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CAPITAL ADVISORS

Q2
26

Business Services Sector

Mirus Business Process Outsourcing REPORT

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- Mirus Business Services Spotlight

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Industry News

Business Process Outsourcing

AI vs. Outsourcing: The Future of Jobs in the US and the Developed World (2026-2035)
Deepak Gupta Full Article

For years, business process outsourcing operated under the premise that a company could pay lower wages overseas than for work done in the U.S. AI is breaking that math, but the idea that jobs will "come home" isn’t necessarily the case. Use of AI shrinks how much human work a task needs at all, leaving a few higher-skill jobs that could be based anywhere. Yet, the signals conflict, with big layoffs at firms like Oracle India and TCS, while outsourcing hubs still added jobs in 2025. The end result is companies are swapping hundreds of overseas workers for a handful supervising AI. Analysts expect 2 to 3 million workers to be disrupted this decade.

Business Process Outsourcing in 2026: What Organizations Want From Their Providers Now
SSON Research & Analytics for LinkedIn Full Article

Companies are asking more from their outsourcing partners than just lower costs. A 2026 survey found 73% still want savings, but just as many want help with AI and automation. 80% expect providers to offer generative and agentic AI skills, and 70% want broader automation know-how.

How companies judge success is changing too. Only a third measure success by cost savings alone; the rest look at speed, innovation, or business results. Over half say they rely on outside partners because they can't find the right tech skills or specialized talent in-house.

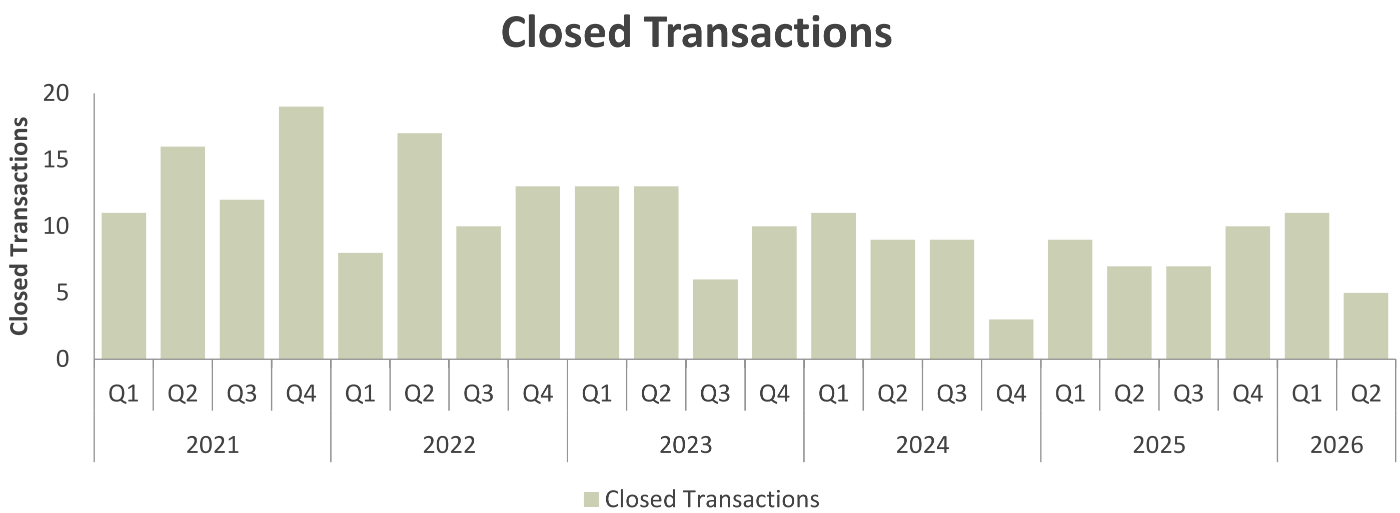
When picking a partner, quality and experience matter far more than company size. Overall, businesses are treating outsourcing less like a way to cut costs and more like a way to build real capability.

