



NorthgateArinso MPHRO

Vendor Assessment Report Abstract

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14 pages





Who Is This Vendor Assessment For?

NelsonHall's Multi-Process HRO (MPHRO) vendor assessment for NorthgateArinso (NGA) is a comprehensive assessment of NGA's MPHRO offering and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of MPHRO and identifying vendor suitability for MPHRO RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the MPHRO sector



Key Findings & Highlights

This NelsonHall vendor assessment analyzes NGA's offerings and capabilities in Multi-Process HRO. NGA is one of a number of Multi-Process HRO companies analyzed in NelsonHall's comprehensive industry analysis programs.

NGA, the HR division of Northgate Information Solutions, is a human resources business process outsourcing (HR BPO) provider offering MPHRO, payroll, and learning BPO services. Its MPHRO offering includes HR administration, payroll services, benefits administration, learning, and RPO.

Its core MPHRO bundle that is purchased by the majority of its clients includes HR administration and payroll with most clients starting with the core offering and adding on services accordingly.

NGA targets both large market and mid-market organizations for its MPHRO services. It has ~50 MPHRO clients, ~20 of which came from its acquisition of Convergys in 2010.

The company generates MPHRO revenues in all major regions including Latin America with the largest portion of its MPHRO revenues coming from the U.S.

Scope of the Report

The report provides a comprehensive and objective analysis of NGA's MPHRO offering, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

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Report Length

14 pages

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MPHRO Vendor Assessments Also Available for:

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