

Q2
25

Business Services Sector

Mirus Business Process Outsourcing **REPORT**

In This Issue:

- Industry News
- Transactions
- State of the Industry
- About Mirus
- Mirus Business Services Spotlight

Business Process Outsourcing

Concord Servicing Acquires Orion First

Orion First [Full Article](#)

Concord Servicing announced its acquisition of Orion First, the leader in third-party portfolio management and analytics for the equipment finance industry. The acquisition marks a major expansion into commercial finance, leveraging Orion First's market-leading position in equipment lease servicing. "By combining Concord's deep consumer sector expertise with Orion's commercial finance capabilities, we've built an unmatched platform that delivers best execution across multiple markets and products, addressing a clear gap in the industry," said Concord CEO Dhruv Vakharia.

The Evolving BPO Landscape: Key Trends

CGS [Full Article](#)

Business process outsourcing is experiencing substantial expansion, with the global market valued at approximately \$262 billion in 2022 and projected to grow at 9.4% annually through 2030. This growth stems from companies recognizing significant competitive advantages in delegating non-core functions to external providers.

Key drivers include enhanced business agility, cost efficiency, and the ability to concentrate resources on innovation and strategic priorities. Emerging technologies like artificial intelligence and automation are transforming BPO capabilities, making these services increasingly valuable for modern enterprises navigating rapid technological change.

Tata Consultancy Services CEO Believes BPO Sector Poised for Rapid AI Disruption

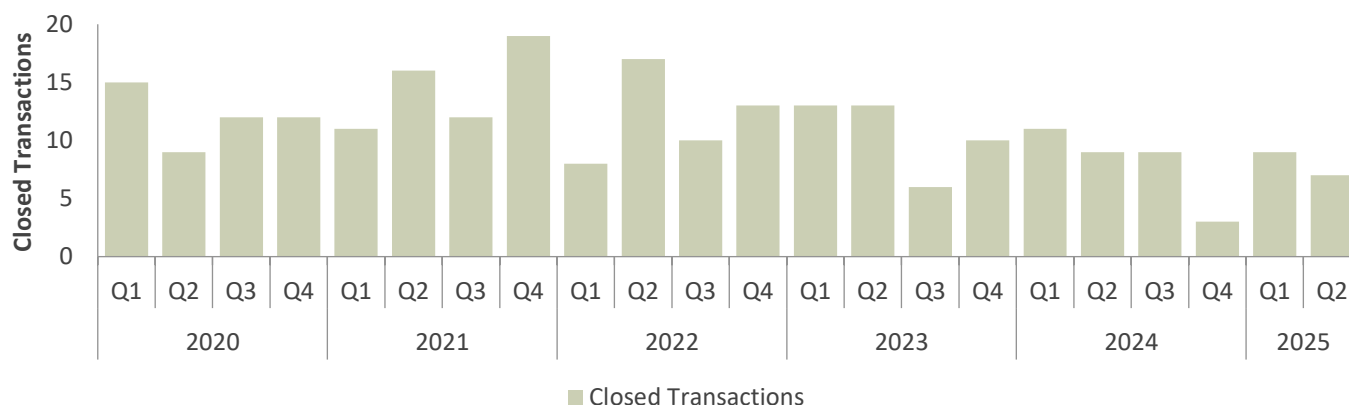
The Economic Times [Full Article](#)

Tata Consultancy Services CEO K. Krithivasan has forecast a major transformation in the BPO industry driven by the rise of AI technologies, particularly agentic AI. In an interview with the Economic Times, he stated: "I called out two years ago that BPO is one of the industries that would get disrupted even before the traditional coding. Because there are a lot of opportunities for creating AI agents or agentic AI. Both of them have a very strong role today. You would see that business evolving faster (than others)." As AI agents take over routine and repetitive tasks, demand for entry level roles is expected to decline.

However, this disruption is also opening up new opportunities. Krithivasan highlighted growing demand for higher value skills in areas like data science, AI development, and digital services. While nimble startups are gaining ground with AI native offerings, he emphasized that large players like TCS still maintain a strong advantage due to their enterprise experience and deep contextual knowledge.

Business Process Outsourcing M&A Environment

Closed Transactions



Selected Business Process Outsourcing Transactions



Concord Servicing acquires Orion First Financial

Concord Servicing, a provider of credit administration software and services, announced the strategic acquisition of Orion First, a third-party portfolio management and analytics provider for the equipment finance industry.

