

Multi-Process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment 2023

August 2023: Complimentary Abstract / Table of Contents



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Introduction

Background of the research

In today's Volatile, Uncertain, Complex, and Ambiguous (VUCA) world, organizations are constantly seeking ways to optimize their operations and enhance their overall efficiency. Ongoing talent shortage, surging inflation, recessionary environment, and geopolitical instability, coupled with the volatility that the pandemic left the enterprises in, has increased enterprises' openness to leverage third-party provider support for their HR function. The drive for digital transformation, increasing number of first-time outsourcers, and increasing demand for next-generation technology and high-end HRO work from mature outsourcers is expected to continue driving market growth in 2023.

To meet these evolving demands and be an orchestrator for their clients, providers are continuously enhancing their capabilities by cultivating domain-specific expertise, taking a design thinking approach, developing transformation frameworks and next-generation innovative offerings leveraging automation and analytics, and forging strategic technological and consulting partnerships. The providers have also invested on proprietary Employee Experience (EX) solutions to engage the workforce, along with investing in adding an experience layer to their products and are striving to provide a seamless, integrated experience to its users. The purpose of this research is to understand and assess MPHRO providers based on their vision and capabilities and impact on the market, and to position them on the Everest Group PEAK Matrix®.

In this research, we analyze the global MPHRO provider landscape and its impact on the MPHRO market. In particular, we focus on:

- MPHRO PEAK Matrix 2023 including provider capability assessment and Star Performer analysis
- Provider landscape
- Remarks on key strengths and limitations for each MPHRO provider

Scope of this report



Geography
Global



Providers

This research covers the following 17 HRO providers with multi-process capability: Accenture, ADP, Alight Solutions, Ascent HR, Capgemini, CGI, Conduent, IBM, Infosys, MHR, OneSource Virtual, SD Worx, Sopra HR, TCS, Wipro, WNS, and Zalaris



Services
MPHRO services

Overview and abbreviated summary of key messages

This report uses Everest Group’s proprietary PEAK Matrix® to assess and rate MPHRO service providers. It analyzes impact of providers on the MPHRO market and includes the following:

- MPHRO PEAK Matrix 2023 including provider capability assessment and Star Performer analysis
- Provider landscape
- Remarks on key strengths and limitations for each MPHRO provider

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

Everest Group PEAK Matrix for MPHRO

Based on Everest Group’s comprehensive evaluation framework, the PEAK Matrix, the 17 established multi-process HRO service providers evaluated are segmented into three categories (in alphabetical order within each category):

- **Leaders:** Accenture, ADP, Alight Solutions, IBM, and TCS
- **Major Contenders:** Capgemini, Conduent, Infosys, OneSource Virtual, SD Worx, Sopra HR, Wipro, WNS, and Zalaris
- **Aspirants:** Ascent HR, CGI, and MHR

