

# Everest Group PEAK Matrix™ for SuccessFactors-Based Human Resources Business Process Services (HR BPS)

Focus on Accenture  
July 2018



# Introduction and scope

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Everest Group recently released its report titled “[SuccessFactors-Based Human Resources Business Process Services \(HR BPS\) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018](#).” This report analyzes the changing dynamics of the SuccessFactors-based HR BPS landscape and assesses service providers across several key dimensions.

As a part of this report, Everest Group updated its classification of 11 service providers on the Everest Group PEAK Matrix™ for SuccessFactors-based HR BPS into Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a framework that provides an objective, data-driven, and comparative assessment of SuccessFactors-based HR BPS service providers based on their absolute market success and delivery capability.

Based on the analysis, **Accenture emerged as a Leader**. This document focuses on **Accenture’s** SuccessFactors-based HR BPS experience and capabilities and includes:

- Accenture’s position on the SuccessFactors-based HR BPS PEAK Matrix
- Detailed SuccessFactors-based HR BPS profile of Accenture

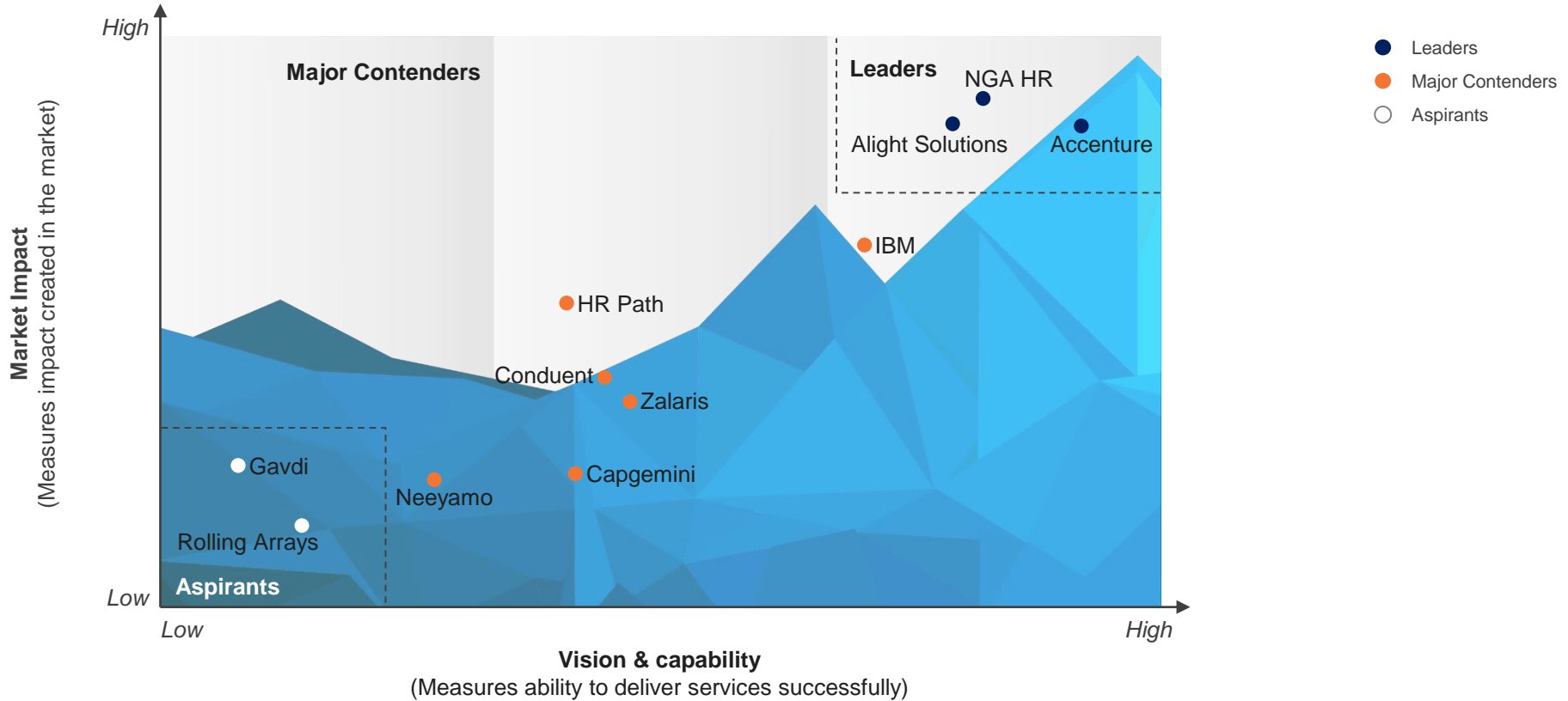
Buyers can use the PEAK Matrix to identify and evaluate different service providers. It helps them understand the service providers’ relative strengths and gaps. However, it is also important to note that while the PEAK Matrix is a useful starting point, the results from the assessment may not be directly prescriptive for each buyer. Buyers will have to consider their unique situation and requirements, and match them against service provider capability for an ideal fit.

