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BPO

Industry News

Intellinetics Launches Business Process Outsourcing Services

TMX Money [Full Article](#)

Intellinetics, Inc., a cloud-based document solutions provider, announced that they are launching new Business Process Outsourcing (BPO) services to meet the evolving needs of customers and to expand into more markets. In a post-pandemic environment, business functions have fundamentally changed. Virtual work models are in high demand and Intellinetics is focused on playing a key role in this shift. Intellinetics' BPO solutions will enable customers to make their transition tailored to their unique goals and requirements. They believe their services will distinguish themselves from the competition through a laser focus on customers, constant innovation, and superior business performance.

BPO Market Analysis Report 2021

Grand View Research [Full Article](#)

The global BPO market size was estimated at \$232 billion in 2020 and is expected to grow at a compound annual growth rate of 8.5% from 2021 to 2028. Factors driving growth include an increasing focus on improving business agility, to survive the constantly changing business dynamics, and increasing efficiency while cutting operating costs. More and more organizations across the globe are leveraging the benefits of BPO services. BPO providers are leveraging technological advancements across AI, machine learning, social media, and big data analytics to increase efficiencies and decrease operating costs while allowing customers to focus on core competencies.

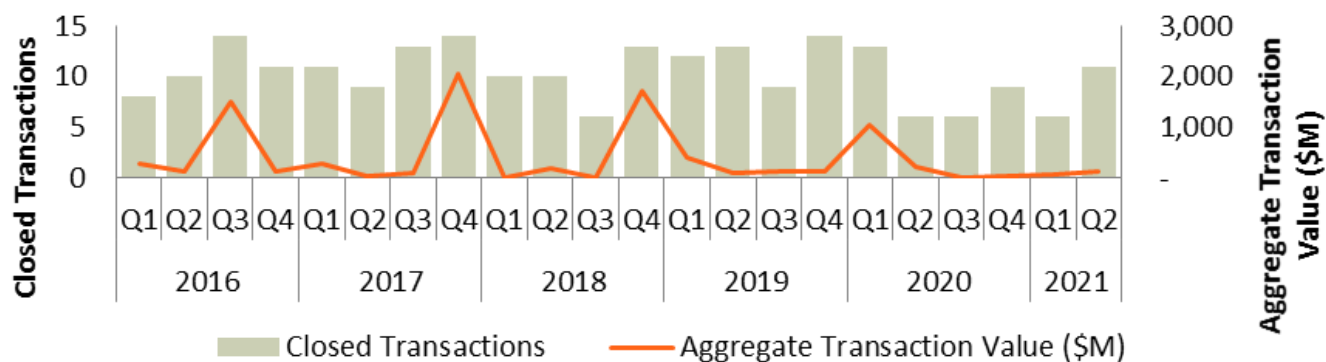
BPO North America Market Trends Report 2021-2027

Brandessence [Full Article](#)

North America is dominating the Business Process Outsourcing (BPO) market. The growth is mainly attributed to the presence of major tech firms and startups in the country. Companies operating in the region are heavily investing in the development of advanced technologies like analytics, big data, cloud computing, and artificial intelligence (AI) to provide comprehensive BPO services to their clients.