“Joining Concord accelerates our growth trajectory while preserving the client-first culture that made us market leaders,” said Mark Johnson, CEO of Orion First. “Dave and I are excited about this partnership, which expands our capabilities and resources dramatically, enabling us to deliver even more innovative solutions while maintaining the personalized service our clients expect.”



Resolution Medical Billing acquires Claims Express LLC

Resolution Medical Billing has acquired Claims Express LLC, a New Hampshire-based medical billing provider serving physician practices across New England. The addition of Claims Express enhances Resolution’s regional footprint while ensuring a seamless transition for clients into Resolution’s advanced, client-centric revenue cycle management platform.



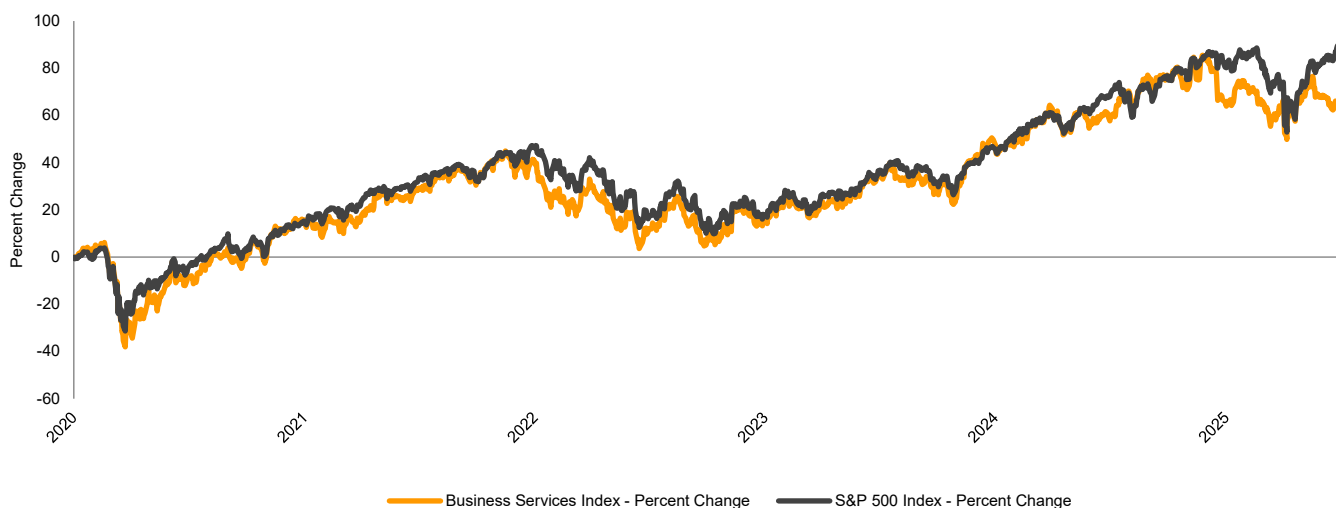
Smart Source Critical Communications acquires CTP Solutions

Smart Source Critical Communications, a subsidiary of Smart Source LLC, has acquired CTP Solutions, a respected provider of outsourced back-office operations including accounts payable, accounts receivable, HR and payroll, document and label management, and marketing logistics. The deal allows Smart Source to expand its presence in business process outsourcing while strengthening its enterprise communications and print enablement services.

Sector Update: Business Services

The global business services sector is under strong pressure in 2025 to digitally transform. Companies are increasingly adopting AI, IoT, predictive analytics, and hybrid cloud strategies to enhance efficiency, deliver personalized services, and support evolving client needs. Increasing utilization of outsourcing solutions within the finance and accounting sector continues to drive the segment growth.

Select Business Services Index¹ v. S&P 500



¹Business Services Index comprises 40 select representative public companies from the sector