Source: Everest Group (2018) unless cited otherwise

# Everest Group PEAK Matrix™

## SuccessFactors-Based Human Resources Business Process Services (HR BPS) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018

Everest Group SuccessFactors-Based Human Resources Business Process Services (HR BPS) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018



Note 1 Service providers scored using Everest Group’s proprietary scoring methodology given on page 9

Note 2 Assessment for **Capgemini, IBM, Gavdi and Rolling Arrays** excludes service provider inputs on this particular study, and is based on Everest Group’s estimates that leverage Everest Group’s proprietary Transaction Intelligence (TI) database, service providers’ ongoing coverage & public disclosures, and interaction with buyers

# Accenture | SuccessFactors-based HR BPS Profile (page 1 of 4)

## Overview

### Company overview

**Company profile:** Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology, and operations. It has offices and operations in more than 200 cities in 55 countries with approximately 442,000 employees.

**Headquarters:** Dublin, Republic of Ireland

**Key leaders (BPO/HRO business):** Debra A. Polishook, Group Chief Executive – Accenture Operations; Jill Goldstein, Talent and HR Business Process Services Lead – Accenture Operations

**Website:** [www.accenture.com](http://www.accenture.com)

### SuccessFactors partnership status

**Partner status:** Services partner

**Length of partnership:** 5+ years

**Number of SuccessFactors certifications:** 16

**Total SuccessFactors-based HR BPS delivery FTEs = 500**

Offshore <sup>1</sup>	Nearshore <sup>1</sup>	Onshore
225	260	15

### Investments specific to SuccessFactors

Center of Excellence (CoE)

- Opened a CoE to drive innovation, develop build-to-operate methodology, assist in SuccessFactors HCM transformation projects, and create new assets to drive efficiency & productivity within clients' organizations

### Add-on HRO-related investments

Areas	Developments/investments
Analytics	• It has invested heavily to develop analytics capabilities in the platforms such as performance analytics, career advancement analytics, diversity analytics, and learning effectiveness. It has also developed analytics apps, which are pre-analytics solutions to deploy dashboards, algorithms, and visualizations to address clients' challenges
Social and mobile	• It has leveraged various proprietary and third-party tools to drive innovation to create better experiences for candidates and employees by leveraging mobility, big data, social, cloud, and other technologies
Automation and AI	• It has invested and deployed 18,000 automation solutions leveraging proprietary and third-party software platforms to enhance process efficiency by eliminating manual effort
HR technology-related	• It has invested in Employee Experience Platform which provides a portal with advanced digital & social capabilities, HR case management, content management, and employee onboarding tools

**SERVICE SUITE** ■ Serviced ■ Not serviced

Payroll	Benefits	Employee data management	Performance & succession	Learning	Recruitment and selection	Compensation
Employee relations	Travel & expense	Time & attendance	Employee contact center	Workforce planning & analytics	System maintenance	Regulatory compliance

<sup>1</sup> FTEs located in offshore (India, China, and Southeast Asia) or nearshore locations (Eastern Europe and Latin America) and delivering services for North America or Western Europe

## Client portfolio

### Target market

#### Current SuccessFactors-based HR BPS market segment focus

- **Buyer segment:** Targets buyers interested in broader value proposition, in terms of return on investment and maintaining agility, as SuccessFactors continues to deliver against its road map (allowing clients to sweat their assets)
- **Geography:** North America, Europe, Middle East and Africa (EMEA), Latin America, and Asia Pacific

