



Targeting Benefits Administration Services

Market Analysis
Abstract

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Who Is This Report For?

NelsonHall’s “Targeting Benefits Administration Services” report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within benefits administration
- Vendor marketing, sales and business managers developing strategies to target BPO service opportunities within benefits administration
- Financial analysts and investors specializing in the IT services and BPO sector, including benefits administration.

Scope of the Report

The report analyzes the global market for benefits administration services and addresses the following questions:

- What are the top drivers for adoption of benefits administration services, and how do they differ among first generation and second generation buyers?
- What are the benefits currently achieved by users of benefits administration services, and how is this changing?
- What factors are inhibiting user adoption of benefits administration services, and how do they differ among first generation and second generation buyers?
- What is the average contract length for benefits administration overall and by service line, and how is this changing?
- What pricing mechanisms are typically used within benefits administration, and how is this changing?
- What is the market size and projected growth for the global benefits administration services market by service line?
- What is the market size and projected growth for the benefits administration services market by geography?
- What is the market size and projected growth for the pensions and retirement services market by geography?
- What is the market size and projected growth for the H&W services market by geography?
- What is the market size and projected growth for the flexible benefits market by geography?
- What is the profile of activity in the global benefits administration services market by industry sector?
- Who are the leading benefits administration vendors globally and by geography?
- Who are the leading benefits administration vendors by service line?
- What combination of services is typically provided within benefits administration contracts and what new services are being added?

- What is the current pattern of delivery location used for benefits administration and how is this changing?
- What benefits administration services are delivered from onshore and which from offshore?
- What are the challenges and success factors within benefits administration?



Key Findings & Highlights

NelsonHall's market analysis of the benefits administration industry and benefits administration trends consists of 93 pages.

The benefits administration market continues to grow driven by reform, with the focus on global benefits, private exchanges in the U.S., pension freedoms in the U.K., and master trusts in EMEA.

Both first generation and second generation benefits administration buyers are turning to vendors to improve the employee participant experience. The top inhibitor across first and second generation benefits administration buyers is change management, with organizations maintaining the status quo.

A small proportion of vendors have geographically expanded their benefits administration business beyond their core market. In addition to full outsourcing, the majority of vendors provide co-sourcing as well as SaaS operating models.

The greatest growth opportunities for benefits administration services will come from the mid-market.

Contents

1. Changing Shape of Benefits Administration Services
2. Customer Requirements
3. Market Size & Growth
4. Vendor Market Shares
5. Vendor Offerings
6. Vendor Targeting
7. Delivery Capabilities
8. Vendor Challenges and Success Factors

Report Length

93 pages, consisting of 8 chapters

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