

BUILDING RESILIENT, PEOPLE-CENTRED HR FUNCTIONS.

**HR BUSINESS PROCESS
OUTSOURCING**



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INTRODUCTION.

HR should give people the support they deserve.

Human Resources shapes every stage of the employee journey. From onboarding and payroll to development, performance and wellbeing, HR plays a critical role in engagement, productivity and organisational success.

Yet in many organisations, HR is under growing pressure. Administrative demand is increasing. Regulation is more complex and more visible. Employees expect faster, more personalised support. At the same time, HR is taking on a broader role in workforce planning, skills, performance and organisational change.

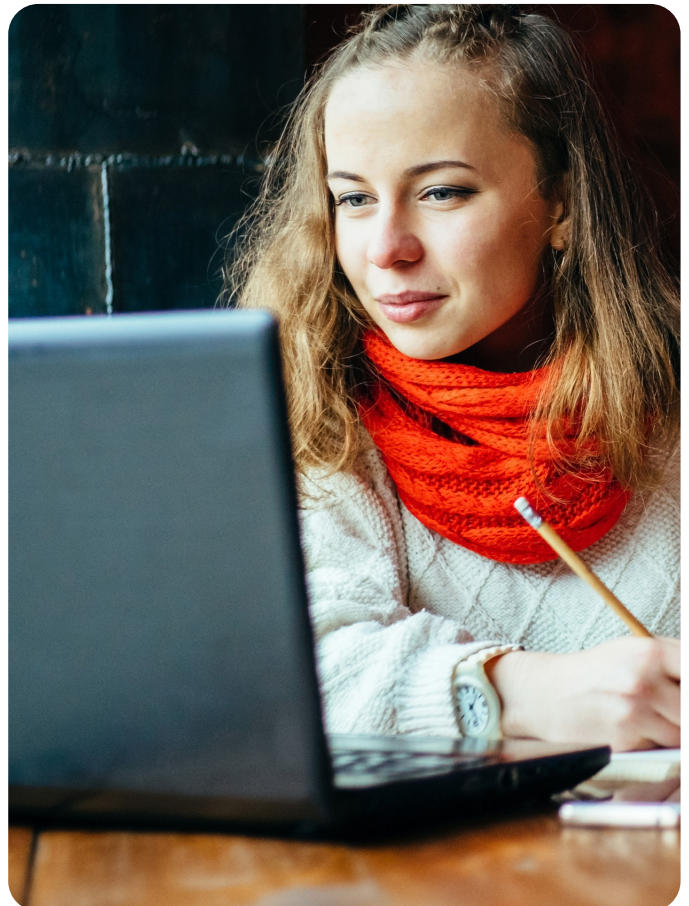
Most operating models are not designed for both. The result is a widening gap between demand and capacity:

- **Operational processes come under strain.**
- **Risk becomes harder to manage consistently.**
- **Service quality becomes less predictable.**
- **Strategic priorities are delayed.**

HR Business Process Outsourcing (HR BPO) helps organisations rebalance this pressure. By moving routine, specialist or high-risk processes to an experienced partner, organisations improve operational consistency, strengthen compliance and

create the space for HR teams to focus on long-term workforce priorities.

Done well, outsourcing does more than improve efficiency. It introduces specialist expertise, scalable delivery and modern technology that strengthens employee experience and builds a more resilient HR function.



Your people. Our expertise.

Many outsourcing providers focus primarily on transactional delivery. Adecco takes a different approach, grounded in decades of experience supporting people, workplaces and workforce transformation.

We understand the realities HR teams face:

- **Increasing regulatory pressure.**
- **Fluctuating workforce demand.**
- **Rising service expectations.**
- **The need for accuracy, fairness and trust at every stage of the employee journey.**

This shapes how we design and deliver outsourced HR services:

- **Agile enough to scale quickly.**
- **Structured enough to manage risk.**
- **Flexible enough to integrate with existing teams and systems.**

Technology is part of that solution, but not the whole solution. We combine digital tools with experienced HR professionals to improve speed, consistency and decision making while maintaining the human support employees expect.

Because every organisation's challenges are different, our delivery models are designed to scale from stabilising high-volume operations to providing specialist expertise in more complex environments.

At the heart of it, we deliver HR outsourcing solutions that strengthen operational performance today while supporting a more future-ready HR function tomorrow.



WHY HR DELIVERY MODELS ARE EVOLVING.

From operational necessity to strategic capability.

The scale of HR outsourcing reflects a clear shift in how organisations are responding to rising demand. The UK HR outsourcing market has reached £2.2bn, with the global market projected to grow to £65bn by 2030. This growth is not driven by trend. It reflects a structural change in how HR is delivered.