Business Process Outsourcing Market
Fortune Business Insights Full Article

The global business process outsourcing market was valued at $327 billion in 2025 and is projected to reach $741 billion by 2034, growing at a compound annual rate of 9.7%. North America held the largest regional share at 36.6% in 2024.

This report attributes growth to the rising adoption of cloud-based delivery, automation, and nearshoring models, which are shifting outsourcing from a cost-driven function toward outcome-based, analytics-led partnerships. Providers are increasingly building industry-specific solutions within industries such as Healthcare (medical billing and claims), Banking, Financial Services, and Insurance (“Know Your Customer” and fraud management), and Retail (supply chain and customer analytics). The market is led by established players investing heavily in AI, analytics, and robotic process automation.

Business Process Outsourcing M&A Environment



Selected Business Process Outsourcing Transactions

Carenet Health Acquires Response BPO

April 2026 – Carenet Health, a provider of technology services to healthcare companies, acquired Response BPO, a South-African healthcare BPO firm. Healthcare BPO is in high demand and is integral in ensuring efficient and proper patient care. South Africa is a very attractive market due to talented personnel and relatively low costs.

This deal is highly synergistic for both platforms. Carenet gains additional workers and expands their international reach. Response can improve their services by utilizing Carenet's existing technology, including their AI Intelligent Engagement platform.

AMBA Acquires the Affinity Business and Business Process Outsourcing Operations of Amwins Group Benefits

April 2026 – AMBA, an affinity marketing and insurance solutions provider, acquired the affinity business and BPO operations of Amwins Group Benefits. "This acquisition expands both AMBA's national affinity platform and its carrier administrative capabilities," said Nick Taylor, CEO of AMBA. "By adding long-standing association relationships and outsourced program administration expertise, we are strengthening our ability to support association partners, deliver greater value to carriers, and drive long-term growth across our affinity portfolio."

MySavant.ai Acquires Savant International

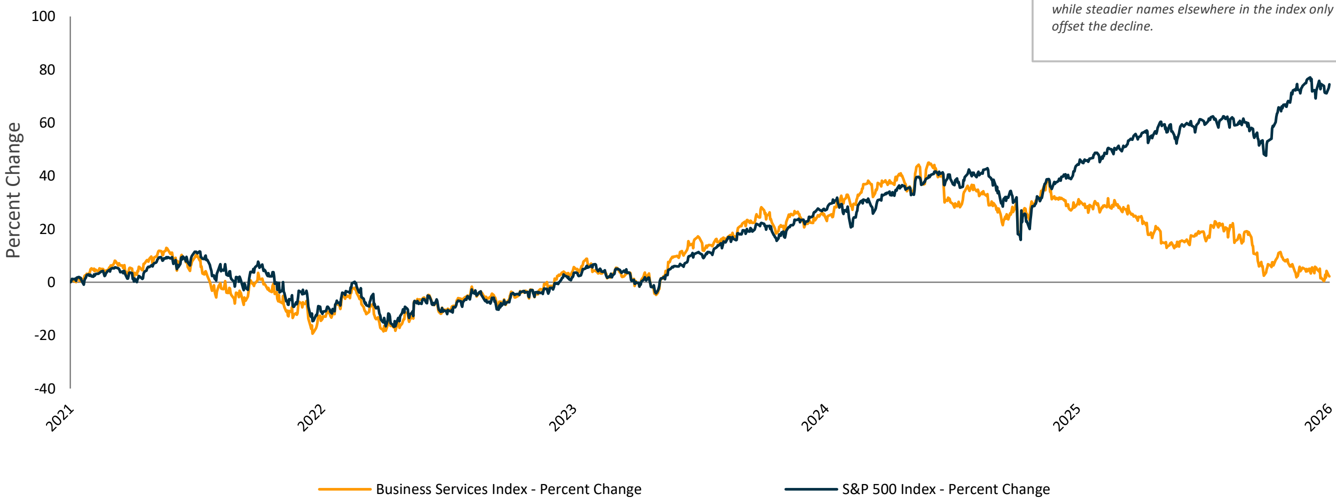
April 2026 – MySavant.ai, a workforce company that incorporates both human labor and AI, acquired Savant International, a nearshore BPO provider. The acquisition reflects a broader shift from labor-based BPO models to intelligence-driven operations powered by AI and real-time data. "Nearshoring is evolving," said Hunter Bell, Founder and CEO of MySavant.ai. "With this acquisition, we're bringing AI-driven intelligence to proven nearshore operations, giving customers real-time control and measurable outcomes."

