



Benefits Administration Outsourcing (BAO) – Service Provider Profile Compendium 2014

Human Resources Outsourcing (HRO)
Market Report: October 2014 – Preview Deck

Our research offerings for global services

Subscription information

- The full report is included in the following subscription(s)
 - **Human Resources Outsourcing (HRO)**
- In addition to published research, a subscription may include analyst inquiry, data cuts, and other services
- If you want to learn whether your organization has a subscription agreement or request information on pricing and subscription options, please contact us:

Corporate Headquarters

Office: +1-214-451-3000

info@everestgrp.com

European Headquarters

Office: +44-207-129-1318

unitedkingdom@everestgrp.com

Market Vista™

Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

BFSI¹ information technology

PricePoint™

BFSI¹ business process

Finance & accounting

Healthcare information technology

Procurement

Information technology

Human resources

Cloud Vista™

Recruitment process

Global sourcing

Contact center

Locations Insider™

Transaction Intelligence

Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

¹ Banking, financial services, and insurance

Overview

The Benefits Administration Outsourcing (BAO) Service Provider Profile Compendium provides accurate, comprehensive, and fact-based snapshots of the 10 major BAO service providers^{1, 2}. 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 and an insightful analysis of its capabilities.

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

- **BAO service capability and strategy** – Includes company overview, leadership, BAO-related technology investments, BAO service suite across geographies, partnerships, key BAO-related developments, and spread of BAO FTEs globally
- **BAO client portfolio** – Includes total number of clients and participants managed, major clients, split of participants across benefits segments, and client split by geography, industry, and buyer-size
- **BAO delivery locations** – Includes city level detail of key delivery locations across the world
- **Detailed assessment of BAO capabilities** – Includes the position of the service provider on Everest Group PEAK Matrix, market success and delivery capability assessment, and overall remarks/insights on the capabilities of the service provider

This compendium tracks 10 service providers



1 All the analyses are based on BAO deals signed as of July 2013

2 Refer to the Benefits Administration Outsourcing (BAO) – Service Provider Landscape with PEAK Matrix™ Assessment 2014 Report ([EGR-2014-3-R-1173](#)) for a comprehensive capability assessment of all the BAO service providers

Table of contents

Topic	Page no.
• Section I: BAO service provider landscape snapshot	4
– Definition of BAO	6
– BAO PEAK Matrix 2014	7
• Section II: Service provider profiles	8
– ADP	9
– Aon Hewitt	13
– Bswift	17
– Businessolver	21
– Empyrean	25
– Fidelity	29
– Mercer	33
– Secova	37
– Towers Watson	41
– Xerox	45
• Appendix	49
– PEAK Matrix evaluation methodology	50
– Glossary of key terms	51
– HRO research calendar	53
– References	54

ABC (page 1 of 4)

BAO service capability and strategy

Company profile: ABC provides human resources outsourcing and consulting services. It offers a range of outsourcing services across H&W and retirement benefits

Headquarter: XX, United States

Leadership: XX (CEO)

Website: www.XX.com

BAO-related technology and investments

Solutions/investments	Offered	Name of solutions and details
Technology platform	✓	XX
Health Insurance Exchange (HIX)	✓	XX
Online benefits portal	✓	XX
Decision support tools	✓	XX
Analytical tools for buyers	✓	XX
Mobile/smartphone applications	✓	XX
Multi-country BAO platform	✓	XX

Source: Everest Group (2014)

Offshore (India + China + Southeast Asia)	Nearshore (Eastern Europe + Latin America)	Onshore (U.S. + Canada + Western Europe)
XX	XX	XX
Total BAO delivery FTEs = XX		

Recent BAO-related developments/announcements

- XX
- XX
- XX

Partnership

- BAO service provider – XX
- HRO service provider – XX
- Technology vendors – XX

Functional capabilities within key BAO areas

Regions	Functional capabilities within key BAO areas		
	Defined benefits	Defined contributions	Health & welfare
North America	✓	✓	✓
Europe	✓		
LATAM		✓	
Asia Pacific	✓	✓	

■ Coverage – self
 ■ Through partners
 ■ Not offered

ABC (page 2 of 4)

