



NGA Human Resources Multi-Process HR Outsourcing Vendor Assessment

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17 pages





Who Is This Vendor Assessment For?

NelsonHall's Multi-Process HR Outsourcing (MPHRO) Vendor Assessment for NGA HR is a comprehensive assessment of NGA HR'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

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

Its MPHRO offering includes HR administration, payroll services, benefits administration, learning, and recruiting.

Its core MPHRO bundle, purchased by the majority of its client base, includes HR administration and payroll. Most of its clients start with the core offering and add on services accordingly.

NGA HR targets both large market and mid-market organizations for its MPHRO services. It has ~55 MPHRO clients, ~16 of which came from the acquisition of Convergys in 2010.

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

Scope of the Report

The report provides a comprehensive and objective analysis of NGA HR's multi-process HR outsourcing 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

17 pages

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MPHRO Vendor Assessments Also Available for:

Accenture

ADP

Aon Hewitt

Capgemini

Capita

Genpact

IBM

Infosys

TCS

Zalaris