Sector Update: Business Services

Performance within business services has diverged by segment — staffing and recruiting have softened amid slower hiring and AI-driven headcount discipline, even as digital transformation and outsourcing demand remain resilient elsewhere in the sector.

Select Business Services Index[1] v. S&P 500

Note: The widening gap since 2025 reflects a slump in commoditized staffing and placement firms—roughly a quarter of the Mirus Business Services index—as corporate hiring cools and companies cite AI/automation as a reason to keep headcount flat, while steadier names elsewhere in the index only partly offset the decline.



[1]Business Services Index comprises 39 select representative public companies from the sector
Source: Capital IQ

Select Business Services Public Companies

As of 6/30/2026

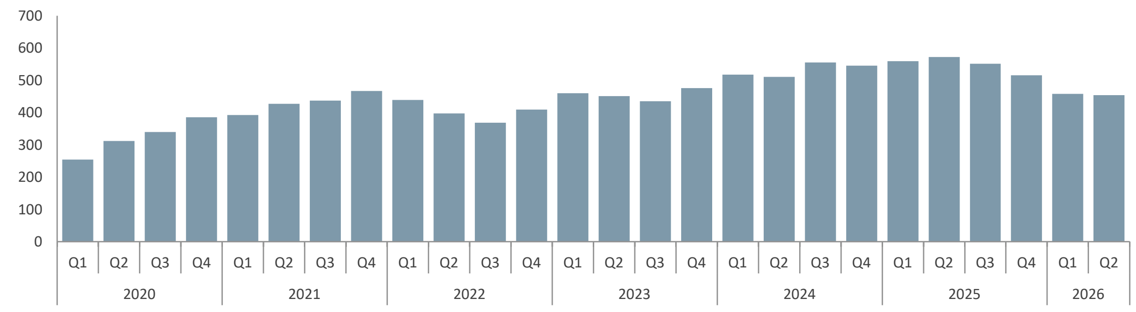
		LTM Financials				Valuation Metrics			LTM Margins	
Company Name	Ticker	Enterprise Value	Revenue	Gross Profit	EBITDA	EV / Revenue	EV / Gross Profit	EV / EBITDA	Gross Margin	EBITDA Margin
ABM Industries Incorporated	NYSE:ABM	$4,466	$9,053	$1,170	$441	0.5x	3.8x	10.1x	12.9%	4.9%
ACCO Brands Corporation	NYSE:ACCO	$1,244	$1,571	$515	$161	0.8x	2.4x	7.7x	32.8%	10.3%
Barrett Business Services, Inc.	NasdaqGS:BBSI	$806	$1,266	$261	$56	0.6x	3.1x	14.3x	20.6%	4.4%
Brady Corporation	NYSE:BRC	$4,227	$1,622	$834	$335	2.6x	5.1x	12.6x	51.4%	20.7%
CBIZ, Inc.	NYSE:CBZ	$3,635	$2,767	$421	$383	1.3x	8.6x	9.5x	15.2%	13.8%
Cintas Corporation	NasdaqGS:CTAS	$70,782	$11,265	$5,708	$2,995	6.3x	12.4x	23.6x	50.7%	26.6%
Clean Harbors, Inc.	NYSE:CLH	$18,351	$6,244	$2,014	$1,197	2.9x	9.1x	15.3x	32.3%	19.2%
Copart, Inc.	NasdaqGS:CPRT	$22,009	$4,639	$2,205	$1,961	4.7x	10.0x	11.2x	47.5%	42.3%
Deluxe Corporation	NYSE:DLX	$2,513	$2,113	$1,110	$419	1.2x	2.3x	6.0x	52.5%	19.8%
Equifax Inc.	NYSE:EFX	$24,166	$6,445	$3,579	$1,924	3.7x	6.8x	12.6x	55.5%	29.9%
FTI Consulting, Inc.	NYSE:FCN	$5,215	$3,924	$1,249	$438	1.3x	4.2x	11.9x	31.8%	11.2%