BAO client portfolio

BAO experience

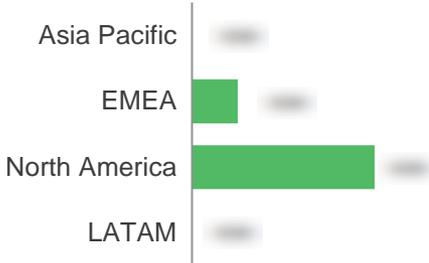
- Total number of current BAO clients: XX
- Total number of participants managed: XX

Major BAO clients

XX
XX
XX

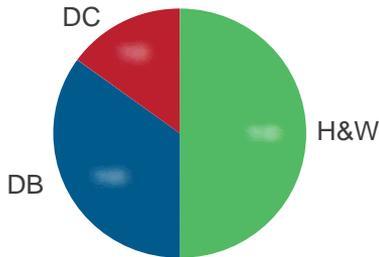
Frequency of inclusion of geographies in BAO contracts

100% = XX clients



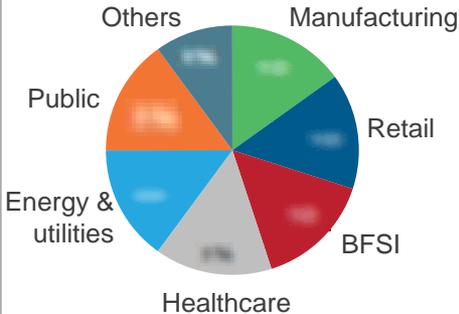
Spread of participants across BAO segments

100% = XX participants



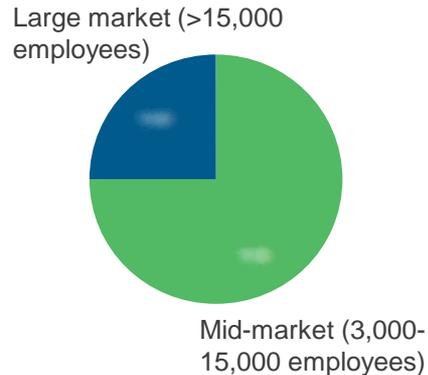
BAO split of clients by industry

100% = XX clients



BAO buyer-size mix

100% = XX clients



Source: Everest Group (2014)

Key BAO delivery locations

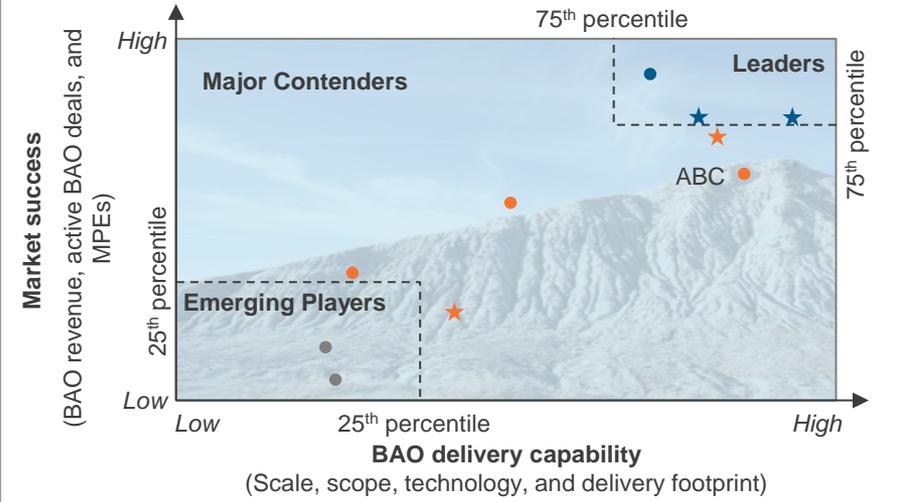


Source: Everest Group (2014)

ABC (page 4 of 4)

Everest Group assessment

ABC is a Major Contender on Everest Group's PEAK Matrix for BAO



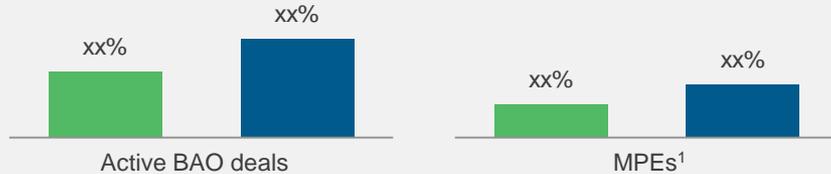
Delivery capability assessment ● High ● Low

Assessment dimension	Rating	Remarks
Scale	●	XX
Scope	●	XX
Technology capability	●	XX
Delivery footprint	●	XX
Overall	●	

