analyses includes:

- HRO deals in which a minimum of three HR processes are included
- All HRO deals signed as of November 2012
- The buyer employee size is 3,000 or more
- All geographies and industries

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Overview and abbreviated summary of key messages

This report gives an overview of the provider landscape and analyzes how the service providers differentiate themselves. Based on the comprehensive Everest Group PEAK Matrix, each of the 21 MPHRO service providers are segmented into Leaders, Major Contenders, and Emerging Players. Additionally, this report identifies the 2013 MPHRO Star Performers and provides key insights on individual PEAK dimensions.

Some of the findings in this report, among others, are:

MPHRO service provider landscape overview

- The service provider landscape continues to undergo major flux with newer entrants, provider exits, and a high M&A activity
- Clear segmentation exists among MPHRO players based on geography

MPHRO PEAK Matrix 2013 and Star Performers 2013

- Everest Group classifies 21 MPHRO service providers on the Everest Group Performance | Experience | Ability | Knowledge (PEAK) Matrix into the three categories of Leaders, Major Contenders, and Emerging Players

Key insights on PEAK Matrix dimensions

- Top quartile performers across each PEAK Matrix dimension were compared with others to identify differentiating strategy and operational capability

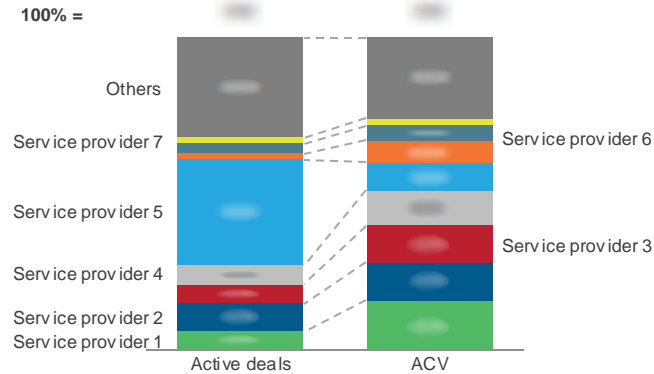
Emerging trends

- With increasing “buyer pull” for value-added services such as mobility and analytics, service providers are making investments to “up” their technology
- As buyers focus more on talent management components, service providers are also looking to create a holistic solution by plugging their gaps (organically or inorganically)

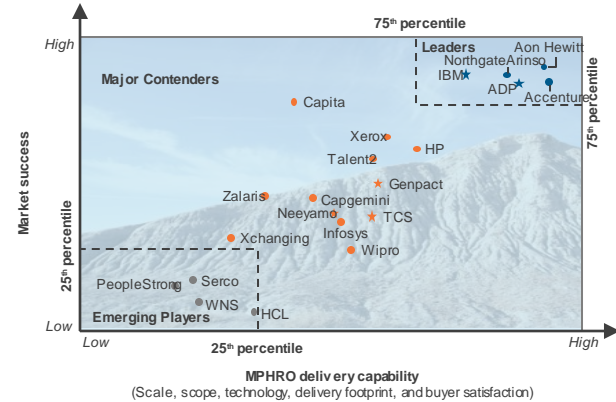
This study offers four distinct chapters providing a deep dive into key aspects of MPHRO service provider landscape; below are four charts to illustrate the depth of the report

Service provider market share

Service provider share distribution
2012; Number of active deals and ACV in US\$ billion

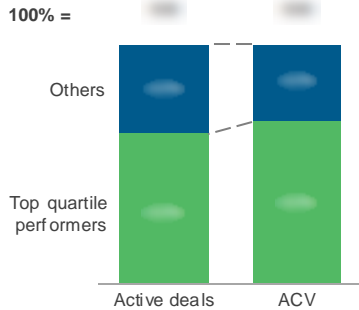


Everest Group Performance | Experience | Ability | Knowledge (PEAK) Matrix for MPHRO