Healthcare Services Group, Inc.	NasdaqGS:HCSG	$1,522	$1,865	$319	$136	0.8x	4.8x	11.2x	17.1%	7.3%
MillerKnoll, Inc.	NasdaqGS:MLKN	$3,096	$3,842	$1,490	$355	0.8x	2.1x	8.7x	38.8%	9.3%
HNI Corporation	NYSE:HNI	$4,559	$3,587	$1,472	$361	1.3x	3.1x	12.6x	41.1%	10.1%
Huron Consulting Group Inc.	NasdaqGS:HURN	$2,233	$1,774	$579	$243	1.3x	3.9x	9.2x	32.7%	13.7%
ICF International, Inc.	NasdaqGS:ICFI	$1,919	$1,821	$677	$197	1.1x	2.8x	9.7x	37.2%	10.8%
Insperity, Inc.	NYSE:NSP	$1,452	$6,872	$886	$27	0.2x	1.6x	NM	12.9%	NM
Interface, Inc.	NasdaqGS:TILE	$2,305	$1,420	$553	$212	1.6x	4.2x	10.9x	38.9%	14.9%
Kelly Services, Inc.	NasdaqGS:KELY.A	$616	$4,063	$799	$72	0.2x	0.8x	8.5x	19.7%	1.8%
Korn/Ferry International	NYSE:KFY	$2,851	$2,907	$707	$412	1.0x	4.0x	6.9x	24.3%	14.2%
ManpowerGroup Inc.	NYSE:MAN	$2,885	$18,718	$3,039	$414	0.2x	0.9x	7.0x	16.2%	2.2%
Matthews International Corporation	NasdaqGS:MATW	$1,440	$1,108	$420	$44	1.3x	3.4x	32.7x	37.9%	4.0%
On Assignment, Inc.	NYSE:EFOR	$2,121	$3,967	$1,132	$340	0.5x	1.9x	6.2x	28.5%	8.6%
Pitney Bowes Inc.	NYSE:PBI	$4,327	$1,866	$1,009	$525	2.3x	4.3x	8.2x	54.1%	28.1%
Quad/Graphics, Inc.	NYSE:QUAD	$931	$2,377	$514	$181	0.4x	1.8x	5.1x	21.6%	7.6%
Robert Half International Inc.	NYSE:RHI	$3,060	$5,293	$1,948	$61	0.6x	1.6x	NM	36.8%	NM
Rollins, Inc.	NYSE:ROL	$21,047	$3,924	$2,055	$865	5.4x	10.2x	24.3x	52.4%	22.0%
Team, Inc.	NYSE:TISI	$478	$913	$234	$51	0.5x	2.0x	9.4x	25.7%	5.6%
Tetra Tech, Inc.	NasdaqGS:TTEK	$8,384	$4,359	$952	$655	1.9x	8.8x	12.8x	21.8%	15.0%
The Brink's Company	NYSE:BCO	$6,941	$5,481	$1,449	$884	1.3x	4.8x	7.9x	26.4%	16.1%
TransUnion	NYSE:TRU	$19,021	$4,896	$2,876	$1,527	3.9x	6.6x	12.5x	58.7%	31.2%
TriNet Group, Inc.	NYSE:TNET	$2,880	$4,827	$876	$288	0.6x	3.3x	10.0x	18.1%	6.0%
TrueBlue, Inc.	NYSE:TBI	$318	$1,691	$364	$1	0.2x	0.9x	NM	21.5%	NM
UniFirst Corporation	NYSE:UNF	$4,705	$2,493	$914	$293	1.9x	5.1x	16.1x	36.7%	11.7%
VSE Corporation	NasdaqGS:VSEC	$5,574	$1,358	$212	$222	4.1x	26.3x	25.1x	15.6%	16.3%
Median						1.3x	3.9x	10.5x	32.3%	12.7%
Mean						1.7x	5.1x	12.2x	32.5%	14.4%

