



Multi-process Human Resources Outsourcing (MPHRO) Services PEAK Matrix[®] Assessment 2024

September 2024: Complimentary Abstract / Table of Contents

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Introduction

This year, we have seen AI becoming mainstream as more and more enterprises are gearing up to become AI-led organizations. HR has seen multiple challenges such as lack of availability of skilled talent, reduced employee satisfaction, and different expectations from multi-generational workforce. The need for streamlining the HR operations is becoming more important as the enterprises aim to be more agile and scalable to brace for the uncertainties caused by the global turmoil.

Due to these factors, agility and flexibility of HR services emerged as another important factor driving the need to outsource enterprise HR beyond the traditional need to reduce cost. The expectation from providers grew tremendously as enterprises expected AI / gen AI-led service delivery, which has the potential bring unprecedented levels of productivity and efficiency by automating mundane tasks. They now expect their

outsourcing service providers to bring in technology that can impact the stakeholder experience. They are increasingly focusing on being data led to guide their decisions from the insights gleaned from various enterprise systems

This report includes the profiles of the following 18 leading MPHRO providers featured on the MPHRO PEAK Matrix®:

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

Scope of this report

Geography: global

Industry: all

Services: MPHRO services

Overview and abbreviated summary of key messages

This report examines the dynamics of the global MPHRO provider landscape. This report uses Everest Group's proprietary PEAK Matrix® framework to evaluate MPHRO provider's capabilities across two key dimensions – market impact, and vision & capability. It also includes competitive landscape and market share analysis, as well as an assessment of the providers' key strengths, areas of improvement, and capabilities.

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

MPHRO PEAK Matrix® Assessment 2024 and Star Performers

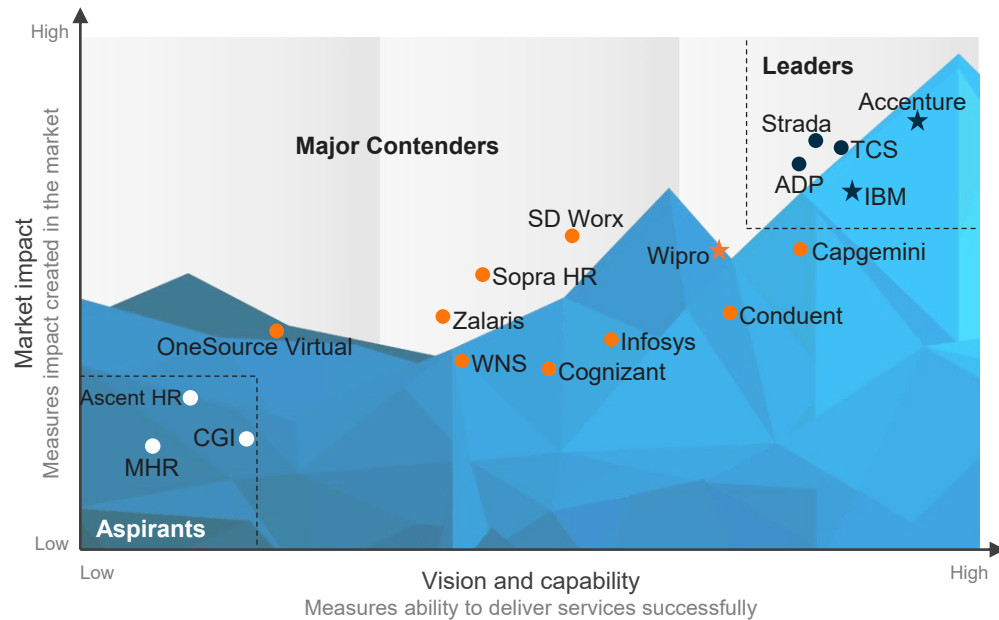
- Everest Group classified 18 MPHRO service providers on Everest Group PEAK Matrix® into three categories of Leaders, Major Contenders, and Aspirants
- The PEAK Matrix is a framework to assess the market impact and vision & capability of service providers
- Based on Everest Group's comprehensive evaluation framework, the PEAK Matrix, the 18 established multi-process HRO service providers evaluated are segmented into three categories (in alphabetical order within each category):
 - **Leaders:** Accenture, ADP, Strada, IBM, and TCS
 - **Major Contenders:** Capgemini, Cognizant, Conduent, Infosys, OneSource Virtual, SD Worx, Sopra HR, Wipro, WNS, and Zalaris
 - **Aspirants:** Ascent HR, CGI, and MHR
- Based on the Year-on-Year (YoY) movement of different service providers on the PEAK Matrix®, Everest Group identified three service providers as the “2024 MPHRO Market Star Performers” – Accenture, IBM, and Wipro

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

Everest Group PEAK Matrix® Assessment 2024

Everest Group Multi-process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment 2024^{1,2}

● Leaders ● Major Contenders ○ Aspirants ☆ Star Performers



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
 2 Assessment of Strada is based on capabilities of Alight Solutions prior to the sale of Payroll and Professional Services business of Alight Solutions
 Source: Everest Group (2024)

Capability assessment

Illustrative example

Measure of capability: ○ Low ● High

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

Everest Group's remarks on providers

Illustrative example

Measure of capability: ○ Low ● High

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

Strengths

- 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

Limitations

- 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

	Published	Current release	Planned
Reports title	Release date		
Multi-process Human Resources Outsourcing (MPHRO) State of the Market Report 2023			December 2023
Rewards and Recognition (R&R) State of the Market 2023: Exploring the Next-Generation of R&R Platforms			December 2023
Multi-country Payroll (MCP) Solutions – State of the Market Report 2023 – Update			January 2024
Evolving with AI: the Rise of Next-Generation Digital Adoption Platforms (DAPs)			March 2024
Reaping the Benefits of Unified Pay Solutions: Saying Goodbye to Payday Puzzles			April 2024
People Analytics Platforms PEAK Matrix® Assessment 2024			April 2024
Introduction to the Skills Intelligence Technology Landscape			April 2024
The Skills Intelligence Technology Landscape: Focus on Talent Management			May 2024
The Skills Intelligence Technology Landscape: Focus on Talent Acquisition			May 2024
People Analytics Platforms – Provider Compendium 2024			June 2024
Digital Adoption Platforms (DAP) PEAK Matrix® Assessment 2024			September 2024
Employer of Record (EOR) Solutions PEAK Matrix® Assessment 2024			September 2024
Multi-Process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment 2024			September 2024
Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2024			Q4 2024
Rewards and Recognition (R&R) Solutions PEAK Matrix® Assessment 2024			Q4 2024
Multi-Process Human Resources Outsourcing (MPHRO) Services – Provider Compendium 2024			Q4 2024

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