



Multi-process Human Resources Outsourcing (MPHRO) Services PEAK Matrix[®] Assessment 2024

Focus on Wipro
October 2024



Introduction

This year, we have seen AI becoming mainstream as more and more enterprises are gearing up to become AI-led organizations. HR has seen multiple challenges such as lack of availability of skilled talent, reduced employee satisfaction, and different expectations from multi-generational workforce. The need for streamlining the HR operations is becoming more important as the enterprises aim to be more agile and scalable to brace for the uncertainties caused by the global turmoil.

Due to these factors, agility and flexibility of HR services emerged as another important factor driving the need to outsource enterprise HR beyond the traditional need to reduce cost. The expectation from providers grew tremendously as enterprises expect AI / gen AI-led service delivery, which has the potential bring unprecedented levels of productivity and efficiency by automating mundane tasks. Buyers now expect their outsourcing

service providers to bring in technology that can impact the stakeholder experience. They are increasingly focusing on being data led to guide their decisions from the insights gleaned from various enterprise systems.

The full report includes the profiles of the following 18 leading MPHRO providers featured on [Multi-process Human Resources Outsourcing \(MPHRO\) Services PEAK Matrix® Assessment 2024](#):

- **Leaders:** Accenture, ADP, IBM, Strada, and TCS
- **Major Contenders:** Capgemini, Cognizant, Conduent, Infosys, SD Worx, Sopra HR, Wipro, WNS, OneSource Virtual (OSV), and Zalaris
- **Aspirants:** Ascent HR, CGI, and MHR

Scope of this report

Geography: global

Industry: all

Services: MPHRO services

MPHRO PEAK Matrix® characteristics

Leaders

Accenture, ADP, IBM, Strada, and TCS

- Leaders have become strategic enablers for enterprises by delivering end-to-end HR services, and therefore, have continued to retain their position. They have invested in the key focus areas to establish credibility with buyers to enhance their outsourced as well as retained HR
- They have invested in new-age technology levers such as AI/ML, automation, and advanced analytics to bring in unprecedented level of efficiencies for their buyers. In addition, they have focused on prioritizing gen AI investment to reap the benefits of low hanging fruits

Major Contenders

Capgemini, Cognizant, Conduent, Infosys, OSV, SD Worx, Sopra HR, Wipro, WNS, and Zalaris

- Major Contenders have a relatively limited set of coverage compared to Leaders across different HR functions, but they are actively investing in expanding the breadth and depth of HR functional capabilities as buyers seek a single outsourcing provider
- They have also focused on channelizing their investments in AI-led initiatives for the buyers to embed AI within the core of their HR. Their capabilities in technology enablement are relatively limited compared to Leaders