Source: Capital IQ; NM = Not Meaningful

Sector Update: Business Services

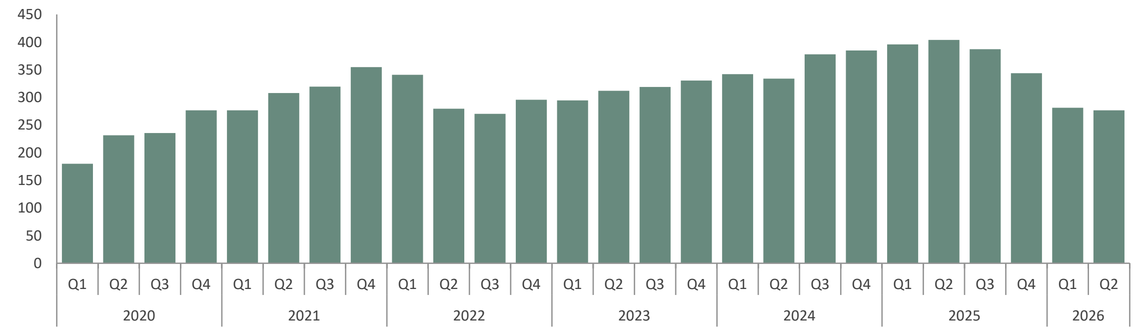
State of the Industry

S&P North America BMI Commercial & Professional Services Index



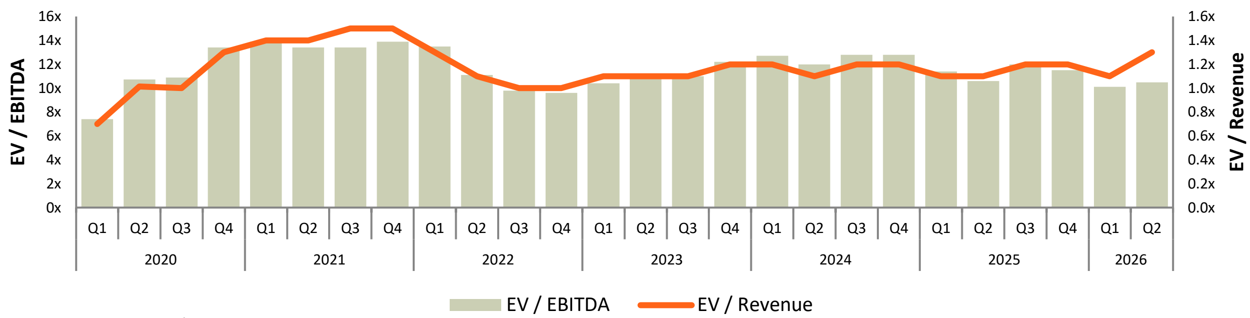
Source: Capital IQ

S&P 500 Professional Services Index



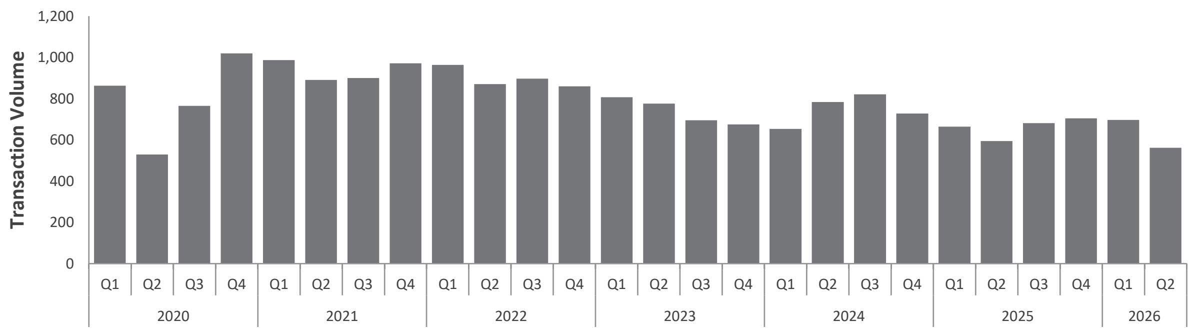
Source: Capital IQ

Business Services Industry Valuations



Source: Capital IQ

Business Services Transaction Volume



Source: Capital IQ

35+ Years. 450 Deals.

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, Marketing Services, and Professional Services.

Work with an investment bank that:

- Delivers **sophisticated transaction advice** to close deals in your industry
- Is built on a distinguished and independent **35+ year history** of transaction execution
- Leverages experience, relationships, and a **proven ability** to navigate complex deal dynamics
- Garners **national recognition** for excellence in the middle market
- Provides gl**obal reach** through its international network
- **Focuses on your success**, enabling premium outcomes for your business and stakeholders

MIRUS CAPITAL ADVISORS

Team Spotlight

"From day one and throughout the process, the Mirus team worked tirelessly with optimum focus and professionalism to deliver a successful transaction. We are truly appreciative of their expertise, guidance, tenacity, and unwavering commitment that delivered an outcome beyond our expectations."

Brendan Kiernan

Partner
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kiernan@merger.com

Brendan brings over 25 years of investment banking experience providing business valuation, corporate finance advisory, and deal execution services, co-leading sell-side and buy-side M&A mandates across business services, healthcare & life sciences, industrial, technology, and distribution sectors. He has completed more than 60 transactions with aggregate value over $3 billion. Co-head of Mirus' Healthcare & Life Sciences and Business Services teams, Brendan received "Corporate/Strategic Deal of the Year" honors for his work on the sale of Applied BioMath to Certara, Inc. as well as "USA M&A Deal of the Year" honors for his work on the sale of Mikros to Jabil.

Mark Young

Partner