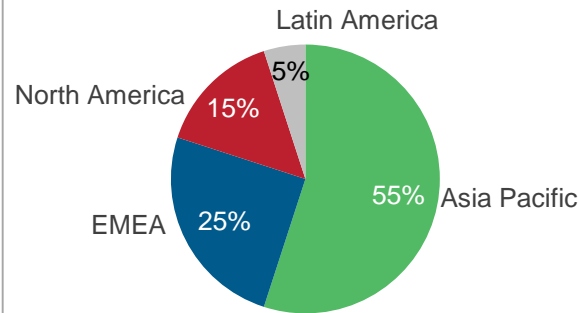
### SuccessFactors-based HR BPS experience

Total number of active clients – 6

Total number of buyer employees managed – 829,659

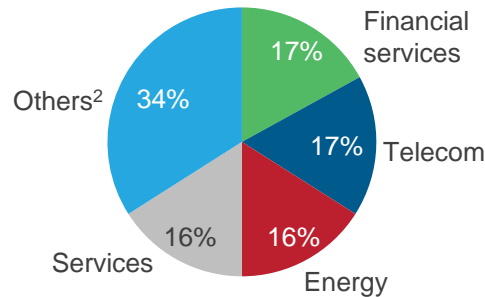
#### Buyer employees covered by geography

100% = 829,659



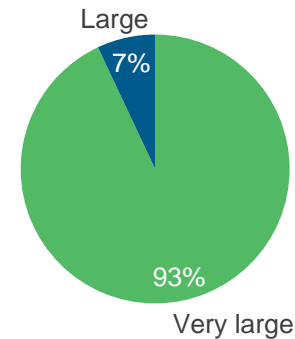
#### SuccessFactors-based HR BPS industry mix

100% = 6 deals



#### SuccessFactors-based HR BPS buyer size mix<sup>1</sup>

100% = 6 deals



<sup>1</sup> Small (1,000-3,000 buyer employees); Medium (3,000-10,000 buyer employees); Medium-Large (10,000-15,000 buyer employees); Large (15,000-30,000 buyer employees); Very Large (30,000 and more buyer employees)

Key delivery locations










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# Accenture (page 4 of 4)

## Everest Group assessment | Leader

Measure of capability:  High  Low

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

### Strengths

- Accenture is a Leader on the SuccessFactors-based HR BPS PEAK Matrix, with one of the highest revenues in the industry. It has the expertise to deliver complex multi-process SuccessFactors deals, spanning multiple continents
- It has had a strong partnership with SuccessFactors since 2007. It has capabilities across the consult-to-operate spectrum on the platform. It created a SuccessFactors BPS Center of Excellence (CoE) in 2016, specifically for talent & HR business process services, in order to drive innovation and share best practices within its SuccessFactors HCM transformation projects
- Its employee experience platform, built on ServiceNow, provides seamless employee support and helps to transact business in HR and in other employee-oriented work/life events
- Accenture has been investing in strengthening its advanced analytics capabilities to complement SuccessFactors's native analytics applications
- It has brought in innovative tools/technologies for clients through Service Delivery Automation (SDA) even in a SuccessFactors environment
- Reference clients cited cost reduction, improving flexibility & agility, and proactiveness, in addition to relationship management as its major strengths

### Areas of improvement

- Accenture is well positioned to leverage its existing client base to increase the number of deals on the SuccessFactors platform
- Accenture has an opportunity to more effectively target the medium-sized enterprise segment (3,000-10,000 employees) to drive further success on SuccessFactors
- Buyers expect Accenture to bring in more value-added services by leveraging their HR domain expertise. They also opine that Accenture should look at amplifying the user experience