Where outsourcing is most established:

84% EMPLOYEE DATA MANAGEMENT.

79% PAYROLL.

55% REGULATORY & COMPLIANCE.

55% HELPDESK SERVICES.

48% BENEFITS ADMINISTRATION.

These are the areas where pressure is highest and risk is most visible. When delivery is inconsistent, the impact is immediate affecting accuracy, compliance and employee trust.

But this is only part of the story. As expectations of HR continue to expand, outsourcing is moving beyond operational support into areas that shape employee experience, capability and long-term workforce performance.

Where adoption is growing fastest:

30%
LEARNING & DEVELOPMENT.

29%
RECRUITMENT OUTSOURCING.

22%
EMPLOYEE RELATIONS.

19%
PERFORMANCE & SUCCESSION PLANNING.

This shift is significant. It reflects a move from outsourcing as a cost and efficiency lever to outsourcing as a way to strengthen capability across the full HR function.

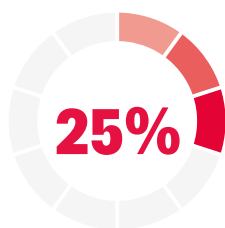
Organisations are not only looking to reduce administrative burden. They are using outsourcing to improve how HR delivers at every stage of the employee lifecycle. Outsourcing is no longer just supporting HR. It is strengthening how HR delivers.

A MODULAR APPROACH TO HR OUTSOURCING.

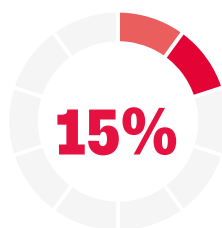
Flexible by design. Built around your priorities.

HR outsourcing no longer requires large-scale transformation. A modular approach allows organisations to strengthen HR delivery in a practical and controlled way. Services can be introduced where the need is most immediate, then expanded over time as priorities evolve. This provides a faster, lower-risk path to improving performance. Leading organisations engage modular services to improve efficiency, manage cost and reduce risk, while maintaining control over how HR is delivered.

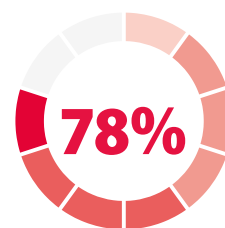
The value is clear:



**COST
SAVINGS.**



**HIGHER EMPLOYEE
ENGAGEMENT.**



**IMPROVED
COMPLIANCE.**

Why a modular approach works:

MAINTAIN CONTROL.

Retain ownership of HR priorities while introducing specialist delivery where operational pressure and risk are highest.

IMPROVE COST DISCIPLINE.

Replace fragmented or contractor-heavy delivery models with more structured, consistent and predictable support.

ACCESS SPECIALIST CAPABILITY.

Introduce expertise without the long-term overhead of increasing permanent headcount.

SCALE AT PACE.

Expand support quickly in response to workforce growth, organisational change or seasonal demand without increasing fixed cost.

ENHANCE EMPLOYEE EXPERIENCE.

Improve responsiveness, consistency and service quality at critical moments across the employee lifecycle.

ENABLE LOWER-RISK TRANSFORMATION.

Stabilise priority services first, then evolve the operating model in stages without disrupting day-to-day delivery.

A modular model applies specialist support where it creates the greatest operational value, helping organisations strengthen HR delivery without adding unnecessary complexity.

A staged approach to HR transformation.

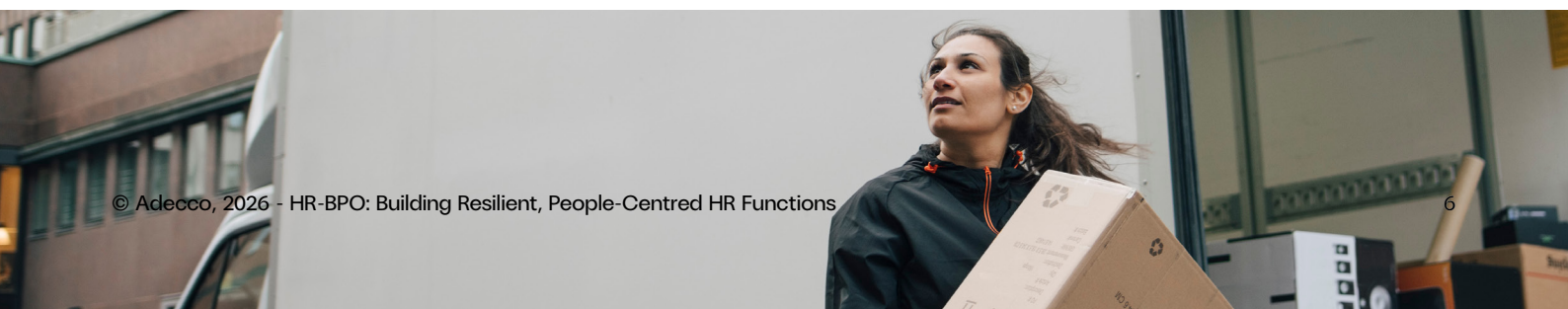
HR outsourcing is most effective when introduced progressively.

