

# Multi-process Human Resources Outsourcing (MPHRO) Services – Service Provider Compendium 2021

February 2021: Complimentary Abstract / Table of Contents



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

**Anil Vijayan**, Vice President

**Priyanka Mitra**, Practice Director

**Sharath Hari**, Practice Director

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## Overview and abbreviated summary of key messages

This report provides detailed profiles of providers analyzed in the Multi-process Human Resources Outsourcing (MPHRO) Service Provider Landscape with PEAK Matrix® Assessment, January 2021 study. This report provides comprehensive snapshots of the 20 major MPHRO service providers. Each profile highlights service provider's services and delivery capability along with presence across buyer sizes, industry, and learning sub-segments

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

### Learning services provider landscape snapshot

- This section provides a snapshot of how the 20 MPHRO service providers have been positioned on the PEAK Matrix® assessment
- It also helps understand the research methodology and framework adopted to conduct the analysis

### Learning services vendor profiles

- 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, recent MPHRO wins, 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
- MPHRO sourcing considerations – Includes assessment of the performance of the provider in as per the PEAK Matrix along with key strengths and its limitations

# This report has 20 service provider profiles

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## Service provider | MPHRO profile (page 1 of 3) MPHRO service capability and strategy

**Company mission/vision statement**  
**Company profile:** Service Provider is a global professional services company with capabilities in digital, cloud, and security. Combining unmatched experience and specialized skills across more than X countries. It has capabilities across IT, BPO and consulting.  
**Headquarters:** Location A  
**Key leaders:** XYZ  
**Website:** www.companywebsite.com

**Current MPHRO technology strategy:**  
 XXXX is a technology-independent service provider, working with cloud as well as traditional, on-premise technology platform and ecosystem 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

**Current MPHRO market segment focus**

- Buyer segment: Across small-, mid-, and large-sized segments
- Geography: North America, Europe, Asia Pacific, and Latin America

<sup>1</sup> FTEs located in offshore (India, China, and Southeast Asia) or nearshore locations (Eastern Europe and Latin America) and delivering services for North America or Western Europe  
<sup>2</sup> Mid-market includes 3,000 to 15,000 employees managed. Large market includes over 15,000 employees managed

Recent HRO-related developments/investments	
Areas	Development/Investments
M&A/ partnership	Alliances with key vendors such as SAP SuccessFactors, Workday, Oracle, ServiceNow and ADP to provide end-to-end solutions that include services and technologies in a fully integrated service delivery model
HR technology-related	Significant investment in automation
Others	Forged a strategic relationship with management capabilities and

Offered as	Benefits
Performance management	Competitive
Recruitment & selection	Learning
Payroll	Process

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## Service provider | MPHRO profile (page 2 of 3) MPHRO client portfolio

<b>MPHRO experience</b>	Total number of current MPHRO clients as of H12020: XXXX
<b>Recent MPHRO transactions</b>	NA
<b>Major MPHRO clients</b>	Not disclosed



<sup>1</sup> Mid-market (3,000-15,000 buyer employees), large market (15,000 and more buyer employees)

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## Service provider | MPHRO profile (page 3 of 3) Key MPHRO delivery locations



# Research calendar

## Human Resources Outsourcing (HRO)

Published Planned Current release

### Flagship HRO reports

	Release date
Multi-process Human Resources Outsourcing (MPHRO) – Service Provider Profile Compendium 2020	January 2020
Rewards and Recognition (Learning Services) Solutions PEAK Matrix® Assessment with Service Provider Landscape 2020	April 2020
Digital Adoption Platform (DAP) Products PEAK Matrix® Assessment with Service Provider Landscape 2020	July 2020
Learning Services PEAK Matrix® Assessment with Service Provider Landscape 2020	June 2020
Learning Services Provider Profile Compendium 2020	August 2020
Digital Adoption Platform (DAP) Products Provider Profile Compendium 2020	August 2020
Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2020	September 2020
Multi-country Payroll (MCP) Solutions Annual Report 2020	December 2020
Multi-country Payroll (MCP) Solutions Service Provider Profile Compendium 2020	December 2020
Multi-process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment with Services Provider Landscape 2021	January 2021
<b>Multi-process Human Resources Outsourcing (MPHRO) Service Provider Compendium 2021</b>	<b>February 2021</b>
Multi-process Human Resources Outsourcing (MPHRO) State of the Market 2021	Q1 2021

### Thematic HRO reports

	Release date
Learning Function of the Future	December 2019
Digital Adoption Platform (DAP): Accelerating the Journey from Transformation to Adoption	February 2020
Impact of Recession on the Business Process Services (BPS) Industry	March 2020
Price Trends in HRO	September 2020

Note: For a list of all our published Human Resources Outsourcing reports, please refer to our [website page](#)





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### Dallas (Headquarters)

[info@everestgrp.com](mailto:info@everestgrp.com)  
+1-214-451-3000

### Bangalore

[india@everestgrp.com](mailto:india@everestgrp.com)  
+91-80-61463500

### Delhi

[india@everestgrp.com](mailto:india@everestgrp.com)  
+91-124-496-1000

### London

[unitedkingdom@everestgrp.com](mailto:unitedkingdom@everestgrp.com)  
+44-207-129-1318

### New York

[info@everestgrp.com](mailto:info@everestgrp.com)  
+1-646-805-4000

### Toronto

[canada@everestgrp.com](mailto:canada@everestgrp.com)  
+1-416-388-6765

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