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# Sample Supplier Profile: Human Resources Outsourcing (HRO)

2009

# Human Resources Outsourcing (HRO) supplier profile

## Company A



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**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 (BPO/HRO business):** James Davis, Chairman & CEO, John Miller, Group Chief Executive – Outsourcing; Susan Black, Global Managing Director – Business Process Outsourcing (BPO) Services

### Multi-process HRO experience:

- Total multi-process HRO clients signed to date (July 2008): 30
- Annual contract value (ACV) as of July 2008 (US\$ million): 500
- Total number of buyer employees served as of July 2008 ('000): 1,000
- Major publicly announced clients: Fortune 500 manufacturing company, UK-based insurance company, US-based healthcare company

### 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

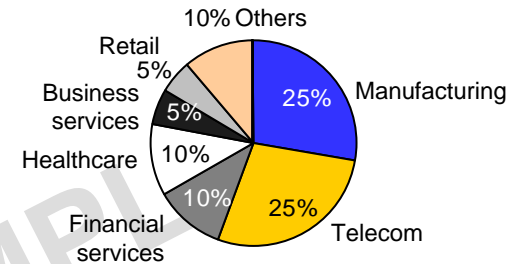
### Recent HRO-related developments/announcements:

- Jul 2008: Acquired Company B, a recruitment software company
- Apr 2008: Opened a BPO center in APAC region

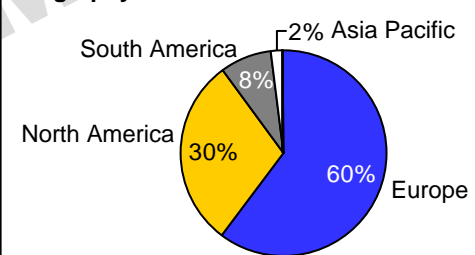
**Key HRO delivery locations:** Brazil, Czech Republic, India, Philippines, Mexico, UK, and USA

### Revenue (ACV as of July 2008) share distribution

#### Vertical mix



#### Geography mix



### Multi-process HRO FTEs

Offshore (India + China + South East Asia)	Nearshore (Eastern Europe + South America)	Onshore (U.S. + Canada + Western Europe)
~1,700	~2,000	~1,200

■ Direct offering
 ■ Delivery partnership
 ■ No offering

Service capability	Employee relations	Performance management	Regulatory & compliance	Global mobility	Training & development	Recruitment & selection	Compensation	Benefits	Payroll	HRIS	Contact center

**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**

Sources: Everest Research Institute (2009); supplier inputs; public disclosures

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- Comprehensive capability profiles for leading suppliers
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- Fact-based and practical assistance with short-listing of suppliers
- Framework for optimizing and rationalizing supplier portfolios

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**For more information about the Institute or to find out how we can assist you please contact us:**  
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