NGA HR
RPA and AI in
HR Outsourcing

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's RPA and AI in HRP Vendor Assessment for NGA HR is a comprehensive assessment of NGA HRs automation and artificial intelligence offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of HR outsourcing and identifying vendor suitability for HR services RFPs

- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the support services sector

- HR and payroll decision makers.

Key Findings & Highlights

NGA Human Resources (NGA HR), headquartered in Hemel Hempstead, U.K., is a provider of HR software and services. It has been in the HR and payroll services business since 1969 when it operated as a software business called CMC and has been through a number of rebrands and acquisitions since then. In 2000, CMC rebranded to Northgate, which later acquired Arinso (2007), eventually creating the NorthgateArinso brand in 2009. The company formally adopted the NGA HR brand in 2013.

As an HR and payroll services provider, NGA HR is organized into two core business segments:

- Digital HR: implementation, maintenance, and extension of core HR, payroll, talent and analytics solutions on cloud, on-premise, or hybrid landscapes. This includes:

  - HR transformation consulting: focused on HR service delivery optimization and HR process design and adoption, offered either as a standalone consulting service, or leveraging the NGA BPS delivery model and HR-as-a-service offering

  - HR technology consulting: for both cloud and on-premise HR systems. It includes all aspects of technology deployment from business case and technology selection, design and implementation, integration services, to onboarding and support. NGA HR has developed a proprietary rapid onboarding methodology called NGA FastTrack, and a cloud readiness assessment tool called NGA HealthCheck

  - Application management services (AMS)

- HR-as-a-Service: outsourcing of transactional HR processes including workforce administration, global payroll, time management, benefits administration:

  - Provisioned payroll processing: system support including infrastructure, application, software, and maintenance

  - Managed payroll services: system support, payroll validation, and payroll management services (i.e., payroll execution, payments, payroll reports, legal reporting, remittance payments, and SME payroll, including the option of payroll data handling/entry)

- Comprehensive outsourcing services: system support, core HR (data input, entries and terminations, employee contact center (tier 1 support), data entry, validation of master data), time and attendance management, and at least one HRO service offering (e.g., payroll, benefits admin, etc.)

- On-premise or cloud-based proprietary HR and payroll software: including SAP HCM and euHReka HCM (NGA HR will continue to support the remaining clients on euHReka HCM, but is no longer actively selling this solution). euHReka Payroll remains part of NGA's global payroll solution, which also includes 3rd party solutions for long tail countries.

NGA is focused on leveraging intelligent technologies across its breadth of HR services, to increase operational efficiency and scale, improve quality and consistency, and enable an enhanced digital HR delivery experience for its clients.

Over the past two years, NGA has continually invested in, developed, and integrated RPA (Robotic Process Automation) and AI (Artificial Intelligence) into its HR service offerings. While its initial use cases focused on service delivery management and payroll (a key offering adopted by the majority of its client base), it aims to gradually extend this to all of its HR solutions and services in the longer term.

NGA current RPA and AI capability is focused on addressing the following:

- Chatbot enabled employee/manager self-service

- Automated inquiry/ticket management (including subsequent data entry/updates)

- Payroll and HR data entry

- Payroll validations (error detection during processing)

- Anomaly detection (allowing clients to detect rewards deviations before they are paid)

- Automation of payroll processing for achieving "touchless payroll" (full autonomy).

NGA has ~50 bots in place today addressing multiple use cases and outcomes. Although it will continue to invest in expanding its use of bots and developing their intelligence and capability through AI and ML, it expects to contract the volume as it moves forward, by merging bot capabilities, enabling the bots to take on more use cases and increased workloads.

NGA supports the delivery of its automation capability through a combination of its own development resources and capability, and by leveraging select technology partners.

NGA's approach to rolling out its RPA and AI capability to its client base has been primarily at the process level (mostly internal processing which is client facing), applying the capability to key focus areas across all clients, meaning all of its clients are impacted at some level by its RPA and AI capability.

Scope of the Report

The report provides a comprehensive and objective analysis of NGA HR's RPA and AI offering leveraged in the delivery of its HR services, including:

- Identification of the company's strategy, new developments, and outlook

- Analysis of the company's offerings and key service components

- Analysis of the profile of the company's customer base leveraging RPA and AI including the company's targeting strategy

- Analysis of the company's delivery organization including the location of delivery locations.

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