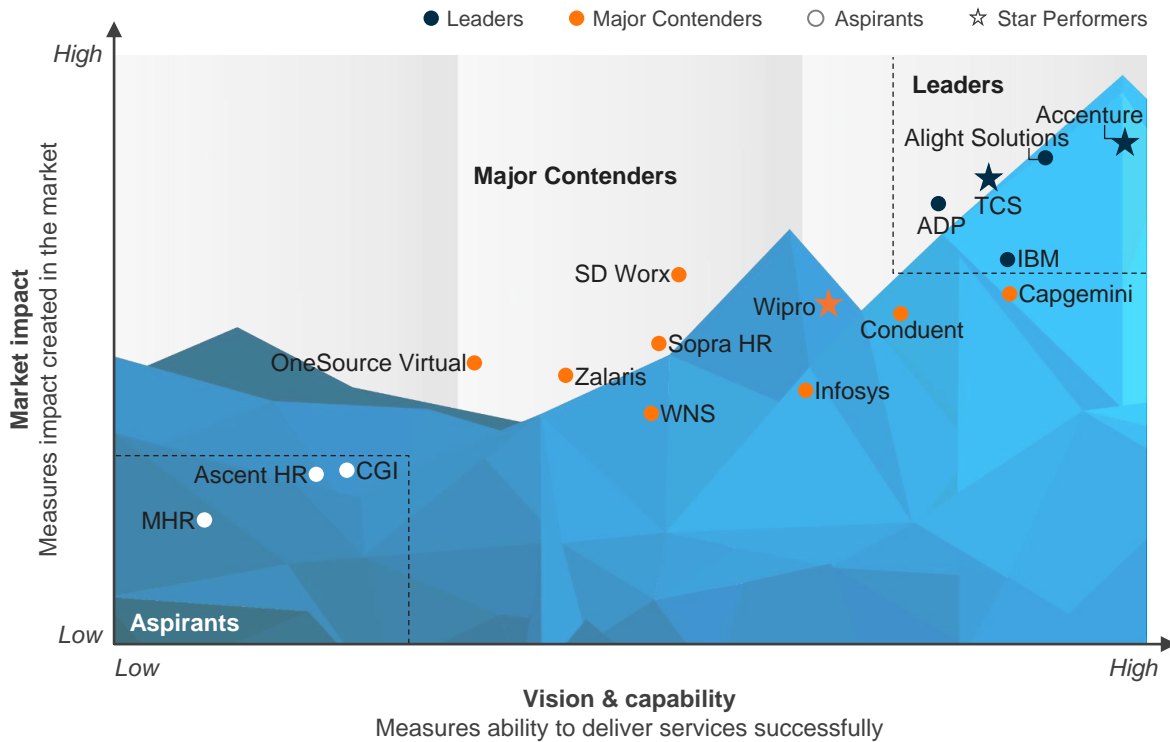
Star performers

Based on Year-on-Year (YOY) movement of different service providers on the PEAK Matrix®, Everest Group identified three service providers as the “2023 MPHRO Market Star Performers” :

- Accenture
- TCS
- Wipro

This study offers three distinct chapters providing a deep dive into key aspects of the MPHRO market; below are three charts to illustrate the depth of the report

Everest Group MPHRO Services PEAK Matrix® Assessment 2023¹



¹ Assessments for CGI, MHR, and OneSource Virtual exclude service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with MPHRO buyers
Source: Everest Group (2023)

Capability assessment Illustrative example

Measure of capability: ○ Low ● High

Providers	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services	Innovation and investments	Delivery footprint	Overall
Provider 1	●	○	●	●	○	○	○	○	○
Provider 2	○	○	○	○	○	○	○	○	○
Provider 3	○	●	●	●	●	○	○	○	○
Provider 4	○	○	○	○	●	○	○	○	○
Provider 5	○	●	○	○	○	○	○	○	○
Provider 6	○	○	○	○	○	○	○	○	○
Provider 7	○	○	○	○	○	○	●	○	○
Provider 8	○	○	○	○	○	○	○	○	○

Everest Group's remarks on providers Illustrative example

Measure of capability: ○ Low ● High

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services	Innovation and investments	Delivery footprint	Overall
○	●	●	●	●	○	○	○	○

- | | |
|--|--|
| <p>Strengths</p> <ul style="list-style-type: none"> Provider 1, headquartered in XYZ, is one of the leading providers of HR and payroll services in the XYZ market The provider has also invested in developing a strong analytics practice for HR process landscape from various perspectives for analysis including integrating client-specific, and third-party data sources | <p>Limitations</p> <ul style="list-style-type: none"> Clients looking for HR services outside of XYZ region should evaluate its offering accordingly as its capabilities to serve are still untested Referenced clients have also highlighted a need for agile pricing and better operational support |
|--|--|

Research calendar

Human Resources Outsourcing

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Earned Wage Access and Financial Wellness Solutions (EWA & FWS) in the US – Products Provider Compendium 2023	November 2022
Earned Wage Access and Financial Wellness Solutions (EWA & FWS) in the US State of the Market Report 2023	November 2022
Digital Adoption Platform (DAP) – State of the Market 2023	November 2022
Employer of Record (EOR) – State of the Market 2023	December 2022
Learning Experience Platforms (LXP) State of the Market Report 2023	December 2022
Fluid Payroll: Multi-country Payroll (MCP) Solutions State of the Market Report 2023	December 2022
Nine Employee Experience Solutions Enterprises Need – Is Surviving the Recession Enough?	March 2023
People Analytics Platforms	March 2023
Unlocking the Full Potential of Users Through Userization and DAPs	March 2023
Rewards and Recognition (R&R) Solutions PEAK Matrix® Assessment 2023	April 2023
Rewards and Recognition (R&R) Solutions – Provider Compendium 2023	June 2023
Multi-process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment 2023	August 2023
Multi-Process Human Resources Outsourcing (MPHRO) Services – Provider Compendium 2023	Q2 2023
Rewards and Recognition (R&R) State of the Market 2023	Q3 2023
Employee Experience Management (EXM) – PEAK Matrix® Assessment 2023	Q3 2023

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