Rather than large-scale operational change, leading organisations typically strengthen HR delivery in stages – stabilising priority services first before expanding capability over time.

This staged approach allows organisations to improve HR delivery at a manageable pace while protecting continuity and maintaining operational control. Adecco supports organisations at every stage of this journey, designing modular outsourcing solutions that evolve alongside workforce priorities and business demand.



PHASE.	FOCUS.	OUTCOME.
STABILISE.	Reduce operational pressure and improve consistency.	More reliable HR delivery.
STANDARDISE.	Introduce governance, structure and visibility.	Greater control and compliance.
SCALE.	Expand specialist capability and flexible support.	Improved agility and employee experience.
TRANSFORM.	Enable strategic workforce planning and future capability.	HR operates as a strategic function.



HR OUTSOURCING SOLUTIONS.

Targeted support across the employee lifecycle.

Modular HR outsourcing is increasingly adopted by organisations seeking a practical way to strengthen HR delivery. Across the UK, 39% of organisations already use external HR support to free internal capacity, and 63% outsource at least one HR function to improve efficiency and manage cost. These figures reflect growing confidence in outsourcing as an accessible, proven option rather than a complex transformation.

Adecco applies a people-first, specialist-led approach to modular HR outsourcing, giving organisations confidence that services will deploy quickly, scale effectively and support real workforce needs.

PRE-EMPLOYMENT SCREENING.

Supports faster, safer hiring through consistent, audit ready and compliant screening processes.

PAYROLL/PENSIONS ADMINISTRATION.

Strengthens accuracy, continuity and governance across high-risk, high-impact payroll processes.

HR HELPDESK SERVICES.

Provides employees and managers with timely, specialist support while reducing internal case volumes.

HR ADVISORY & CONSULTANCY.

Supports complex HR challenges through specialist expertise, policy application and risk management.

LEARNING & DEVELOPMENT.

Streamlines learning delivery and administration while supporting capability aligned to business priorities.

BENEFITS MANAGEMENT.

Improves accuracy, governance and employee understanding across benefits administration.

EMPLOYEE RELATIONS.

Provides consistent, unbiased case handling that reduces operational disruption and legal exposure.

TALENT MANAGEMENT.

Supports workforce planning, succession and long-term capability development.

BUSINESS VALUE & OPERATIONAL IMPACT.

Building measurable HR value.

Successful HR outsourcing programmes are built on clear business outcomes, strong governance and confident stakeholder alignment. While organisations often begin exploring outsourcing to reduce operational pressure, the strongest programmes deliver wider value across cost, compliance, service quality and workforce performance.

Align outsourcing with business priorities. Define HR outsourcing in terms of operational resilience, scalability, employee experience and workforce capability – not simply administration reduction.



Use evidence to demonstrate value.

Organisations implementing HR outsourcing typically achieve:

- **20-30% operational cost savings.**
- **Improved compliance consistency.**
- **Reduced backlog and faster response times.**
- **Greater service continuity and visibility.**
- **Improved employee satisfaction.**

Deliver early operational wins.

The most effective outsourcing programmes stabilise high-pressure areas first, helping organisations quickly improve:

- **Service consistency.**
- **Workload pressure.**
- **Operational visibility.**
- **Employee responsiveness.**

Build scalable, future-ready delivery.

The strongest outsourcing models evolve over time, allowing organisations to scale support in line with changing business demand while maintaining operational continuity.

GOVERNANCE, RISK & SERVICE CONTINUITY.

Confidence built in. Proven in delivery.

Effective HR outsourcing depends on more than service delivery alone. Organisations need confidence that processes are controlled, compliance is maintained and critical services remain resilient during periods of change.

Well-designed outsourcing models reduce operational risk by introducing:

- **Clearer accountability.**
- **Structured governance.**
- **Specialist expertise.**
- **More consistent delivery standards.**

Strong governance protects:

- **Service continuity.**
- **Employee experience.**
- **Compliance performance.**
- **Operational visibility.**
- **Organisational reputation.**

Key governance principles.