# Appendix

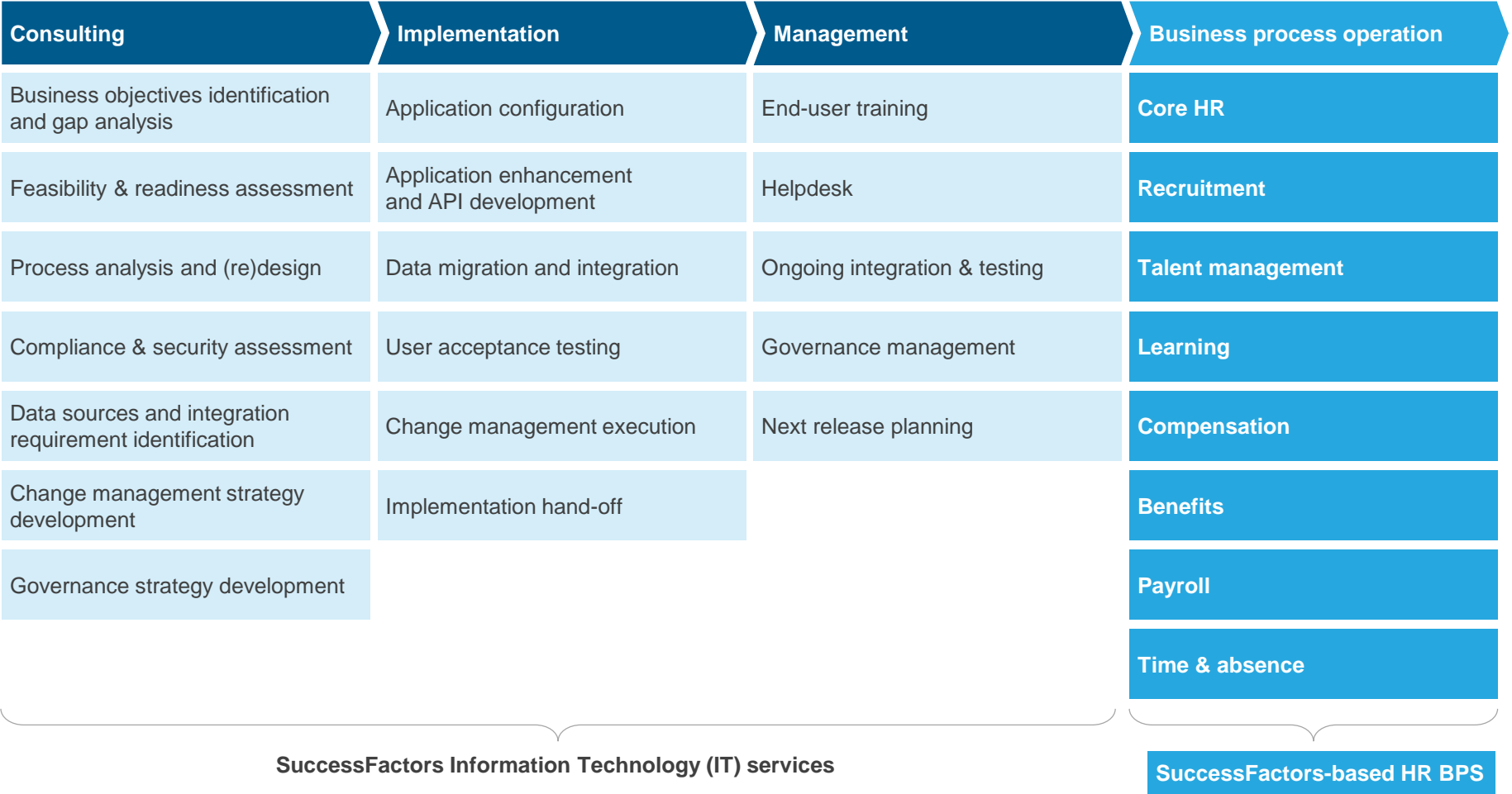


# Everest Group's SuccessFactors-based HR BPS value chain

NOT EXHAUSTIVE

## SuccessFactors services value chain

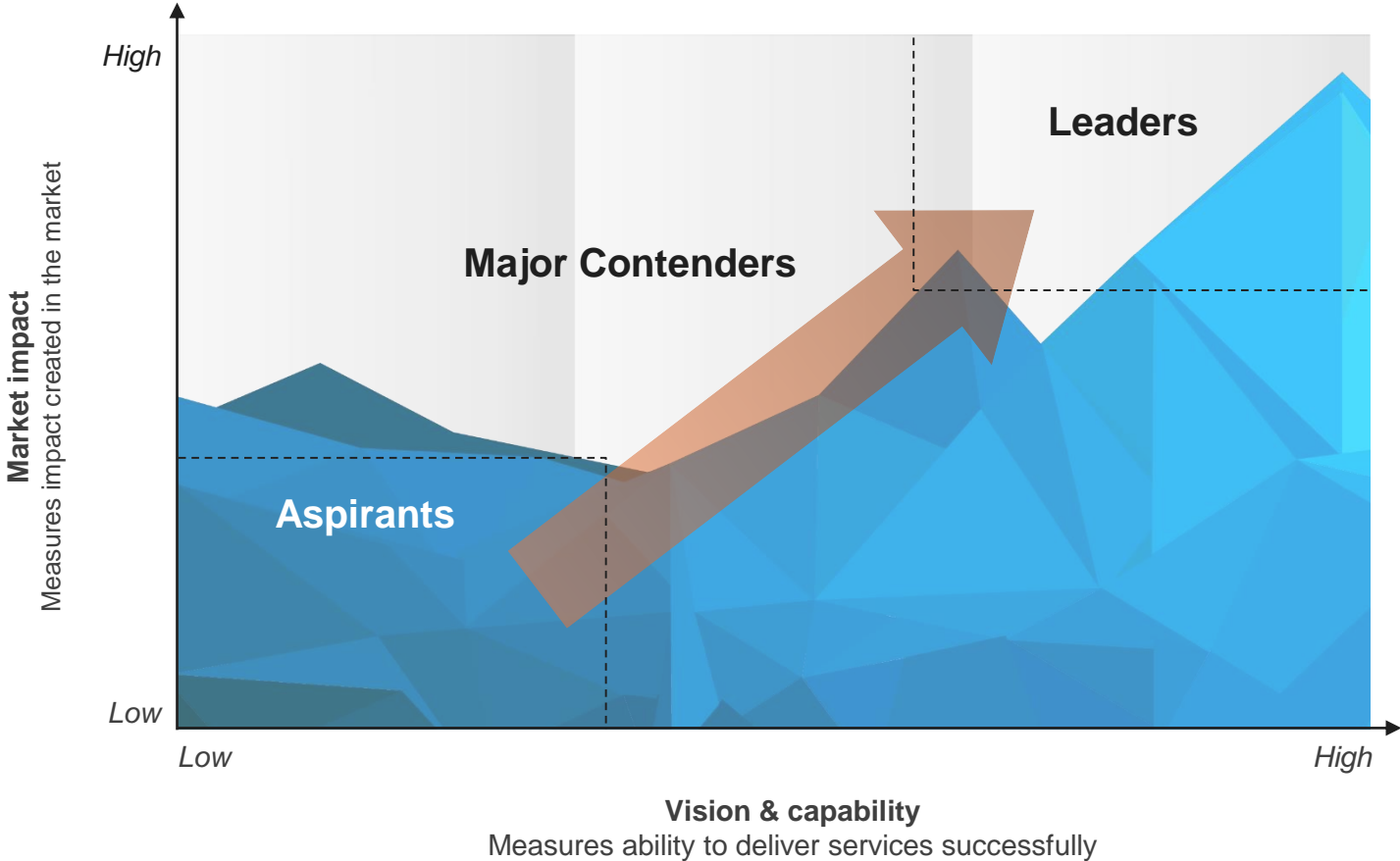
