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**Human Resources Outsourcing (HRO)  
Market Update: July 2009 – Preview Deck**

**Topic: Multi-Country Payroll Outsourcing (MCPO) –  
Supplier Profile Compendium**

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The Multi-Country Payroll Outsourcing (MCPO) Supplier Profile Compendium provides accurate, comprehensive, fact-based snapshots of 12 MCPO suppliers. The report also offers insights into the multi-country payroll outsourcing supplier landscape, types of technology offerings, and country coverage capability of MCPO suppliers

Each supplier profile provides the following MCPO-specific details:

- Company overview
- Target market segment
- MCPO service suite
- Technology solution(s) offered
- Key delivery locations
- Overall company revenue
- Total employees
- MCPO client mix by vertical
- Frequency of inclusion of geography in MCPO deals
- Major publicly announced clients
- Recent developments/announcements

This compendium tracks twelve suppliers including:



CALIBER POINT



INTERCOMP  
GLOBAL SERVICES

logica

NorthgateArinso

Patersons



YOUR PAYROLL IN SAFE HANDS

talent<sup>2</sup>

TATA CONSULTANCY SERVICES

zalaris

Note: Refer to the Multi-Country Payroll Outsourcing (MCPO) – A New Approach to an Old Problem market update (ERI-2009-3-R-0340a) for a comprehensive analysis of the MCPO market

Topic	Page no.
■ <b>Summary of key messages</b> .....	<b>6</b>
■ <b>Section I: MCPO supplier landscape snapshot</b> .....	<b>8</b>
● Definition of MCPO .....	9
● Outsourcing models in payroll .....	10
● MCPO suppliers' target market(s) .....	11
● Technology options offered by MCPO suppliers .....	12
■ <b>Section II: Supplier profiles</b> .....	<b>14</b>
● ADP .....	15
● Caliber Point .....	17
● Ceridian .....	19
● Infosys .....	21
● Intercomp Global Services .....	23
● Logica .....	26
● NorthgateArinso .....	29
● Patersons .....	32
● SafeGuard World International .....	35
● Talent2 .....	37
● TCS .....	39
● Zalaris .....	41



Topic	Page no.
■ <b>Section III: Implications for key stakeholders</b> .....	<b>43</b>
● Implication for buyers .....	44
● Implication for suppliers .....	46
■ <b>Appendix: Additional HRO research recommendations</b> .....	<b>48</b>

# MCPO supplier profile (page 1 of 2)

## ABC



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**Company profile:** ABC provides consulting, technology services, and outsourcing services. Its service offerings include business process outsourcing (BPO), application outsourcing, infrastructure outsourcing, technology solutions, and business consulting

**Ownership:** Public

**HRO/MCPO leadership:**

**Web site:** [www.abc.com](http://www.abc.com)

**Major publicly announced clients:** Not Available

**Target market segment:**

- Employee size – 3K-15K employees and >15K employees segment
- Geography – North America, South America, EMEA, and Asia Pacific

**Technology solution(s) offered (based on handling multi-country gross-to-net calculation):**

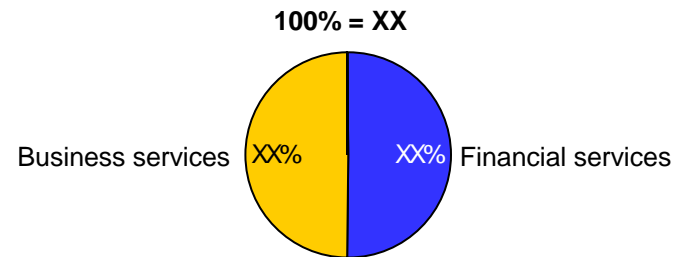
- Integrated hybrid solution – Combination of ERP-based platform with in-country proprietary software systems
- Aggregated solution – Combination of multiple in-country proprietary software systems

**Service suite:** Payroll preparation (build to gross), payroll calculation (gross to net), payroll distribution, reconciliation, third-party payments, payroll tax reporting and filing, vendor management, and contact center