Select Business Services Public Companies

As of: 6/30/2025

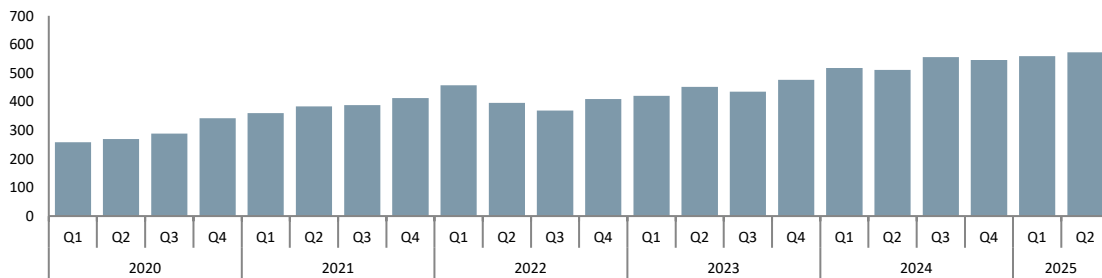
Company Name	Ticker	Enterprise Value (\$M)	LTM Financials (\$M)			Valuation Metrics			LTM Margins	
			Revenue	Gross Profit	EBITDA	EV / Revenue	EV / Gross Profit	EV / EBITDA	Gross Margin	EBITDA Margin
ABM Industries Incorporated	NYSE:ABM	\$4,549	\$8,498	\$1,148	\$418	0.5x	4.0x	10.9x	13.5%	4.9%
ACCO Brands Corporation	NYSE:ACCO	\$1,211	\$1,581	\$522	\$175	0.8x	2.3x	6.9x	33.0%	11.0%
Barrett Business Services, Inc.	NasdaqGS:BBSI	\$995	\$1,199	\$262	\$67	0.8x	3.8x	14.9x	21.8%	5.6%
Brady Corporation	NYSE:BRC	\$3,226	\$1,460	\$741	\$292	2.2x	4.4x	11.0x	50.7%	20.0%
CBIZ, Inc.	NYSE:CBZ	\$5,777	\$2,421	\$352	\$366	2.4x	16.4x	15.8x	14.5%	15.1%
Cintas Corporation	NasdaqGS:CTAS	\$92,440	\$10,340	\$5,174	\$2,717	8.9x	17.9x	34.0x	50.0%	26.3%
Clean Harbors, Inc.	NYSE:CLH	\$15,006	\$5,942	\$1,828	\$1,085	2.5x	8.2x	13.8x	30.8%	18.3%
Copart, Inc.	NasdaqGS:CPRT	\$43,186	\$4,591	\$2,136	\$1,904	9.4x	20.2x	22.7x	46.5%	41.5%
Deluxe Corporation	NYSE:DLX	\$2,233	\$2,107	\$1,106	\$377	1.1x	2.0x	5.9x	52.5%	17.9%
Equifax Inc.	NYSE:EFX	\$37,114	\$5,840	\$3,309	\$1,819	6.4x	11.2x	20.4x	56.7%	31.2%
FTI Consulting, Inc.	NYSE:FCN	\$5,683	\$3,663	\$1,160	\$403	1.6x	4.9x	14.1x	31.7%	11.0%
Healthcare Services Group, Inc.	NasdaqGS:HCSG	\$998	\$1,772	\$193	\$15	0.6x	5.2x	NM	10.9%	0.9%
HNI Corporation	NYSE:HNI	\$2,814	\$2,582	\$1,069	\$320	1.1x	2.6x	8.8x	41.4%	12.4%
Huron Consulting Group Inc.	NasdaqGS:HURN	\$2,792	\$1,557	\$501	\$195	1.8x	5.6x	14.4x	32.2%	12.5%
ICF International, Inc.	NasdaqGS:ICFI	\$2,243	\$1,977	\$734	\$220	1.1x	3.1x	10.2x	37.1%	11.1%