 Focus of this analysis



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

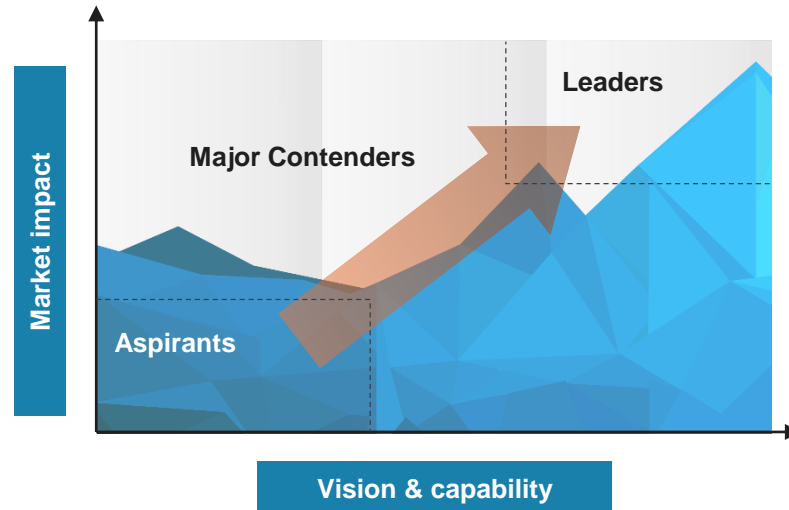
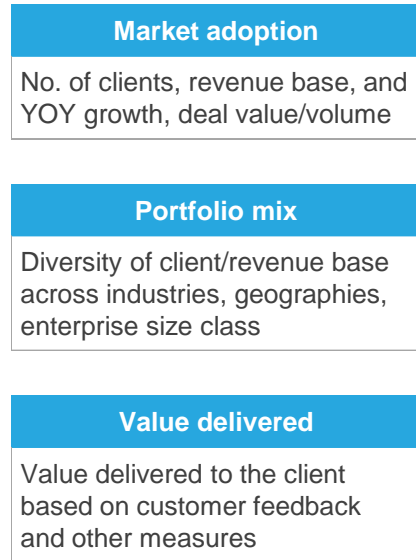


