

Multi-process Human Resources Outsourcing (MPHRO) Services – Service Provider Compendium 2022

June 2022: Complimentary Abstract / Table of Contents



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Overview and 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 2022 study. This report provides comprehensive snapshots of the 19 major MPHRO service providers. Each profile highlights the service provider's services and delivery capability along with presence across geographies, industry, and buyer sizes sub-segments.

The key findings of this report are:

MPHRO provider landscape snapshot

- This section provides a snapshot of how the 19 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

MPHRO vendor profiles

- MPHRO service capability and strategy – Includes company overview, HRO leadership, target market segment, MPHRO service suite, technology strategy, technologies supported, 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 as per the PEAK Matrix along with key strengths and limitations

The MPHRO Service Provider Profile Compendium 2022 report has 19 service provider profiles

Multi-Process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment 2022

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

Company mission/vision statement
XXXX is a global professional services company with capabilities in digital, cloud, and security. It offers strategy and consulting, interactive, technology, and operations services – powered by a large network of advanced technology and intelligent operations centers. XXXX has over XX talent and HR BPS professionals who deliver technology and services every day, serving clients in more than YY countries.

Key leaders:
• XX, Chief Executive Officer
• XX, Group Chief Executive-Operations
• XX, Talent & HR Business Lead, Operations

Headquarters: Dublin, Republic of Ireland
Website: www.website.com

Current MPHRO market segment focus:
• **Buyer segment:** targets buyers across all segments
• **Geography:** North America, Europe, Asia Pacific, Latin America, and Africa

Current MPHRO technology strategy:
XXX is a technology-independent service provider, working with cloud as well as traditional, on-premise technology platforms and ecosystems providers. The client's core system of record is supplemented with XXXX operating engine.

Technology supported	Workday	SAP SuccessFactors	Oracle Cloud HCM	SAP on-premise	Oracle PeopleSoft on-premise	Proprietary solution	Others
✓				✓	✓	✓	✓

Total HRO delivery FTEs = XX	Offshore ¹	Nearshore ¹	Onshore
	XX	XX	XX

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

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SERVICE SUITE

Recent HRO-related developments/investments	Areas	Developments/investments
M&A	Partnership	<ul style="list-style-type: none"> Alliances with key vendors such as SAP SuccessFactors, Workday, Oracle, ServiceNow, and ADP to offer end-to-end solutions that include services and technologies in an integrated service delivery model XXXX has grown its digital marketing and employment branding capabilities Point 3
Digital HR related		<ul style="list-style-type: none"> Invested in its operating engine to enable companies to become more flexible, agile, and responsive, helping them generate additional value by driving growth and scaling operations quickly Invested in ABC to help the world's largest companies Point 3 Point 4 Point 5
Others		<ul style="list-style-type: none"> Forged a strategic relationship with ABC to help ass Built a strategic relationship with the to upskill/reskill

Benefits	Offered
Compensation	Not offered
Employee data management	Offered
HR strategy	Offered
Performance and succession	Offered
Rewards and recognition	Offered

Multi-Process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment 2022

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

MPHRO experience

Total number of current MPHRO clients as of Q32021 – XX

Recent MPHRO transactions

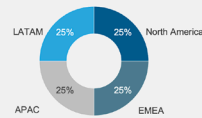
XXXX signed XX contracts this past year, including with a multinational financial and insurance company, a multinational financial and retail technology company, a multinational beauty company, a multinational chemical company, a multinational pharmaceutical company, and a multinational mining company.

Major MPHRO clients

A multinational package delivery company, a European energy company, a multinational high-tech company, a large telecommunications company, an Asia Pacific heavy equipment retailer, a multinational software and platform company, a multinational pharmaceutical company, and a multinational food company

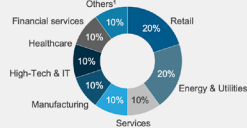
MPHRO geography mix by signing region

100% = XX clients



MPHRO industry mix

100% = XX clients



¹ Others includes broadcasting, communications, media & technology, logistics, metals, and non-profit organizations
² Small-market includes 1,000 to 3,000 employees managed. Mid-market includes 3,000 to 15,000 employees managed. Large market includes over 15,000 employees managed

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



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Research calendar

Human Resources Outsourcing (HRO)

Published Planned Current release

Reports title	Release date
Employee Experience Management (EXM) platforms: Enabling a holistic, agile, and adaptive employee experience	May 2021
Learning Services PEAK Matrix® Assessment with Service Provider Landscape 2021	June 2021
Digital Adoption Platform (DAP) Products PEAK Matrix® Assessment with Service Provider Landscape 2021	July 2021
Payroll 4.0: A New Era for Global Payroll	July 2021
Learning Services Provider Profile Compendium 2021	August 2021
Digital Adoption Platform (DAP) Products Provider Profile Compendium 2021	August 2021
Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2021	September 2021
Multi-Country Payroll Consolidation Demystified: Key Considerations for an Employee-Centric Payroll	November 2021
Multi-country Payroll (MCP) Solutions Service Provider Profile Compendium 2021	December 2021
Employee Experience Management (EXM) Platforms PEAK Matrix® Assessment 2022	March 2022
Multi-process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment with Services Provider Landscape 2022	March 2022
Multi-process Human Resources Outsourcing (MPHRO) Services – Service Provider Compendium 2022	June 2022
Multi-process Human Resources Outsourcing (MPHRO) State of the Market 2022	Q2 2022
The Payroll Transformation Journey: Traveling Light in Long-tail Countries (Tentative title)	Q2 2022

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