BPO

BPO M&A

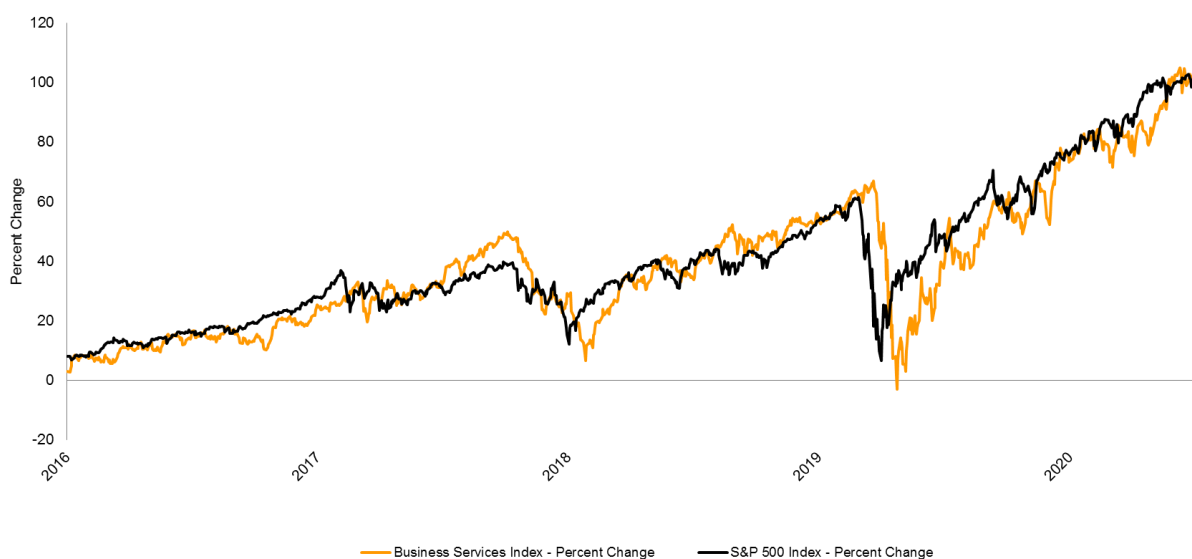


Selected 2021 BPO Transactions

Date Closed	Target	Buyers/Investors
04/08/2021	Sistemas de Consultoría Administrativa, S.L.	GRUPO BC de Asesoría Hipotecaria, SL
04/09/2021	Venture Back Office, Inc.	TMF Orange Holding B.V.
04/16/2021	Conneqt Business Solutions Limited	Qess Corp Limited (BSE:539978)
04/27/2021	Infinity Professional Services Group, Inc.	Registered Agent Solutions, Inc.
04/28/2021	SLK Global Solutions Private Limited	Coforge Limited (NSEI:COFORGE)
04/30/2021	Slingshot, Inc.	WorkWave LLC
05/10/2021	Kalix Tele24 AB	Responda AB
05/21/2021	Merchandising Partners, LLC	Proviso Capital LLC
05/24/2021	Enhance Consultancy Ltd	Causeway Technologies Limited
05/25/2021	Voxens SAS	Texacorp
06/04/2021	Account Control Technology Holdings, Inc.	Transworld Systems Inc.

Business Services

The Business Services sector continues to boom in the second quarter of 2021 after picking up in the first quarter. The sector is seeing strong growth due to low cost of capital, economic recovery, and companies' migration into digitalization.