Everest Group PEAK Matrix

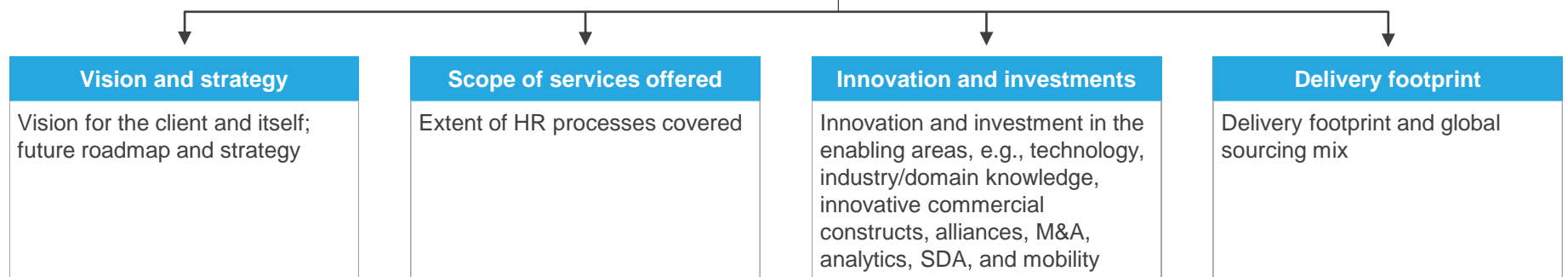


# Service providers are positioned on the Everest Group PEAK Matrix based on evaluation of two key dimensions

Measures impact created in the market – captured through three subdimensions



Measures ability to deliver services successfully. This is captured through four subdimensions



## **Does the PEAK Matrix™ assessment incorporate any subjective criteria?**

Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging service provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information). In addition, these results are validated / fine-tuned based on our market experience, buyer interaction, and provider/vendor briefings

## **Is being a “Major Contender” or “Aspirant” on the PEAK Matrix, an unfavorable outcome?**

No. The PEAK Matrix highlights and positions only the best-in-class service 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

## **What other aspects of PEAK Matrix assessment are relevant to buyers and providers besides the “PEAK Matrix position”?**

A PEAK Matrix position is only one aspect of Everest Group's overall assessment. In addition to assigning a “Leader”, “Major Contender,” or “Aspirant” title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric-level assessment and associated commentary is helpful for buyers in selecting particular providers/vendors for their specific requirements. It also helps providers/vendors showcase their strengths in specific areas

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

- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment
- Participation incentives for providers/vendors include adequate representation and recognition of their capabilities/success in the market place, and a copy of their own “profile” that is published by Everest Group as part of the “compendium of PEAK Matrix providers” profiles

## **What is the process for a service provider / technology vendor to leverage their PEAK Matrix positioning and/or “Star Performer” status ?**

- Providers/vendors can use their PEAK Matrix positioning or “Star Performer” rating in multiple ways including:
  - Issue a press release declaring their positioning. See [citation policies](#)
  - Customized PEAK Matrix profile for circulation (with clients, prospects, etc.)
  - Quotes from Everest Group analysts could be disseminated to the media
  - Leverage PEAK Matrix 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 the designated POC at Everest Group.

## **Does the PEAK Matrix evaluation criteria change over a period of time?**

PEAK Matrix assessments are designed to serve present and future needs of the enterprises. 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 as well as serve the future expectations of enterprises



## About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com).

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