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

September 2024: Complimentary Abstract / Table of Contents

PE∆K
MATRIX®

Human Resources

Everest Group®

Our research offerings

This report is included in the following research program(s):

Human Resources

- ▶ Advanced SciTech
- ▶ Amazon Web Services (AWS)
- ▶ Application Services
- ▶ Artificial Intelligence (AI)
- ▶ Asset and Wealth Management
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud and Infrastructure
- ▶ Contingent Staffing
- ▶ Contingent Workforce Management
- ▶ Customer Experience Management Services
- ▶ CX Excellence
- ▶ CXM Technology
- ▶ Cybersecurity
- ▶ Cyber Threat Detection and Response
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ▶ Employer of Record (EOR)
- ▶ Engineering Research and Development
- ▶ Enterprise Platform Services
- ▶ Exponential Technologies
- ▶ Finance and Accounting

- ▶ Financial Crime and Compliance
- ▶ Financial Services Technology (FinTech)
- ▶ Forces & Foresight
- ▶ GBS Talent Excellence
- ▶ Global Business Services
- ▶ Google Cloud
- ▶ HealthTech
- ▶ Human Resources
- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Excellence
- ▶ IT Talent Excellence
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Microsoft Azure
- ▶ Microsoft Business Application Services
- ▶ Modern Application Development (MAD)
- ▶ Mortgage Operations
- ▶ Multi-country Payroll

- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Payment Integrity Solutions
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Genius™
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Value and Quality Assurance (VQA)

If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at info@everestgrp.com

Learn more about
our custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

Contents

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

Priyanka Mitra, Vice President

Pranay Singh Dhingra, Senior Analyst

Varun Madan, Senior Analyst

Contents

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:

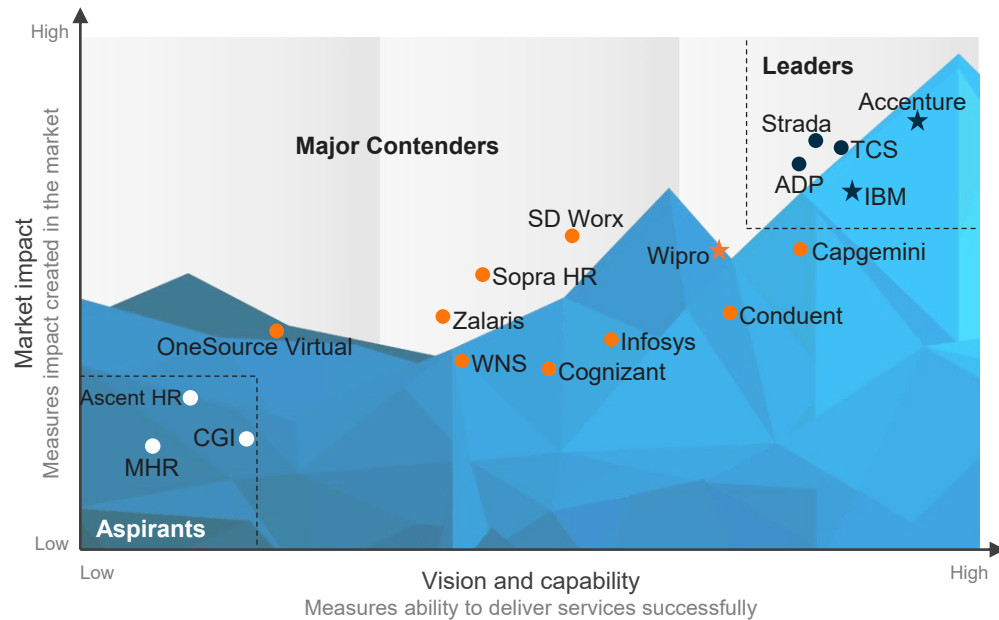MPHRO PEAK Matrix® Assessment 2024 and Star Performers

- 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

Illustrative example

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

● Leaders   ● Major Contenders   ○ Aspirants   ☆ Star Performers

Leaders
- Accenture
- Strada
- TCS
- ADP
- IBM

Major Contenders
- SD Worx
- Wipro
- Capgemini
- Sopra HR
- Conduent
- Zalaris
- Infosys
- WNS
- Cognizant
- OneSource Virtual

Aspirants
- Ascent HR
- CGI
- MHR

Market impact — Measures impact created in the market (High / Low)

Vision and capability — Measures ability to deliver services successfully (Low / High)

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

Note: Click to see a list of all of our published Human Resources reports

Stay connected

Dallas (Headquarters)
info@everestgrp.com
+1-214-451-3000

Bangalore
india@everestgrp.com
+91-80-61463500

Delhi
india@everestgrp.com
+91-124-496-1000

London
unitedkingdom@everestgrp.com
+44-207-129-1318

Toronto
canada@everestgrp.com
+1-214-451-3000

Website
everestgrp.com

Blog
everestgrp.com/blog

Follow us on

Everest Group®
With you on the journey