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In his 30-plus year investment banking career, Mark has completed over 100 financial advisory assignments, with a particular focus on growth companies that provide differentiated products and solutions, as well as technology-enabled business and consumer services. Mark brings extensive experience identifying, structuring, negotiating and executing a wide variety of engagements, including mergers and acquisitions, as well as public and private equity offerings. Mark has led a variety of business services sector transactions over recent years, including advisory for Giift, WorkStride, and GiftCertificates.com.

Stephen Shankman

Managing Director
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Based in New York City, Stephen is a senior member within the firm's Business Services team, focused on data & insights and marketing services. Over his career, Stephen has advised on billions of dollars of middle-market M&A, LBO and capital raise transactions for leading insights & data companies, as well as digital marketing/media companies. His background spans M&A advisory and equity research, providing clients a unique combination of transactional expertise and a deep market understanding of tech-enabled businesses that deliver critical information and analytics.

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
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.

Complete Labor & Staffing
has been acquired by
ACTION LABOR & Staffing Connection TARGETING SAFETY
a portfolio company of
WATERFIELD
A LEGACY OF TRUST.

Complete Labor & Staffing, a New-England-based provider of staffing services, was acquired by Action Labor & Staffing Connection, a portfolio company of Waterfield Holdings. Since 2010, Complete Labor & Staffing has been a leading provider of reliable, on-demand industrial labor to New England businesses in construction, manufacturing, hospitality, landscaping, transportation, waste/recycling, and more. Focused on the Southeastern United States, Action Labor provides temporary staff across a variety of industries including construction, demolition and removal, warehouses, janitorial services, food and retail distribution centers, laundry, manufacturing facilities, hospitality and other blue-collar trades.

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