Aspirants

Ascent HR, CGI, and MHR

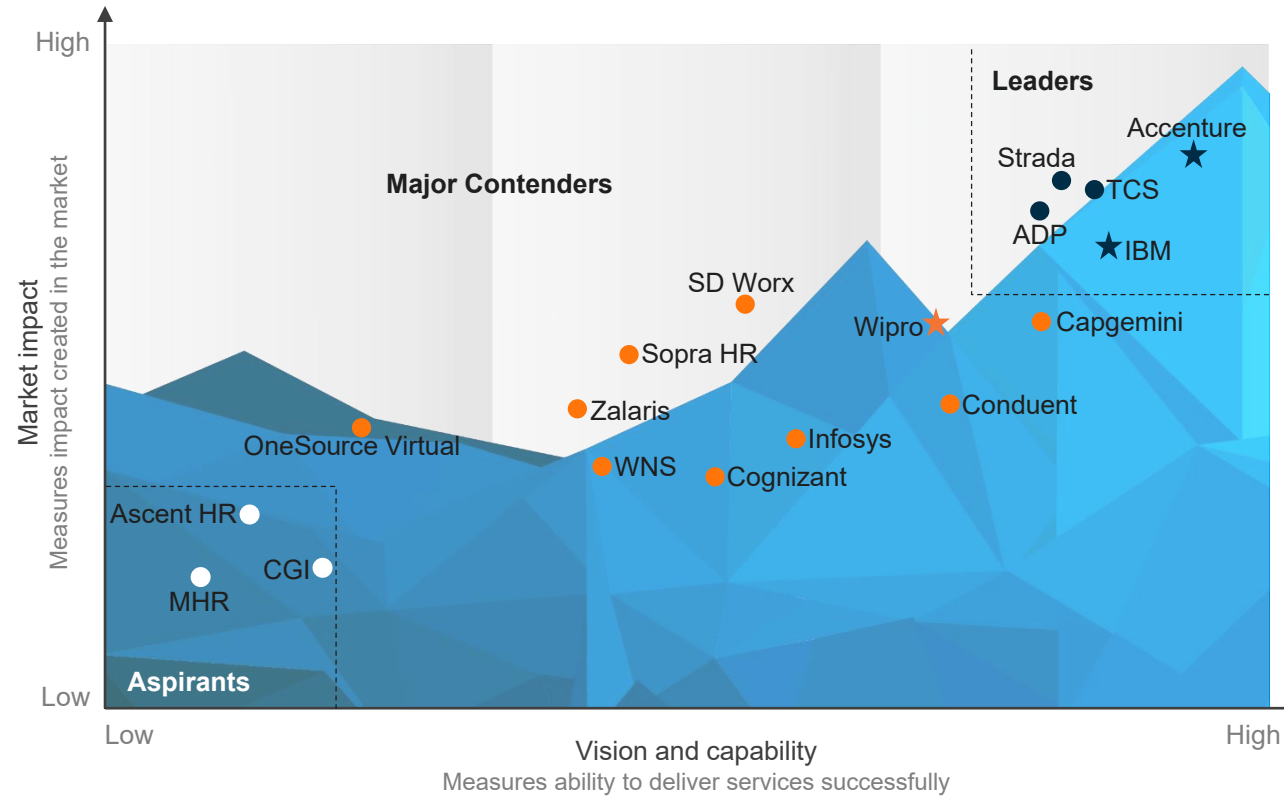
- Aspirants have focused on upgrading their ability to drive value for enterprise HR and enhance employee satisfaction, but their scale of operations is limited in terms of coverage across geographies and HR functional areas
- Their key focus is not on enabling large-scale enterprise transformation, but to ease the administrative task for the enterprise HR with basic technology interventions

Everest Group PEAK Matrix®

Multi-process Human Resource Outsourcing (MPHRO) Services PEAK Matrix® Assessment 2024 | Wipro is positioned as a Major Contender and a Star Performer

Everest Group Multi-process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment 2024^{1,2}

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers



¹ Assessments for CGI, MHR, and OneSource Virtual exclude service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with MPHRO buyers

² Assessment of Strada is based on capabilities of Alight Solutions prior to the sale of Payroll and Professional Services business of Alight Solutions

Source: Everest Group (2024)

Wipro profile (page 1 of 5)

MPHRO service capability and strategy

Company profile

Wipro is a global information technology, consulting, and business process services company. It offers cognitive computing, hyper-automation, robotics, cloud, analytics, open innovation, generative AI, and emerging technologies to help clients adapt to the digital world. It has over 260,000 employees serving clients across six continents. The service catalog involves extensive hire-to-retire services for organizations.

Headquarters: Bangalore, India

Website: www.wipro.com

Key leaders

- Nagendra P. Bandaru, Managing Partner and Global Business Line Head
- Jasjit Singh Kang, Global Head DOP

Key partners

- Alight
- ServiceNow
- Amazon
- Mercans
- SAP
- UiPath
- Page
- Oracle
- Automation anywhere

Current MPHRO market segment focus

- Buyer segment¹: targets all market segments interested in transforming their organizations through people and in enhancing the human experience through digitization
- Geography: North America, LATAM, UK&I, Europe, ANZ, APAC, and the Middle East & Africa

Current MPHRO technology strategy

WizHRd – Wipro’s transformation framework that integrates AI/generative AI solutions, point solutions, Analytics-as-a-Service (AaaS), consulting services, RPA solutions, and other technologies that can provide customized solutions based on buyer needs

[SERVICE SUITE]

● Not offered ● Offered as both stand-alone and MPHRO service ● Offered as an MPHRO service

Suite of HR services offered

- Benefits
- Employee data management
- HR strategy
- Performance and succession
- Rewards and recognition
- Compensation
- Employee relations
- Learning
- Recruitment
- Contact center
- Global mobility
- Payroll
- Regulatory and compliance

Technology supported

● Not supported ● Supported

Workday	SAP SuccessFactors	Oracle Cloud HCM	SAP On-premise
Oracle/Peoplesoft On-premise		Proprietary solution	Others

