



Benefits Administration Outsourcing (BAO) – Service Provider Profile Compendium 2016

Human Resources Outsourcing (HRO)

Market Report – September 2016 – Preview Deck

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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

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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 11 major BAO service providers¹. 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 key insights on the strengths and areas of improvements of each service provider.

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
- **Everest Group assessment of each provider** – provides key insights on the strengths and areas of improvements of each service provider

Service providers covered in the analyses



1 Please refer to the Benefits Administration Outsourcing (BAO) – Service Provider Landscape with PEAK Matrix™ Assessment 2016 Report ([EGR-2016-3-R-1811](#)) for a comprehensive capability assessment of all the BAO service providers

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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: XXX, United States

Leadership: XXX, CEO

Website: www.XXX.com

BAO-related technology and investments

Solutions/investments	Offered	Name of solutions and details
Technology platform (for H&W and DB)	✓	XXX
Health Insurance Exchange (HIX)	✓	XXX
Online benefits portal	✓	XXX
Decision support tools for participants	✓	XXX
Analytical tools for plan sponsors	✓	XXX
Mobile/smartphone applications	✓	XXX
Multi-country BAO platform	✓	XXX

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

Recent BAO-related developments/announcements

- [Redacted]
- [Redacted]
- [Redacted]

Partnerships

- BAO service provider – [Redacted]
- HRO service provider – [Redacted]
- Technology vendors – [Redacted]

Functional capabilities within key BAO areas

■ Coverage – self
 ■ Through partners
 ■ Not offered

Regions	Defined benefits	Defined contributions	Health & welfare
North America	✓		✓
Europe	✓	✓	✓
LATAM	✓	✓	
Asia Pacific	✓	✓	

Source: Everest Group (2016)

ABC (page 2 of 4)

BAO client portfolio

BAO experience

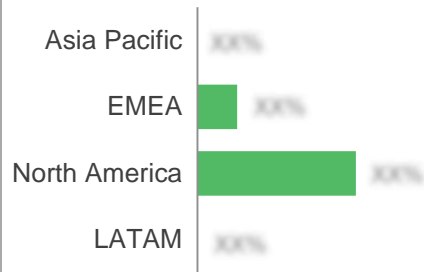
- Total number of current BAO clients: XX
- Total number of participants managed: XX

Major BAO clients

- [Faded text]
- [Faded text]

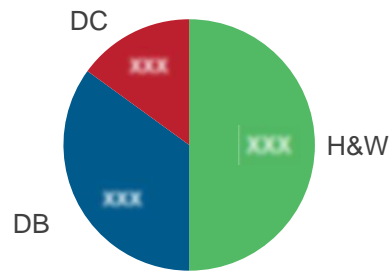
Frequency of inclusion of geographies in BAO contracts

100% = XX clients



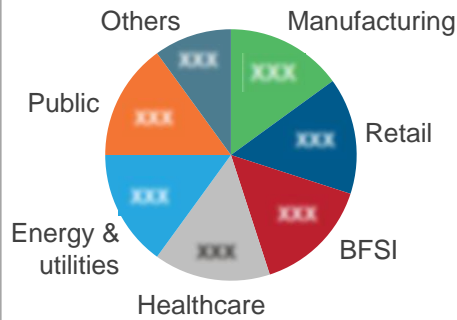
Spread of participants across BAO segments

100% = XX participants



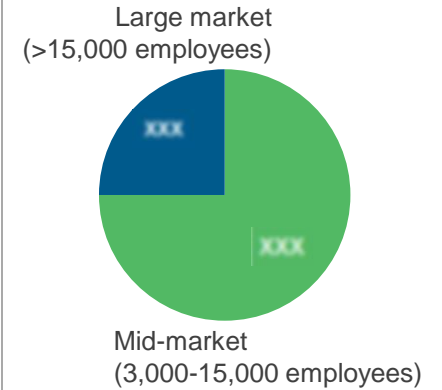
BAO split of clients by industry

100% = XX clients



BAO buyer-size mix

100% = XX clients



Source: Everest Group (2016)

ABC (page 3 of 4)

Key BAO delivery locations



Source: Everest Group (2016)

ABC (page 4 of 4)

Everest Group assessment

Measure of capability: Best-in-class Very high High Medium high Medium Medium low Low Not mature

Leaders Major Contenders Aspirants

Delivery capability					Market success
Scale	Scope	Technology and innovation	Delivery footprint	Overall	

Strengths

- Accurately assessed in expanding Healthcare Paper 2010 through strategic investments across Accurix's growth platforms including technology, outsourcing, and digital, and within their health industry vertical
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Areas of improvement

- Accurately assessed in expanding Healthcare Paper 2010 through strategic investments across Accurix's growth platforms including technology, outsourcing, and digital, and within their health industry vertical
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Source: Everest Group (2016)

HRO research calendar

■ Published
 ■ Current

Topic	Release date
MPHRO – Service Provider Profile Compendium 2015	December 2015
Analytics Business Process Services (BPS) – Analytics Goes Mainstream – Scope Expands Beyond Traditional Clients and Offerings	April 2016
Multi-Country Payroll Outsourcing (MCPO): A Must-check Buffet for MNCs in Asia Pacific	April 2016
Robotic Process Automation in HR Outsourcing: Not the Same as Other Business Process Service Lines	April 2016
Heralding a New Era of Transformative Business Process Services through Technology	April 2016
Multi-Country Payroll Platform Assessment	June 2016
Benefits Administration Outsourcing (BAO) – Service Provider Landscape with PEAK Matrix™ Assessment 2016	June 2016
Multi-Process Human Resources Outsourcing (MPHRO) – Service Provider Landscape with PEAK Matrix™ Assessment 2016	August 2016
Benefits Administration Outsourcing (BAO) – Evolving Customer Needs in a Complex Regulatory Landscape	September 2016
Benefits Administration Outsourcing (BAO) – Service Provider Profile Compendium 2016	September 2016
Technology in BPS - Service Provider Compendium 2016	Q3 2016
Technology in Business Process Services (BPS) – Service Provider Landscape	Q3 2016
Global HR Trends Handbook 2016 - Innovation, technology, outsourcing, and vendors	Q4 2016

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) – Evolving Customer Needs in a Complex Regulatory Landscape** ([EGR-2016-3-R-1934](#)); 2016. This report provides a comprehensive coverage of the BAO market and analyzes it across various dimensions such as market overview, buyer adoption trends, solution & transaction trends, and service provider landscape
- 2. Benefits Administration Outsourcing (BAO) – Service Provider Landscape with PEAK Matrix™ Assessment 2016** ([EGR-2016-3-R-1811](#)); 2016. This report gives an overview of the BAO market and analyzes how service providers differentiate themselves. Based on the comprehensive Everest Group PEAK Matrix, each of the 11 BAO service providers are segmented into Leaders, Major Contenders, and Aspirants. The report also identifies Star Performers based on the relative year-over-year movement of different service providers on the PEAK Matrix. This report also provides key insights into the strengths and areas of improvements of each service provider
- 3. Multi-Process Human Resources Outsourcing (MPHRO) – Service Provider Landscape with PEAK Matrix™ Assessment 2016** ([EGR-2016-3-R-1831](#)); 2016. This report assesses the MPHRO capabilities of different service providers and evaluates their positioning on the Everest Group PEAK Matrix. It provides insights on how 20 MPHRO service providers are beefing up their capabilities and are differentiating themselves in the light of these shifts. These providers have been segmented into Leaders, Major Contenders, and Aspirants on the Everest Group PEAK Matrix. The report also includes remarks on service providers, highlighting their key strengths and development areas

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

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About Everest Group

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