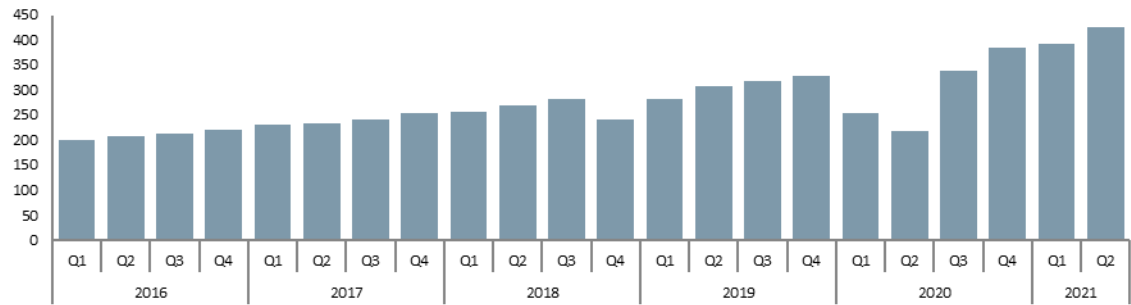
Company Name	Ticker	LTM Financials				Valuation Metrics		LTM Margins	
		Enterprise Value	Revenue	Gross Profit	EBITDA	EV / Revenue	EV / EBITDA	Gross Margin	EBITDA Margin
ABM Industries Incorporated	NYSE:ABM	\$3,347	\$5,868	\$995	\$451	0.6x	7.4x	17.0%	7.7%
ACCO Brands Corporation	NYSE:ACCO	\$2,047	\$1,682	\$494	\$182	1.2x	11.2x	29.4%	10.8%
Barrett Business Services, Inc.	NasdaqGS:BBSI	\$435	\$880	\$610	\$39	0.5x	11.0x	69.3%	4.5%
Brady Corporation	NYSE:BRC	\$2,638	\$1,090	\$532	\$182	2.4x	14.5x	48.8%	16.7%
CBIZ, Inc.	NYSE:CBZ	\$2,053	\$987	\$136	\$109	2.1x	18.8x	13.7%	11.1%
Cintas Corporation	NasdaqGS:CTAS	\$42,343	\$7,116	\$3,315	\$1,773	6.0x	23.9x	46.6%	24.9%
Clean Harbors, Inc.	NYSE:CLH	\$6,239	\$3,094	\$969	\$500	2.0x	12.5x	31.3%	16.1%
Copart, Inc.	NasdaqGS:CPRT	\$30,806	\$2,470	\$1,229	\$1,150	12.5x	26.8x	49.8%	46.6%
Deluxe Corporation	NYSE:DLX	\$2,782	\$1,746	\$1,042	\$302	1.6x	9.2x	59.7%	17.3%
Equifax Inc.	NYSE:EFX	\$32,802	\$4,383	\$2,576	\$1,285	7.5x	25.5x	58.8%	29.3%
FTI Consulting, Inc.	NYSE:FCN	\$4,952	\$2,543	\$804	\$350	1.9x	14.1x	31.6%	13.8%
Healthcare Services Group, Inc.	NasdaqGS:HCSG	\$2,128	\$1,665	\$274	\$113	1.3x	18.8x	16.5%	6.8%
Herman Miller, Inc.	NasdaqGS:MLHR	\$2,930	\$2,465	\$961	\$354	1.2x	8.3x	39.0%	14.4%
HNI Corporation	NYSE:HNI	\$2,076	\$1,971	\$725	\$176	1.1x	11.8x	36.8%	8.9%
Huron Consulting Group Inc.	NasdaqGS:HURN	\$1,382	\$825	\$240	\$71	1.7x	19.6x	29.2%	8.6%
ICF International, Inc.	NasdaqGS:ICFI	\$2,115	\$1,527	\$553	\$149	1.4x	14.1x	36.2%	9.8%
Insperty, Inc.	NYSE:NSP	\$3,407	\$4,344	\$824	\$216	0.8x	15.8x	19.0%	5.0%
Interface, Inc.	NasdaqGS:TILE	\$1,460	\$1,068	\$391	\$135	1.4x	10.8x	36.6%	12.7%
Kelly Services, Inc.	NasdaqGS:KELY.A	\$788	\$4,461	\$818	\$67	0.2x	11.8x	18.3%	1.5%