DATA PROTECTION & CONFIDENTIALITY.

Secure handling of employee information with clearly defined access controls and GDPR-aligned processes.

REGULATORY COMPLIANCE.

Structured controls and specialist oversight help organisations maintain compliance across evolving employment regulation.

SERVICE CONTINUITY & RESILIENCE.

Scalable delivery models reduce dependency on individual teams or constrained internal capacity.

ACCOUNTABILITY & PERFORMANCE VISIBILITY.

Clear SLAs, reporting structures and governance frameworks provide transparency over responsiveness and service quality.

OPERATIONAL CHALLENGES & DELIVERY OUTCOMES.

HR outsourcing is often introduced when existing operating models struggle to keep pace with growth, complexity or rising service expectations.

Rapid growth driving service and cost pressure

As organisations scale, HR demand can quickly outpace internal capacity. Without additional structure and support, this often leads to:

- **Inconsistent employee experience.**
- **Rising operational cost.**
- **Slower response times.**
- **Increasing pressure on HR teams.**

Outsourcing helps organisations scale support quickly while maintaining operational control and service consistency.

Fragmented HR processes limiting agility

Disconnected systems and inconsistent processes create delays, duplication and operational inefficiency.

Over time this can:

- **Reduce visibility across HR activity.**
- **Increase rework and administration.**
- **Slow organisational change.**
- **Create inconsistent employee outcomes.**

A more integrated outsourcing model introduces standardisation, specialist delivery and clearer governance.

Fragmented HR processes limiting agility

As employment regulation becomes more complex, maintaining consistent compliance across HR processes becomes increasingly difficult.

In stretched operating models, organisations often experience:

- **Inconsistent policy application.**
- **Increased governance risk.**
- **Slower case handling.**
- **Greater reputational exposure.**

Structured outsourcing models strengthen oversight, improve consistency and reduce operational risk.

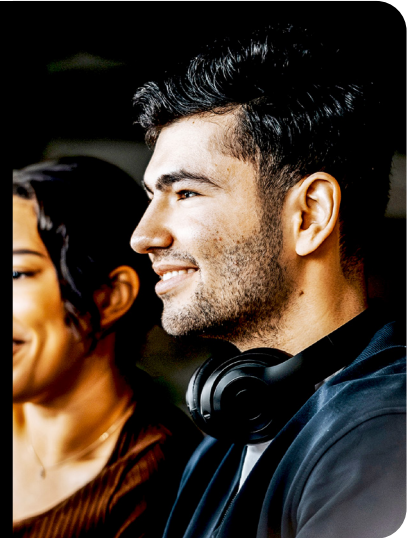
PROVEN IN DELIVERY.

Case Study 1.

Adecco stabilised a high-risk service desk for a financial services organisation by implementing a fully outsourced, governed BPO model.

RESULTS.

- 25%** Cost saving through an optimised operating model.
- 20%** Increase in retention, improving workforce stability.
- 95%** Satisfaction driven by consistent service delivery.
- 89%** First-contact resolution, reducing backlog and delays.



Case Study 2.

Adecco streamlined public enquiries for a UK public sector organisation in environmental and cultural services via a multi-channel outsourced contact centre.

RESULTS.

- Improved** response times with centralised triage and routing.
- Reduced** internal workload, filtering enquiries at first contact.
- Increased** first-time resolution using agents and knowledge base.
- Enhanced** consistency with SLA monitoring and quality control.



Case Study 3.

Adecco transformed first-line IT support for a UK pensions provider in financial services by designing and managing a fully outsourced service desk.

RESULTS.

- Reduced** cost through a fixed, fully managed operating model.
- Improved** continuity with a knowledge-retaining workforce.
- Faster** access to IT support via specialist talent deployment.
- Increased** efficiency through SLA-led delivery and optimisation.





THE NEXT STEP IN HR TRANSFORMATION.

Empower your HR team to focus on what matters most. We'll take care of the rest. The HR outsourcing landscape is changing quickly, driven by cost pressures, compliance requirements and evolving technology. Organisations are looking for more than administrative relief. They need strategic outcomes that improve employee engagement, retention and operational resilience.

With over 20 years of experience delivering workforce and HR solutions, Adecco combines flexibility, specialist expertise and scalable delivery to help organisations strengthen HR performance and prepare for future change.

Book a discovery workshop with our HR outsourcing specialists to explore:

- **Your current HR operating model.**
- **Areas of operational pressure or risk.**
- **Opportunities to improve consistency, scalability and employee experience.**
- **How modular HR outsourcing could support future workforce priorities.**

SPEAK TO AN EXPERT.

Adecco