Total HRO delivery FTEs: **14,500+**

Offshore ²	Nearshore ²	Onshore
13,500+	300+	700+

¹ Small market segment includes 1,000 to 3,000 employees managed. Mid-market includes 3,000 to 15,000 employees managed. Large market includes over 15,000 employees managed

² FTEs located in offshore (India and Southeast Asia) or nearshore locations (Eastern Europe, Middle East, and Latin America) and delivering services for North America, Western Europe, and China

Wipro profile (page 2 of 5)

MPHRO service capability and strategy

Recent HRO-related developments/investments

Development	Developments/investments
M&A/Partnership	<p>Wipro made several investments via Wipro Ventures to enhance HR service delivery via various technological interventions</p> <ul style="list-style-type: none">• LILT: an AI solution for enterprise translation• Kognitos: a generative AI-based automation solution• Enate AI: Intelligent Document Processing (IDP) and sentiment analysis• Ema: a platform for creating AI employees to interact in a conversational manner to generate and execute workflows
Digital HR- related	<ul style="list-style-type: none">• WeGA: a generative AI-based digital assistant for enhanced conversational experience• HR Process Orchestration: end-to-end workflows, humans + automations, management information• Analytics: development of predictive HR dashboards• Invested in immersive learning: metaverse-based candidate onboarding• Jaida: a generative AI-based bot for helpdesk• Wipro iTop: a Wipro Digital Business platform that integrates a portfolio of tools and Wipro's partner ecosystem to help buyers optimize business operations

Wipro profile (page 3 of 5)

MPHRO client portfolio

MPHRO experience

Total number of organizations served for HR as of March 31, 2024: **Not disclosed**

Recent MPHRO transactions

Wipro signed contracts in various organizations from the BFSI, energy and utilities, manufacturing, and technology sectors

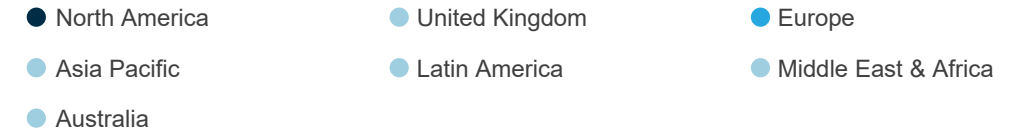
Major MPHRO clients

- A global technology giant based in the US
- A leading financial services company based in the US
- A leading semiconductor manufacturing company in Europe
- The largest offshore well drilling company in the US and the UK
- A facility management and professional services company based in the UK
- A leading global energy provider based out of Europe
- A leading financial services company based in Australia

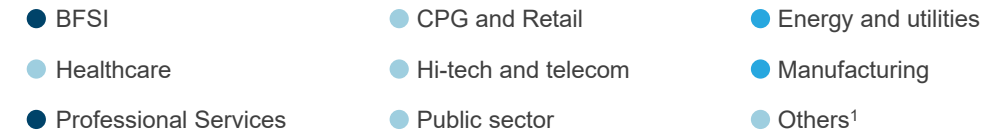
MPHRO services revenue mix

● Low (<10%) ● Medium (10-20%) ● High (>20%)

By signing region



By industry



By buyer size²



¹ Others include construction, property and infrastructure development

² Small market segment includes 1,000 to 3,000 employees managed. Mid-market includes 3,000 to 15,000 employees managed. Large market includes over 15,000 employees managed

Wipro profile (page 4 of 5)










Key MPHRO delivery locations



Wipro profile (page 5 of 5)

Everest Group assessment – Major Contender and Star Performer

Measure of capability:  Low  High

Market impact				Vision and capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
								