Kforce Inc.	NasdaqGS:KFRC	\$1,325	\$1,426	\$400	\$89	0.9x	14.9x	28.1%	6.2%
Korn/Ferry International	NYSE:KFY	\$3,600	\$1,810	\$434	\$216	2.0x	16.6x	24.0%	12.0%
ManpowerGroup Inc.	NYSE:MAN	\$6,453	\$19,841	\$3,152	\$657	0.3x	9.8x	15.9%	3.3%
Matthews International Corporation	NasdaqGS:MATW	\$1,958	\$1,562	\$542	\$186	1.3x	10.5x	34.7%	11.9%
On Assignment, Inc.	NYSE:ASGN	\$5,887	\$3,986	\$1,089	\$405	1.5x	14.5x	27.3%	10.2%
Pitney Bowes Inc.	NYSE:PBI	\$3,500	\$3,673	\$1,142	\$312	1.0x	11.2x	31.1%	8.5%
Quad/Graphics, Inc.	NYSE:QUAD	\$1,132	\$2,813	\$566	\$256	0.4x	4.4x	20.1%	9.1%
R.R. Donnelley & Sons Company	NYSE:RRD	\$1,940	\$4,723	\$953	\$326	0.4x	5.9x	20.2%	6.9%
Robert Half International Inc.	NYSE:RHI	\$9,659	\$5,001	\$1,960	\$374	1.9x	25.8x	39.2%	7.5%
Rollins, Inc.	NYSE:ROL	\$17,083	\$2,209	\$1,150	\$489	7.7x	34.9x	52.1%	22.2%
SP Plus Corporation	NasdaqGS:SP	\$1,367	\$459	\$121	\$44	3.0x	31.3x	26.4%	9.5%
Steelcase Inc.	NYSE:SCS	\$2,069	\$2,670	\$805	\$168	0.8x	12.3x	30.2%	6.3%
Stericycle, Inc.	NasdaqGS:SRCL	\$8,656	\$2,559	\$1,024	\$508	3.4x	17.0x	40.0%	19.9%
Team, Inc.	NYSE:TISI	\$591	\$810	\$223	\$19	0.7x	30.5x	27.5%	2.4%
Tetra Tech, Inc.	NasdaqGS:TTEK	\$6,912	\$2,355	\$469	\$284	2.9x	24.3x	19.9%	12.1%
The Brink's Company	NYSE:BCO	\$6,243	\$4,019	\$1,142	\$547	1.6x	11.4x	28.4%	13.6%
TransUnion	NYSE:TRU	\$24,161	\$2,774	\$1,836	\$982	8.7x	24.6x	66.2%	35.4%
TriNet Group, Inc.	NYSE:TNET	\$4,760	\$4,046	\$819	\$426	1.2x	11.2x	20.2%	10.5%
TrueBlue, Inc.	NYSE:TBI	\$896	\$1,811	\$425	\$37	0.5x	24.2x	23.5%	2.0%
UniFirst Corporation	NYSE:UNF	\$3,936	\$1,790	\$667	\$298	2.2x	13.2x	37.3%	16.7%
Viad Corp	NYSE:VVI	\$1,663	\$150	-\$145	-\$104	11.1x	NM	-96.7%	-69.4%
VSE Corporation	NasdaqGS:VSEC	\$907	\$649	\$68	\$72	1.4x	12.6x	10.5%	11.1%