Insperty, Inc.	NYSE:NSP	\$2,130	\$6,695	\$980	\$78	0.3x	2.2x	27.3x	14.6%	1.2%
Interface, Inc.	NasdaqGS:TILE	\$1,522	\$1,352	\$509	\$193	1.1x	3.0x	7.9x	37.6%	14.3%
Kelly Services, Inc.	NasdaqGS:KELY.A	\$652	\$4,496	\$925	\$116	0.1x	0.7x	5.6x	20.6%	2.6%
Korn/Ferry International	NYSE:KFY	\$3,338	\$2,730	\$670	\$374	1.2x	5.0x	8.9x	24.6%	13.7%
ManpowerGroup Inc.	NYSE:MAN	\$2,946	\$17,540	\$2,999	\$387	0.2x	1.0x	7.6x	17.1%	2.2%
Matthews International Corporation	NasdaqGS:MATW	\$1,576	\$1,626	\$572	\$168	1.0x	2.8x	9.4x	35.2%	10.3%
On Assignment, Inc.	NYSE:ASGN	\$3,435	\$4,005	\$1,155	\$368	0.9x	3.0x	9.3x	28.8%	9.2%
Pitney Bowes Inc.	NYSE:PBI	\$3,679	\$1,971	\$1,056	\$376	1.9x	3.5x	9.8x	53.6%	19.1%
Quad/Graphics, Inc.	NYSE:QUAD	\$831	\$2,585	\$559	\$210	0.3x	1.5x	3.9x	21.6%	8.1%
Robert Half International Inc.	NYSE:RHI	\$4,022	\$5,569	\$2,116	\$219	0.7x	1.9x	18.4x	38.0%	3.9%
Rollins, Inc.	NYSE:ROL	\$28,054	\$3,570	\$1,881	\$803	7.9x	14.9x	35.0x	52.7%	22.5%
Steelcase Inc.	NYSE:SCS	\$1,572	\$3,218	\$1,080	\$201	0.5x	1.5x	7.8x	33.6%	6.3%
Team, Inc.	NYSE:TISI	\$464	\$871	\$226	\$46	0.5x	2.0x	10.1x	26.0%	5.3%
Tetra Tech, Inc.	NasdaqGS:TTEK	\$10,520	\$4,599	\$932	\$647	2.3x	11.3x	16.3x	20.3%	14.1%
The Brink's Company	NYSE:BCO	\$6,814	\$5,070	\$1,276	\$756	1.3x	5.3x	9.0x	25.2%	14.9%
TransUnion	NYSE:TRU	\$21,860	\$4,357	\$2,582	\$1,423	5.0x	8.5x	15.4x	59.2%	32.7%
TriNet Group, Inc.	NYSE:TNET	\$4,210	\$4,993	\$838	\$238	0.8x	5.0x	17.7x	16.8%	4.8%
TrueBlue, Inc.	NYSE:TBI	\$268	\$1,535	\$380	-\$13	0.2x	0.7x	NM	24.7%	NM
UniFirst Corporation	NYSE:UNF	\$3,364	\$2,458	\$889	\$343	1.4x	3.8x	9.8x	36.2%	13.9%
VSE Corporation	NasdaqGS:VSEC	\$3,206	\$1,253	\$151	\$154	2.6x	21.2x	20.8x	12.0%	12.3%