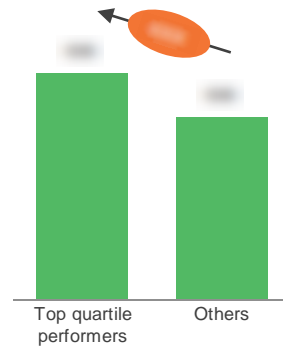


Key insights into PEAK dimensions – market success

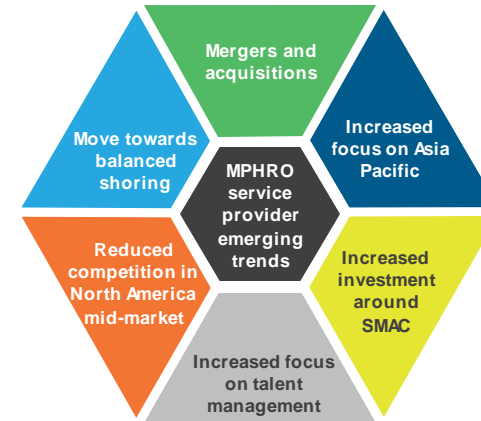
Overall market share distribution
Number of deals, ACV (in US\$ billion)



Average ACV per deal
ACV per deal (in US\$ million)



Emerging trends



Source: Everest Group (2013)

HRO research calendar

■ Published ■ Current

Topic	Release date
Benefits Administration Outsourcing (BAO) – Service Provider Landscape and Capability Assessment	February-2013
Benefits Administration Outsourcing (BAO) – Service Provider Profile Compendium 2013	March-2013
MPHRO – Annual Report 2013: The Sun is Rising in the East	April-2013
MPHRO – Service Provider Landscape with PEAK Matrix Assessment 2013	August-2013
MPHRO – Service Provider Profile Compendium 2013	Q3-2013
Role of Analytics in HRO	Q3-2013
The Rise of Procurement and HR Collaboration – Effectively Managing HR-spend	Q3-2013
Talent Management Outsourcing – Will we Attain Nirvana?.....	Q3-2013
Learning Services Outsourcing (LSO) – Annual Report 2013	Q3-2013
Growth of Horizontal BPO in LATAM.....	Q3-2013
LSO – Service Provider Landscape with PEAK Matrix Assessment 2013.....	Q4-2013
LSO – Service Provider Profile Compendium 2013	Q4-2013
Benefits Administration Outsourcing (BAO) – Annual Report 2013	Q4-2013
Evaluation of BPaaS Solutions for FAO/PO/HRO	Q4-2013

Additional HRO research recommendations

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

1. **Multi-Process Human Resources Outsourcing (MPHRO) – The Sun is Rising in the East** ([EGR-2013-3-R-0866](#)); 2013. This report provides a comprehensive coverage of the 2012 MPHRO market and analyzes it across various dimensions such as market overview and key regional trends, buyer adoption and solution trends, and service provider landscape. Additionally, it includes predictions for the 2013 MPHRO market
2. **Benefits Administration Outsourcing (BAO) – Service Provider Landscape and Capability Assessment** ([EGR-2013-3-R-0839](#)); 2013. This report examines the dynamics of the global BAO service provider landscape and its impact on the BAO market. It gives an overview of the market and analyzes how the service providers differentiate themselves. Based on the comprehensive Everest Group [PEAK Matrix](#), each of the 10 BAO service providers are segmented into Leaders, Major Contenders, and Emerging Players
3. **Multi-Country Payroll Outsourcing (MCPO) – No Longer a Pipe Dream** ([EGR-2012-3-R-0755a](#)); 2012. This report provides a comprehensive coverage of the MCPO market and analyzes it across various dimensions such as market overview, key business drivers, buyer adoption trends, solution characteristics, and service provider landscape
4. **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 the traditional BPO using a comprehensive financial model and creates a comprehensive framework to evaluate BPaaS sourcing
5. **IBM's Acquisition of Kenexa – Advent of Holistic Talent Management "Solution"?** ([EGR-2012-3-V-0745](#)); 2012. This breaking viewpoint document analyses the recent acquisition announcement of Kenexa by IBM

For more information on this and other researches published by Everest Group, please contact us:

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