Strengths

- Wipro is an India-headquartered provider of MPHRO services that offers multi-tower services for buyers looking to combine IT with other BPO towers using its One-Wipro approach to cater to the client’s overarching business needs
- It offers a digital platform, iTop, a modular solution that brings together its proprietary as well as its partner ecosystem’s assets to improve operations for buyers. WizHRd is the HR transformation framework derived from iTop that integrates technical and functional interventions to drive outcomes such as efficiency improvement and reducing manual effort
- It has invested in ai360, an AI innovation ecosystem to develop horizontal and vertical AI solutions. For the HR use cases, Wipro has invested in developing HR helpdesk solution that can be trained on existing knowledge repository and other corpus of information to assist employees for delivering self service to reduce the administrative burden on HR
- Wipro has expanded its capabilities in Metaverse solutions, with which enterprises can enhance the onboarding journeys for their employees by using virtual reality and assimilate them within new environment with an immersive experience
- It has expanded its presence globally with the establishment of delivery centers in the emerging markets such as Saudi Arabia and Dubai for supporting clients based out of the Middle Eastern region
- Wipro Ventures has made several investments such as LILT, an AI-based solution for enterprise translation, Ema, a platform for providing AI-powered conversational assistant that can execute tasks along with several other investments that can enhance enterprise HR with next-generation technologies
- Referenced clients have highlighted that Wipro has a strong focus on customer satisfaction with great relationship management capabilities and flexibility in catering to buyer needs

Limitations

- While Wipro has made several investments in enhancing its technology, its FTE mix is still heavily offshore focused, which might not be well suited for buyers looking for onshore/nearshore coverage for enhanced HR service delivery
- It has the potential to capture a higher market share by expanding beyond the US and Europe, to serve buyers in emerging geographies such as LATAM and APAC
- While the provider has deals focused on transactional HR services, its capabilities in judgment-oriented processes is relatively limited. The provider can expand its capabilities in such areas with its technology capabilities to enhance HR use cases related to recruitment and learning
- Referenced buyers have mentioned that Wipro needs to be proactive in taking up initiatives related to automation and implementing other best practices