Median	1.4x	14.1x	29.4%	10.5%
Mean	2.5x	16.2x	29.6%	10.6%

Business Services

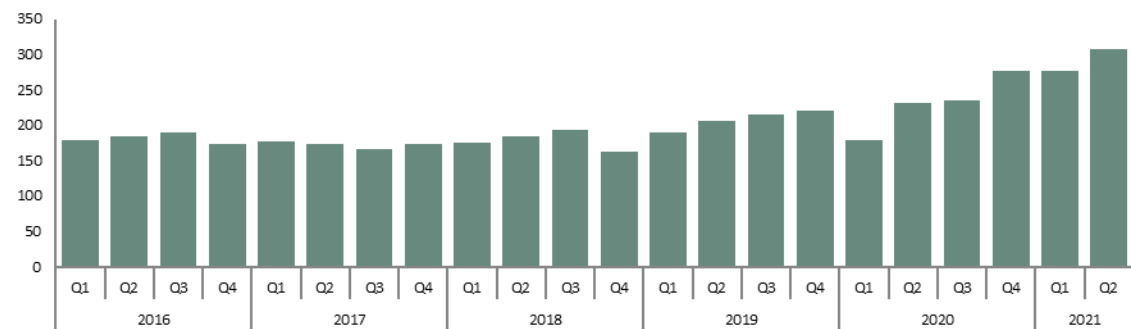
State of the Industry

S&P North America BMI Commercial & Professional Services Index



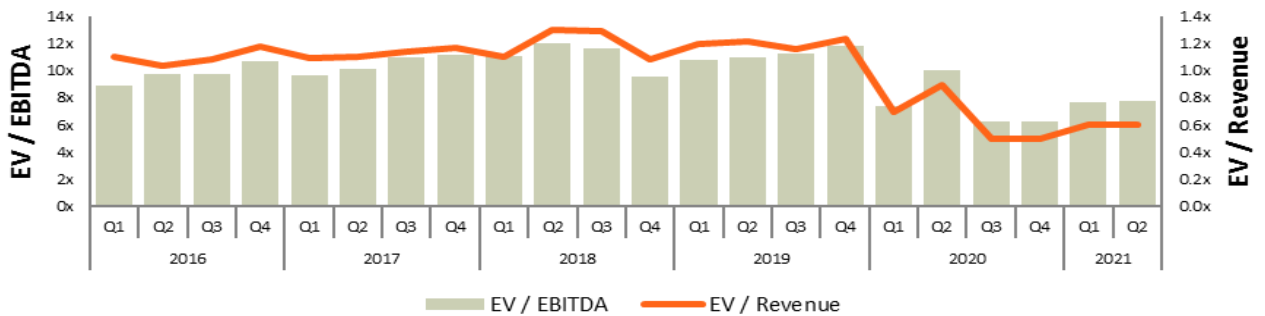
Source: Capital IQ

S&P 500 Professional Services Index



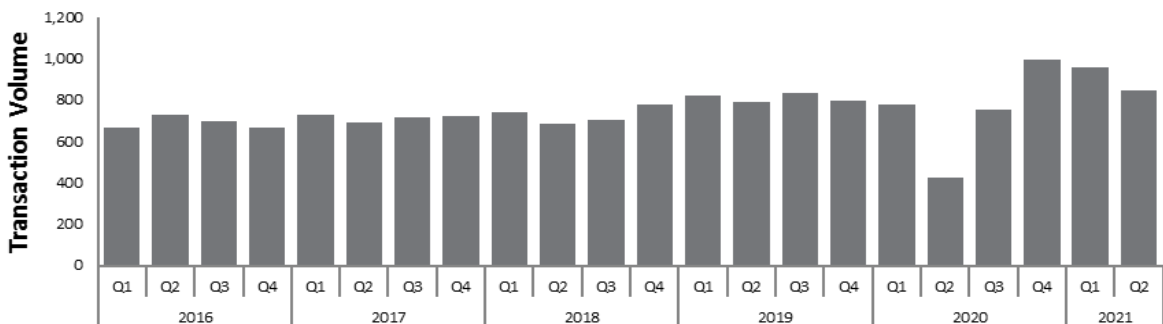
Source: Capital IQ

Industry Valuations



Source: Capital IQ

Business Services Transaction Volume



Source: Capital IQ



The Value of Accomplishment

The highest level of expertise and hard work is what accomplishment requires. It's what you deserve and what we do.

- We sweat the small stuff.
- Take a 3:00am call.
- Say yes.
- Say no.
- Dig deeper when things get tough.
- And celebrate with you when your efforts pay off and you can reflect on it all and say, "It's really remarkable what we've accomplished here."
- Then and only then, will we know that we've accomplished something meaningful, too.

About Mirus

Our global Business Services Group understands the challenges of service delivery, client demands and market dynamics in this sector, with a clear appreciation for how these factors drive value and investor interest. Mirus provides direct access to sector-specific expertise, as well as global buyers and sellers. Our professionals have deep experience and expertise in the following Business Services subsectors: Business Process Outsourcing, Human Capital Management, Tech-Enabled Services and Professional Services.

Partner Spotlight

An investment banker to middle market firms since 2004, Brendan Kiernan has worked on more than 75 M&A engagements, managing deals for business services, technology, software and healthcare clients. Brendan is a graduate of Boston College and earned his MBA from Bentley's McCallum Graduate School of Business. He holds series 7, 79 and 63 certifications from FINRA.



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"I hired Mirus to represent me in the sale of my family's life sciences services company. Mirus delivered great value. Its team was highly professional and actively involved in all aspects of the negotiation, from diligence preparation and tactical advice to deal strategy, resulting in a successful sale to a \$2 billion public acquirer. The Mirus team is very good at what they do and I'd happily recommend them to other business owners." - Peter Harris, Principal Shareholder, B&V Testing Services

Mirus Business Services Spotlight



has merged with



Crystal Rock is a 100-year-old direct-to-consumer home and office water, coffee, filtration and office supply service delivery business. The company bottles and distributes Crystal Rock® Waters purified water, Vermont Pure® natural spring water, Cool Beans® coffee, and other break room items to the commercial office and residential customers throughout New York and New England. Cott is a route-based service company with a leading volume-based national presence in the North America and European home and office bottled water delivery industry and a leader in custom coffee roasting, blending of iced tea, and extract solutions for the U.S. foodservice industry.



has received an investment from



Virtual is a leading technology-focused association management company, which combines advanced systems, industry best practices, and innovation to deliver strategic guidance, execution, and world-class business operations to tech and standards organizations. Through an investment by Striker Partners, Virtual joined forces with Drohan Management Group and Professional Credential Services to form a newly combined firm providing professional services to technology and standards-setting organizations, business and trade associations, scientific professional societies, state governments, and professional licensing associations.



has been acquired by



FleetLogix provides outsourced labor to rental car agencies across the U.S.. The company uses a proprietary technology platform to track and analyze performance at each site, to ensure quality and efficiency in its service delivery, and to provide data and metrics to its managers and its clients. Striker Partners is a private, family-based investment firm formed to make majority equity investments in profitable and growing businesses. Striker Partners brings technology expertise to the company and represents a great cultural fit.



has merged with



a portfolio company of



Bedford Cost Segregation is an independent professional services firm specializing in cost segregation and innovative tax and energy solutions for the commercial real estate industry. Source Advisors is a leading specialized tax consulting firm providing R&D Tax Credit, Cost Segregation, LIFO inventory, § 179D and § 45L solutions nationwide for more than 38 years.