Median	1.1x	3.8x	10.9x	31.7%	12.4%
Mean	2.0x	6.0x	13.7x	32.1%	13.3%

Sector Update: Business Services

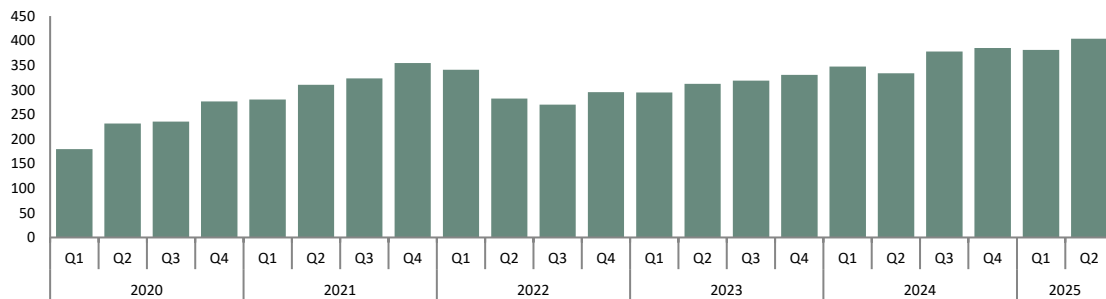
State of the Industry

S&P North America BMI Commercial & Professional Services Index



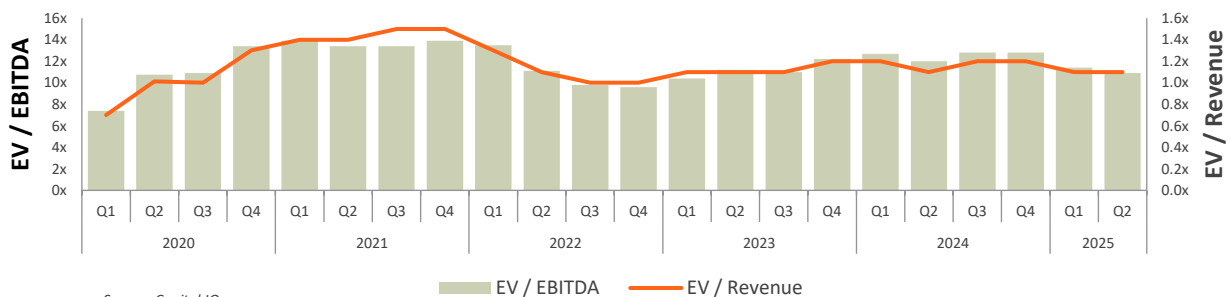
Source: Capital IQ

S&P 500 Professional Services Index



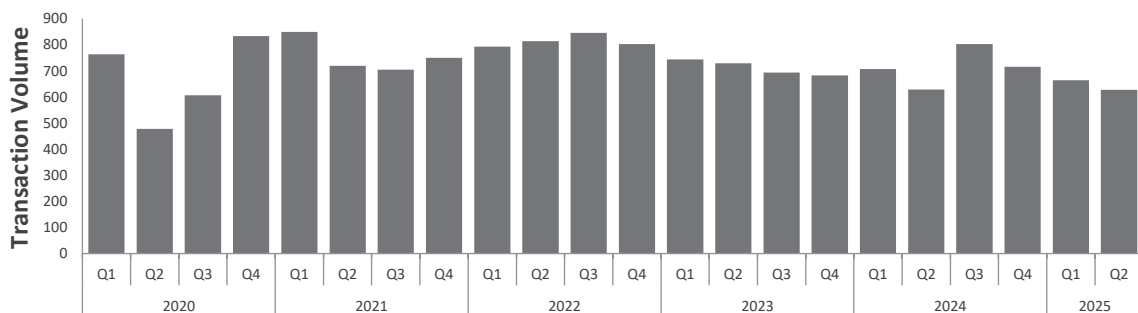
Source: Capital IQ

Business Services Industry Valuations



Source: Capital IQ

Business Services Transaction Volume



Source: Capital IQ



35 Years. 350 Deals.

The Value of Accomplishment

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.

35 Years. 350 Deals.

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.
- 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.



MIRUS
CAPITAL ADVISORS

Partner Spotlight

Brendan Kiernan

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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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Trusted advisors to businesses just like yours

Notable Mirus business services transactions

FleetLogix

a portfolio company of

STRIKER
PARTNERS

was recapitalized by

LAZ
PARKING

FleetLogix, Inc., a leading provider of tech-enabled managed labor services to the fleet management, transportation, and logistics industries, was recapitalized by LAZ Parking. FleetLogix management and Striker Partners also reinvested alongside the new majority owner. Based in San Diego, California, FleetLogix serves rental car agencies, providing managed labor services that include transportation and cleaning of rental cars at 37 airports nationwide. Mirus served as the exclusive financial advisor to FleetLogix in the transaction.

INNO4

has received a strategic investment from

SERVICE POINT

a portfolio company of

MILL POINT CAPITAL

Headquartered in Boston, MA, INNO4 is a leading technology integrator and solutions provider that designs, installs, and supports custom, mission-critical data infrastructure, audio visual, IT services, and managed services solutions for medium and large enterprises in the U.S. and Canada. Founded in 2010, INNO4 serves over 200 customers across a variety of sectors including e-commerce & retail, healthcare, real estate, technology, and financial services, among others. The company employs over 180 people across its five U.S. locations. Mill Point Capital is a private equity firm focused on control investments in lower-middle market companies in North America across the business services, industrials and IT services sectors.

SYRINX
CONSULTING CORPORATION

has been acquired by

DG
DeWINTER
GROUP

a portfolio company of

NEW HERITAGE
CAPITAL

Syrinx is a leading provider of high-end software development and technology staffing solutions serving clients in the greater Boston area. The company has built a strong reputation in the marketplace since its founding in 1998. DeWinter Group ("DeWinter"), is a Silicon Valley-based provider of finance & accounting and technology staffing and recruitment. The acquisition of Syrinx adds significant scale to DeWinter's fast-growing technology line of business, Maris Consulting Group, and expands its skillset offering to its clients.

AppGeo

has been acquired by

sanborn

Applied Geographics, Inc. (AppGeo) has helped hundreds of governments and businesses develop the best GIS, location intelligence, and geospatial solutions for their needs. The Sanborn Map Company, Inc. is a geospatial solution provider of analytics, imagery, lidar, photogrammetry, software applications, and related services to government and commercial clients. AppGeo continued to operate under the AppGeo brand name as a wholly owned subsidiary of Sanborn, aligning its full range of products and services with the extensive capabilities of Sanborn.

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