Overall market success

Overall BAO market share Percentage

■ 2012 ■ 2013



Overall remarks

- XX
- XX
- XX
- XX

¹ Managed Participant Equivalents (MPE) = Sum of non-unique participants managed in each BAO segment (H&W, DB, and DC) individually

Source: Everest Group (2014)

HRO research calendar

Published Current

Topic	Release date
Global Location Insights: Sun Is Rising in the "Middle" East	October 2013
Enabling Business Agility - How HR Organizations can Lead the Way and the Role of HR Outsourcing	November 2013
Analytics Business Process Services (BPS) - Deciphering the Analytics Code	November 2013
Learning Services Outsourcing (LSO) – Resurgent Market in the Post-Crisis World	December 2013
Growth of horizontal BPO in LATAM	February 2014
Business Case for Procurement and HR Collaboration	April 2014
Benefits Administration Outsourcing (BAO) – Annual Report 2013	April 2014
Multi-Process Human Resources Outsourcing (MPHRO) – Annual Report 2014	May 2014
Benefits Administration Outsourcing (BAO) – Service Provider Landscape with PEAK Matrix Assessment 2014	July 2014
MPHRO – Service Provider Landscape with PEAK Matrix Assessment 2014	August 2014
Benefits Administration Outsourcing (BAO) – Service Provider Profile Compendium 2014	Q3 2014
Evaluation of BPaaS solutions for FAO/PO/HRO	Q4 2014
MPHRO – Service Provider Profile Compendium 2014	Q4 2014
Multi-Country Payroll Outsourcing (MCPO) – Annual Report 2014	Q4 2014
Multi-Country Payroll Outsourcing (MCPO) – Service Provider Landscape with PEAK Matrix Assessment 2014	Q4 2014
Multi-Country Payroll Outsourcing (MCPO) – Service Provider Profile Compendium 2014	Q1 2015
Benefits Administration Outsourcing (BAO) – Annual Report 2015	Q1 2015
MPHRO – Annual Report 2015	Q2 2015

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. **Benefits Administration Outsourcing (BAO) Annual Report 2014 – Benefits in Alternate Paths** ([EGR-2014-3-R-1099](#)); 2014. This research provides comprehensive coverage of the BAO market and analyzes it across various dimensions such as market overview, spotlight on H&W outsourcing market, buyer adoption trends, solution and transaction trends, and service provider landscape
2. **Multi-Process Human Resources Outsourcing (MPHRO) Annual Report 2014 – The Times Are Changing** ([EGR-2014-3-R-1107](#)); 2014. This report provides comprehensive coverage of the MPHRO market and analyzes it across various dimensions such as market overview & key regional trends, buyer adoption & solution trends, and service provider landscape
3. **Benefits Administration Outsourcing (BAO) – Service Provider Landscape with PEAK Matrix™ Assessment 2014** ([EGR-2014-3-R-1173](#)); 2014. 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 10 BAO service providers are segmented into Leaders, Major Contenders, and Emerging Players. Additionally, this report identifies the 2014 BAO Star Performers and provides key insights on individual PEAK dimensions

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

Rajesh Ranjan, Partner:

Arkadev Basak, Practice Director:

Rachit Saran, Analyst:

rajesh.ranjan@everestgrp.com

arkadev.basak@everestgrp.com

rachit.saran@everestgrp.com

Website: www.everestgrp.com | Phone: +1-214-451-3000 | Email: info@everestgrp.com



At a glance

- With a fact-based approach driving outcomes, Everest Group counsels organizations with complex challenges related to the use and delivery of the next generation of global services
- Through its practical consulting, original research, and industry resource services, Everest Group helps clients maximize value from delivery strategies, talent and sourcing models, technologies, and management approaches
- Established in 1991, Everest Group serves users of global services, providers of services, country organizations, and private equity firms in six continents across all industry categories

Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

New York

info@everestgrp.com
+1-646-805-4000

Toronto

canada@everestgrp.com
+1-647-557-3475

London

unitedkingdom@everestgrp.com
+44-207-129-1318

Delhi

india@everestgrp.com
+91-124-284-1000

Stay connected

Websites

www.everestgrp.com
research.everestgrp.com



Twitter

@EverestGroup
@Everest_Cloud



Blogs

www.sherpasinblueshirts.com

SHERPAS
IN BLUE SHIRTS