



Sample Supplier Profile: Human Resources Outsourcing (HRO)

2008

Human Resources Outsourcing supplier profile

Company A



Low
 Medium
 Medium-high
 High

Company profile: Company A is a global management consulting, technology services, and outsourcing (both IT and BPO) service provider. The company offers its services and solutions to clients across various industries with a key focus on financial services and manufacturing

Web site: www.companya.com

Key leaders (overall business): John Miller, Chairman & CEO, Susan Black, CFO, James Davis, Group Chief Executive (Outsourcing)

Key leaders (BPO/HRO business): Michael Jones, President, Account Services, Megan Anderson, Managing Directory – HRO

Major publicly announced HRO clients: Leading UK-based insurance firm, top-10 energy & utilities company, leading global transport services company, leading online retail firm

Recent HRO transactions:

- 2007: Forbes 500 financial services firm

Market segment focus and technology platforms supported:

- Focused on both the mid-market (3K-15K employees) and the large market (>15K employees) segments and typically offers:
 - For 3K-15K employees segment: proprietary platform
 - For >15K employees segment: ERP (SAP)-based platform

Recent HRO-related developments:

- Dec 2007: Announced partnership with Company X to deliver sales management solution
- Nov 2007: Announced that Company Y will transition some of its customers and a portion of its payroll customers to Company A
- Oct 2007: Acquired Company B, a recruitment software company
- Jun 2007: Acquired employee services company to expand reach in the mid-market and also complement its service portfolio
- Mar 2007: Announced a strategic alliance with Company C to give Company A's BPO clients access to income verification services

	FY 2007	FY 2006
Overall revenues	US\$7 billion	US\$5.9 billion
Total employees	~65,000	~47,500
HRO employees	~2,900	2,375

HRO service suite: Employee data mgmt., payroll, information mgmt. (HRIS), benefits, regulatory & compliance, compensation, recruiting & selection, training & development, employee verification services

HRO revenue vertical mix: 37% financial services, 20% manufacturing, 11% manufacturing & retail, 10% government, 7% healthcare, 4% hi-tech, 11% others

HRO revenue geography mix: 85% Americas, 10% Europe, 5% Asia Pacific

HRO delivery locations:

- **U.S.:** Dallas, San Antonio
- **Mexico:** Mexico City, Monterrey
- **Czech Republic:** Prague
- **Hungary:** Budapest
- **India:** Delhi, Bangalore

Overall HRO delivery capability:

Scale	Scope	Technology capability	Delivery footprint	Overall

A major player in the payroll service market, Company A has broadened its HRO offering both in the mid-market as well as the large market segment. It utilizes its vast experience in the one-to-many model to drive leverage across clients

Source: Everest Research Institute (2008)

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