

# UK Outsourcing Index

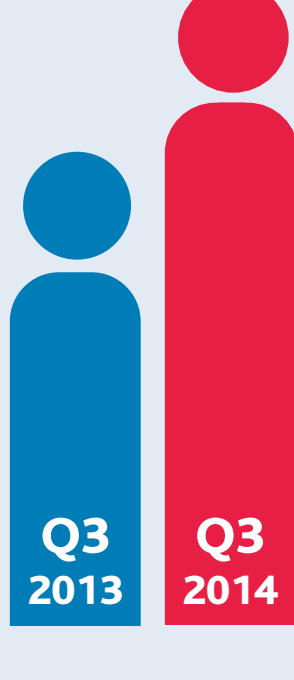
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Q3 2014

The third arvato UK Outsourcing Index reveals a thriving market for HR outsourcing and another strong performance for the central and local government sectors

## HR services thrive

A strong performance in Q3, and throughout the year to date, reflects a growing maturity in HR outsourcing



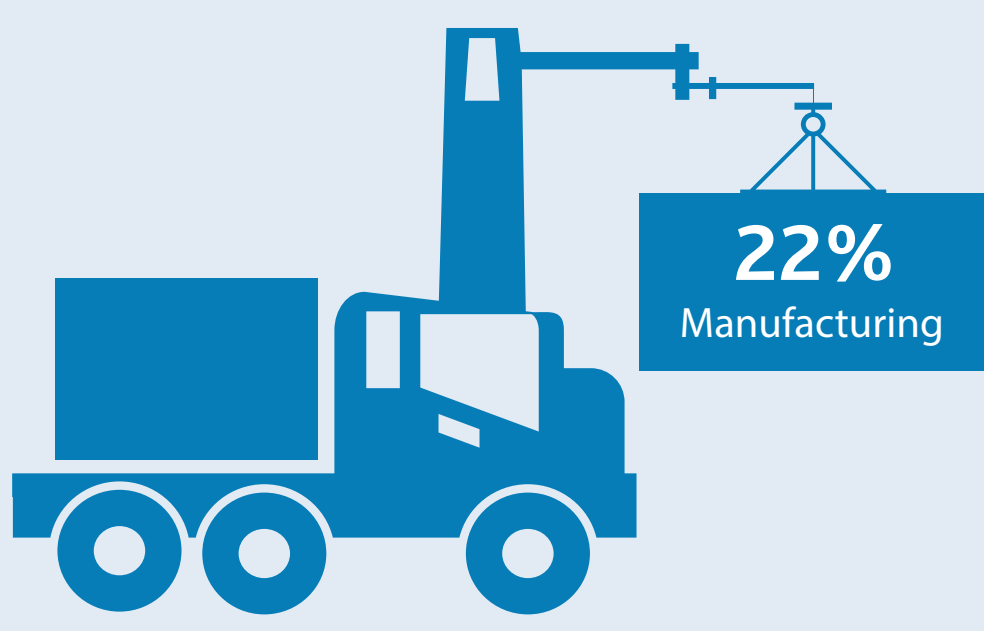
Q3 2014 saw a **24%** increase year-on-year in the average value of HR outsourcing deals

A quarter of all outsourcing deals signed in 2014 so far were for HR services, worth a combined

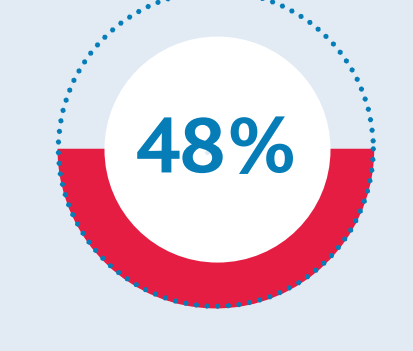
**£93 million**

**92%** of all HR outsourcing contracts were signed in the private sector in 2014

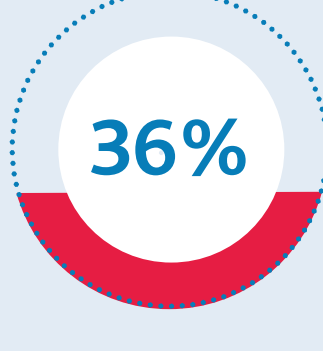
The most active buyers of HR services in 2014 so far are;



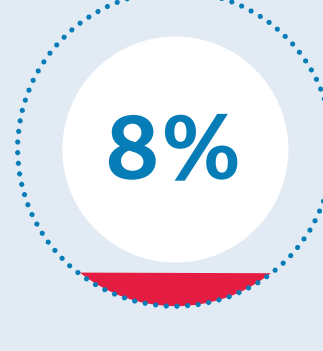
The most popular HR service lines procured in 2014 so far are:



Benefits administration



Recruitment

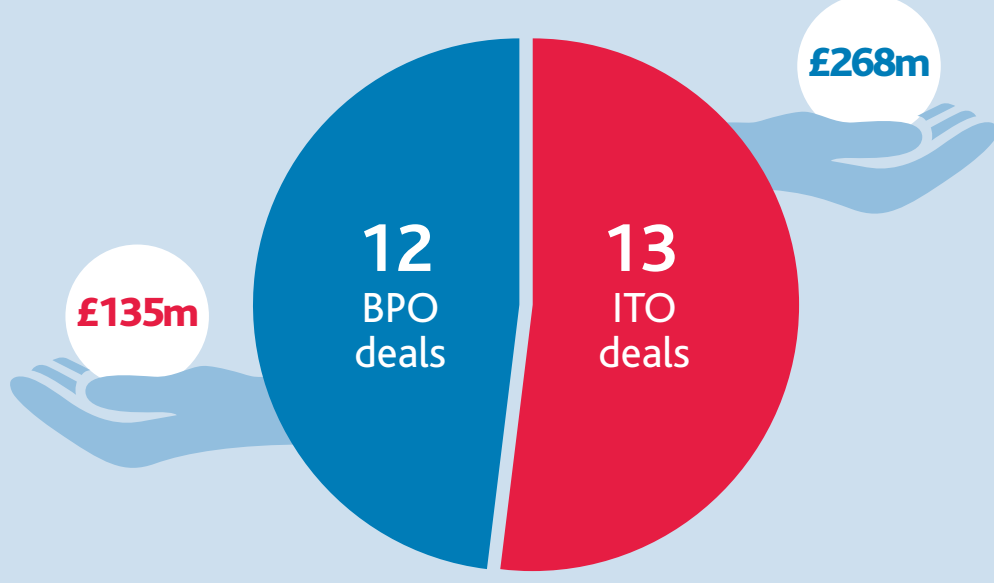


Learning and development services

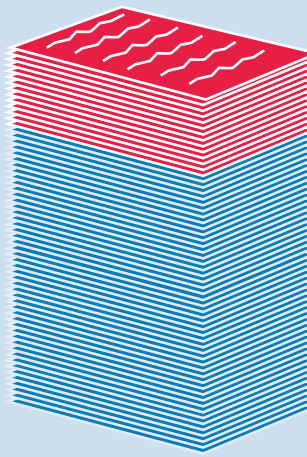
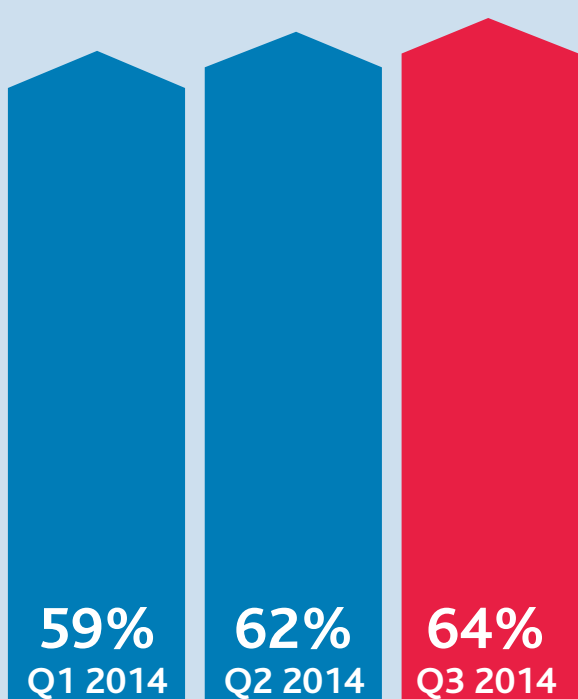
## Nature of agreements



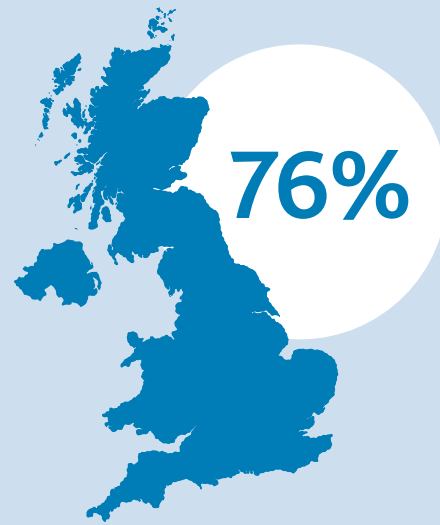
Q3 2014 saw sustained growth in first time outsourcing and onshore delivery



Third consecutive quarter of growth in the percentage of first time outsourcing deals



**24%**  
of contracts were extensions or expansions of existing deals



of all contracts to be delivered onshore in UK – up from **60%** in the same period last year

## Spend by sector



The public sector, including healthcare, central and local government, drove the majority of spend in Q3



of public sector deals signed

The Energy & Utilities industry was the most active in the private sector, with deals worth



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