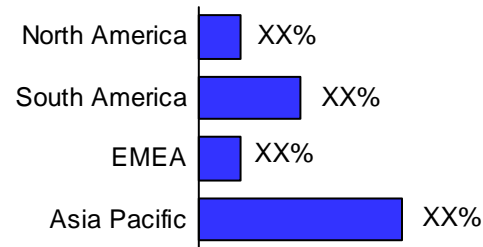
**Recent announcements/developments:** Not Available

	FY 2008
<b>Overall company revenue (US\$ million)</b>	1,100
<b>Total employees</b>	4,850

**MCPO client mix by industry vertical**



**Frequency of inclusion of geography in MCPO deals**



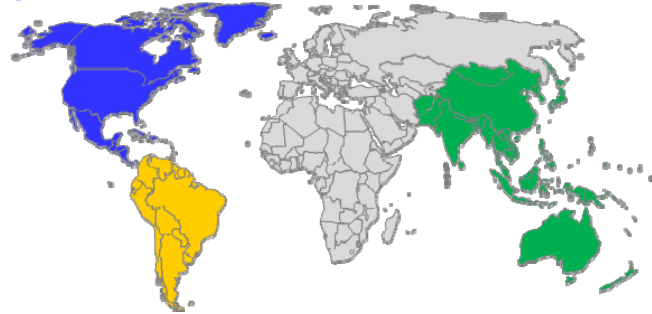
**Major publicly announced partnerships:**

**Payroll service** – XYZ Inc.  
**Technology** – Not available

**Key delivery locations:** China, India, Mexico, Poland, UK, and USA

# MCPO supplier profile (page 2 of 2)

## ABC's country coverage



### ABC inc's country coverage on its own

#### North America

- Aruba
- Bahamas
- Barbados
- Bermuda
- Costa Rica
- Curacao
- Jamaica
- Panama
- Puerto Rico
- Santo Domingo
- St Kitts
- St Lucia

#### South America

- Mexico

#### EMEA

- N.A.

#### Asia Pacific

- Australia
- China
- Hong Kong
- India
- Indonesia
- Japan
- Macau
- Malaysia
- New Zealand
- Papua New Guinea
- Singapore

### ABC inc's country coverage through its partner(s)

#### North America

- N.A.

#### South America

- Brazil
- Mexico
- Peru
- Venezuela

#### EMEA

- Austria
- Belarus
- Belgium
- Bulgaria
- Croatia
- Czech Republic
- Denmark
- United Kingdom

#### Asia Pacific

- Korea
- Philippines
- Taiwan
- Thailand
- Vietnam

# Additional HRO research recommendations



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The following documents are recommended for additional insight on the topic covered in this Research Report. The recommended documents either provide additional details on the topic or complementary content which may be of interest

1. **Multi-Country Payroll Outsourcing (MCPO): A New Approach to an Old Problem** (ERI-2009-3-R-0340a); 2009. This report examines the MCPO market and provides insights, analyses and implications for stakeholders along four key dimensions: market overview and key business drivers, buyer adoption, solution and transaction characteristics, and supplier landscape
2. **Global HRO supplier Landscape – Supplier Profile Compendium** (ERI-2008-1-R-0273); 2009. The compendium provides an accurate, comprehensive, fact-based snapshots of 17 suppliers in the multi-process HRO market. Further, it also provides insights into the HRO supplier landscape and identifies key implications for buyers and suppliers
3. **Global HRO supplier Landscape** (ERI-2009-3-R-0309a); 2009. This research analyzes global 2008 HRO supplier landscape, investigates the emerging supplier trends, and assesses supplier delivery capability across scale, scope, technology, and delivery footprint
4. **HRO Annual Report 2008** (ERI-2008-3-R-0308a); 2008. This report examines the global 2008 HRO market and provides insights, detailed analyses and implications for stakeholders along three key dimensions: market size and buyer adoption; transaction characteristics and value proposition; and supplier landscape. Each dimension is discussed in detail (and illustrated with supporting data and analysis) to provide the reader information in easy-to-apply, bite-size pieces

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