



HR Technology & Services

Multi-Process HR Transformation Services

Report Abstract

April 2024

By Elizabeth Rennie

Principal Research Analyst

NelsonHall

74 pages

Contents of Full Report

1. Changing Market Dynamics
2. Customer Requirements
3. Market Size & Growth
4. Vendor Market Shares
5. Vendor Offerings & Targeting
6. Vendor Delivery
7. Vendor Capability Profiles
8. Challenges & Success Factors

Who is This Market Analysis For?

NelsonHall's Multi-Process HR Transformation Services report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the Multi-Process HR Transformation Service market
- Vendor marketing, sales and business managers developing strategies to target HR Multi-Process service opportunities
- Financial analysts and investors specializing in the Multi-Process HR Transformation Service market.

Key Findings & Highlights

NelsonHall's market analysis of the Multi-Process HR Transformation Service market consists of 74 pages.

The broad HR environment is experiencing increased legislation with greater focus on AI governance, pay equity and pay transparency. The Multi-Process HR Transformation services market is experiencing the following key changes:

- Buyer demand driven by the need to digitalize processes, driving operational efficiencies whilst bringing the best experiences leveraging advances in technology offerings
- New offerings include support for higher impact HR best practices, in particular developing GenAI capabilities with a library of use cases and embedding GenAI into existing virtual agents. Investments were also made to develop AI governance models and growing consulting capability to support improved measurements with the aim of increasing the ROI
- Increasing capability to support transitioning on-premise to cloud migration strategies for SAP customers is a focus for vendors. Ongoing appetite to increase SAP consulting capability continues through acquisitions
- Market consolidation and geographical expansion continued, albeit slightly slower than in 2022, with ongoing efforts to address white spaces of offerings to recently added countries, so that standardized services are offered to all countries served
- Vendor proprietary HR platforms and apps and marketplaces continue to be enhanced
- Refined deployment and employee experience frameworks offering holistic HR transformations.

Whilst the start of 2024 saw some softening in the labor market in some sectors, the ongoing workforce shortages due to baby boomers retiring is a trend that started many years ago and over the medium to long term is not likely to be abating. As a result, the Multi-Process HR Transformation services market will focus enhancing employee experience and engagement as well as looking for efficiencies with greater digitalization, automation, and AI, specifically with GenAI capability.

Scope of the Report

The report analyzes the worldwide market for Multi-Process HR Transformation Services and addresses the following questions:

- What is the market size and projected growth by geography?
- What is the profile of activity in the Multi-Process HR Transformation Services market by industry sector?
- What are the top drivers for adoption of Multi-Process HR Transformation Services?
- What are the benefits currently achieved by users of Multi-Process HR Transformation Services?
- What factors are inhibiting user adoption of Multi-Process HR Transformation Services?
- What pricing mechanisms are typically used within Multi-Process HR Transformation Services and how is this changing?
- Who are the leading Multi-Process HR Transformation Services vendors globally and by geography?
- What combination of services is typically provided within Multi-Process HR Transformation Services contracts and what new services are being added?
- What is the current pattern of delivery location used for Multi-Process HR Transformation Services and how is this changing?
- What are the challenges and success factors within Multi-Process HR Transformation Services?

Multi-Process HR Transformation Services Vendor Assessments Available for:

Accenture

ADP

Alight Solutions

Capgemini

Conduent

HR Path

IBM

SD Worx

TCS

Zalaris.

About The Author

Liz Rennie is the HR Technology and Services Research Director with global responsibility for key HR research projects, including Payroll Services and Cloud HR Transformation, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

Contact Liz at: elizabeth.rennie@nelson-hall.com



Account Directors:



Darrin Grove

NORTH AMERICA

darrin.grove@nelson-hall.com



Guy Saunders

EMEA

guy.saunders@nelson-hall.com

Customer Success Director:



Surekha Grandhi

surekha.grandhi@nelson-hall.com

About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the relationship managers shown opposite.

Copyright © 2024 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.