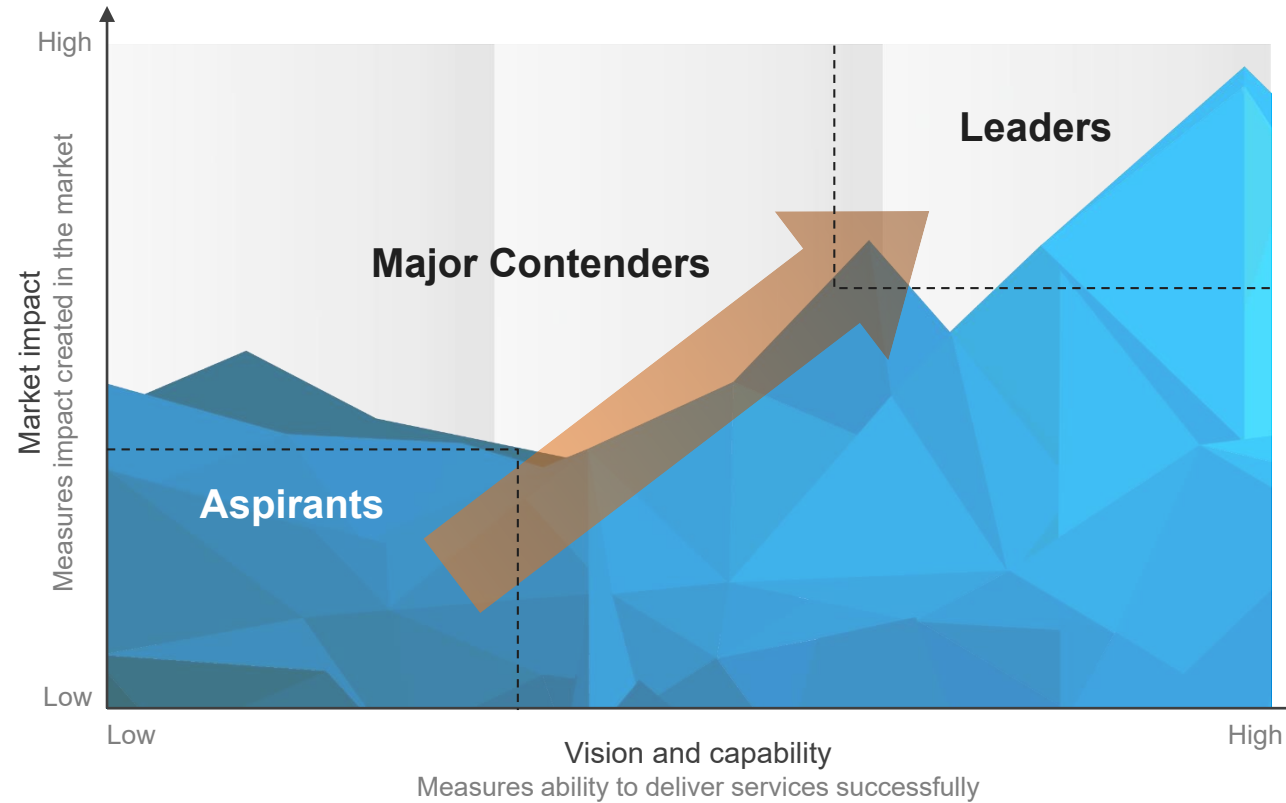
Appendix

PEAK Matrix® framework

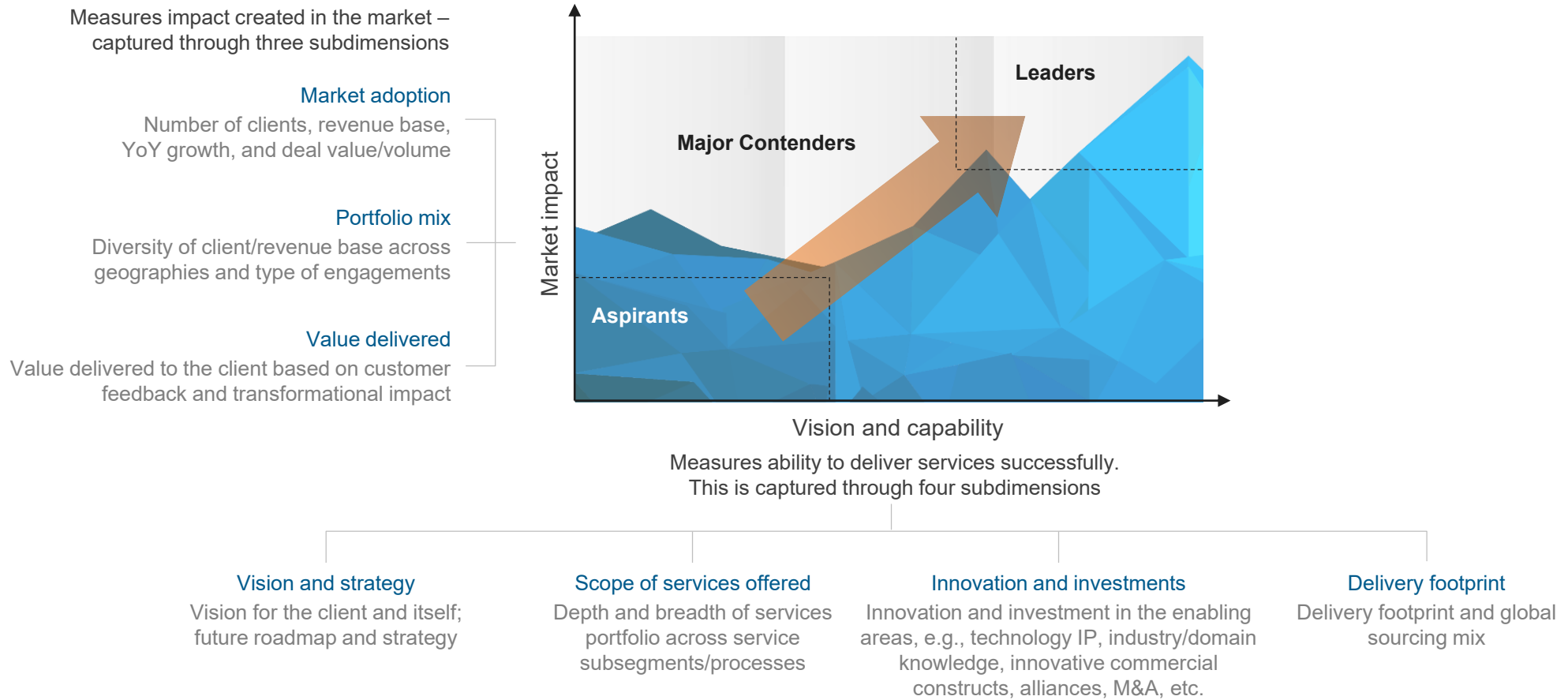
FAQs

Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision and capability

Everest Group PEAK Matrix



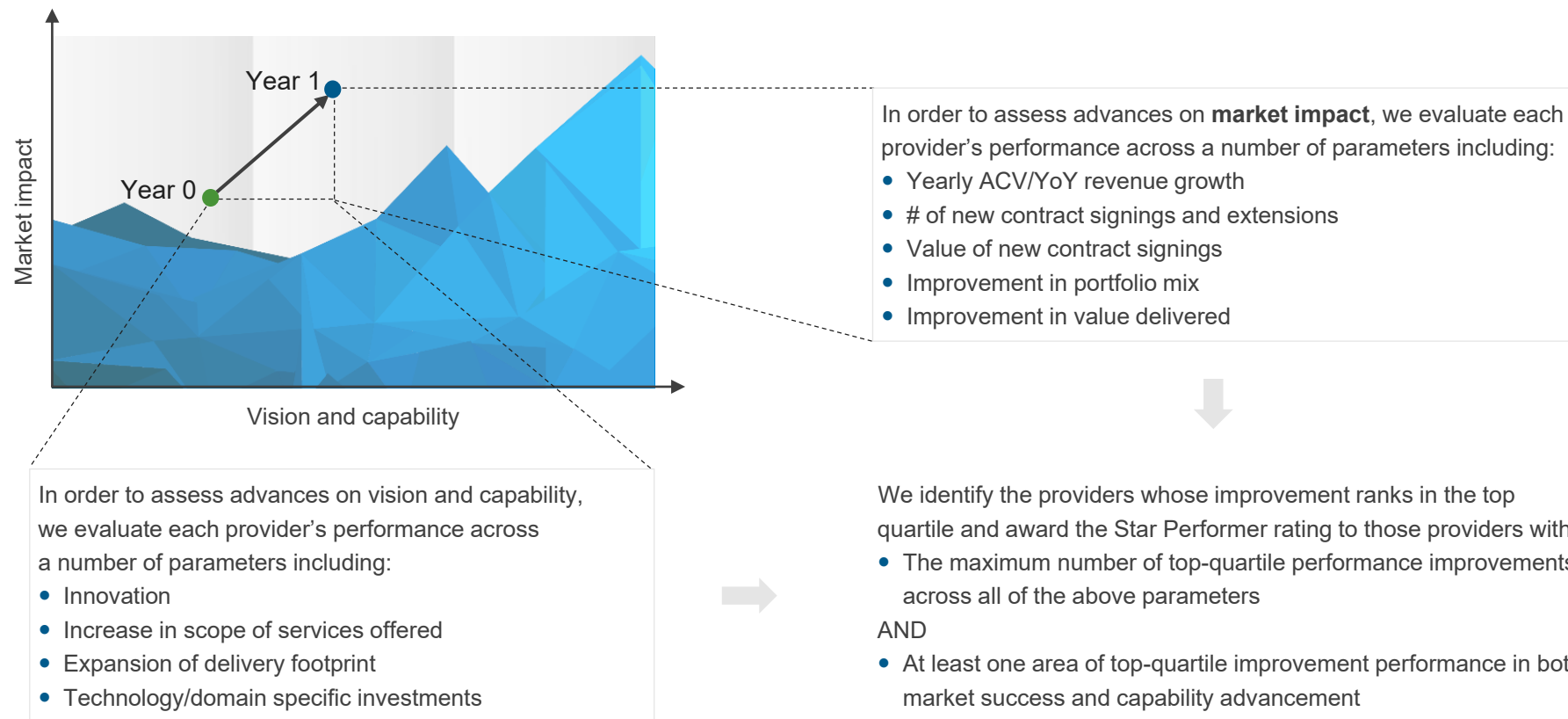
Services PEAK Matrix® evaluation dimensions



Everest Group confers the Star Performer title on providers that demonstrate the most improvement over time on the PEAK Matrix®

Methodology

Everest Group selects Star Performers based on the relative YoY improvement on the PEAK Matrix



The Star Performer title relates to YoY performance for a given provider and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

FAQs

Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?

A: Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

Q: Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?

A: No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

Q: What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?

A: A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

Q: What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?

A: Enterprise participants receive summary of key findings from the PEAK Matrix assessment

For providers

- The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
- In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

Q: What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?

A: Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:

- Issue a press release declaring positioning; see our citation policies
- Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
- Use PEAK Matrix badges for branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)

The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with Everest Group; please contact your CD or contact us

Q: Does the PEAK Matrix evaluation criteria change over a period of time?

A: PEAK Matrix assessments are designed to serve enterprises' current and future needs. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality and to serve enterprises' future expectations.

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