



Multi-country Payroll Solutions (MCPS) – Service Provider Profile Compendium 2020

Human Resources Outsourcing (HRO)

Market Report – November 2019: Complimentary Abstract / Table of Contents

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 - [Human Resource Outsourcing \(HRO\) Services](#)
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Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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The compendium report has 15 service provider profiles

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Service capability and strategy

Company profile: XXX is a provider of cloud-based global payroll solutions. Its solution reduces dependence on in-country payroll processors, and its gross-to-net capability provides a comprehensive view into an organization's global payroll landscape.
Headquarters: Dallas, Texas
Leadership: XXX, President and CEO
Website:

Recent MCPO-related developments/announcements

- April 2018: Shortlisted for three awards: Global Payroll Team of the Year, Global Payroll Transformation Project of the Year, and Payroll Software Supplier of the year
- Dec 2017: Launched a Global Gross-to-Net capability in multiple countries including Singapore, Macau, Canada, and the United Kingdom

Current MCPO market segment focus

- Buyer segment: Target companies with large global footprint with a large population in a few countries, and smaller populations in the remaining countries
- Geography: Europe, Middle East & Africa, Asia Pacific, Latin America, and North America

Technology solution(s) offered

Technology model	Offered	Name/details
Single-platform model	Yes	Proprietary technology
Aggregated model	No	
Integrated hybrid model	Yes	Proprietary technology supported by in-country partners in certain countries

Offshore ¹	Nearshore ¹	Onshore
N/A	N/A	100
Total MCPO delivery FTEs = 100		

Key partners

YYY ~ XXX serves as YYY's payment provider, utilizing its in-house treasury team to facilitate payments to clinicians worldwide

Functional capabilities within key MCPO areas across regions

Regions	North America	EMEA	Asia Pacific
Payroll preparation	✓	✓	✓
Payroll calculation	✓	✓	✓
Payroll distribution	✓	✓	✓
Reconciliation	✓	✓	✓
Third-party payments	✓	✓	✓
Payroll tax reporting	✓	✓	✓
Vendor management	✓	✓	✓
Contact center	✓	✓	✓
Time and attendance	✓	✓	✓
Expatriate payroll	✓	✓	✓

¹ FTEs in offshore (India, China, and Southeast Asia) or nearshore (Eastern Europe and Latin America) locations and delivering services to North America, Western Europe, S. Australia, or New Zealand



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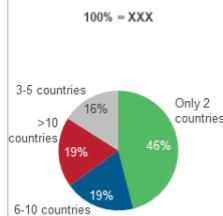
Client portfolio

MCPO experience

- Total number of current MCPO clients: XXX
- Annual number of payslips processed: ~X million

Major MCPO clients

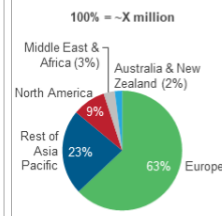
MCPO deal spread by number of countries in scope



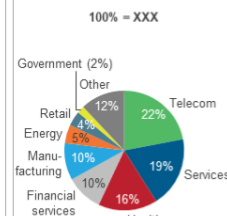
Source: Everest Group (2018)



Split of payslips processed by geography



Split of MCPO clients by industry



MCPO deal spread by employees covered



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Research calendar – Human Resources Outsourcing (HRO)

Published
 Planned
 Current release

Flagship HRO reports	Release date
Multi-Process Human Resources Outsourcing (MPHRO) – Service Provider Landscape with PEAK Matrix™ Assessment 2019	January 2019
Multi-Country Payroll Platform – Provider Landscape with PEAK Matrix™ Assessment 2019	January 2019
Multi-Process Human Resources Outsourcing (MPHRO) – Annual Report 2019	January 2019
Multi-Process Human Resources Outsourcing (MPHRO) – Service Provider Profile Compendium 2019	January 2019
Workday-Based Human Resources Business Process (HR BPS) Services PEAK Matrix™ Assessment with Service Provider Landscape 2019	June 2019
Workday-based Human Resources Business Process Services (HR BPS) – Climbing up the HR Operating Model Maturity Curve	July 2019
Workday-based Human Resource Business Process Services (HR BPS) – Service Provider Compendium 2019	July 2019
Multi-Country Payroll Outsourcing (MCP) – Service Provider Landscape with PEAK Matrix™ Assessment 2019	September 2019
Multi-Country Payroll (MCP) Solutions Annual Report 2019 – Moving Toward Unification of Payroll and HR Services	November 2019
Multi-country Payroll Solutions (MCPS) – Service Provider Profile Compendium 2020	November 2019

Thematic HRO reports	
Key Ingredients for a Successful Digital-First HR Transformation	October 2018
The Mid-Market HCM Landscape in Asia Pacific	April 2019
Achieving Employee Experience – a “How-to Guide” for Enterprises (part 1 of 3)	March 2019
Employee Engagement Suites – The Catalysts Driving Superior Employee Experience (part 2 of 3)	June 2019
Learning Function of the Future	Q4 2019
Start-ups Redefining Employee Experience (part 3 of 3)	Q4 2019

Note: For a list of all our published HRO reports, please refer to our [website page](#)

Additional HRO research references

The following documents are recommended for additional insight into the topic covered in this report. The recommended documents either provide additional details or complementary content that may be of interest

1. **Achieving Employee Experience – a “How-to Guide” for Enterprises (part 1 of 3)** ([EGR-2019-24-R-3120](#)); 2019. Using a five-step approach to adopt, expand, and scale employee experience projects, this guidebook taps various frameworks, such as Employee Experience Model (EEM), to empower enterprises to conceptualize where they want to go with enterprise employee experience, what capabilities they need to develop to get there, and the ideal path for their journey. It also evaluates winning strategies for building employee experience capabilities and generating greater impact
2. **Workday-based Human Resource Business Process Services (HR BPS) – Market Report 2019** ([EGR-2019-24-R-3211](#)); 2019. This report examines the dynamics of the Workday-based HR BPS service provider landscape. It provides a deep-dive analysis of how the service providers shape up in terms of their market adoption and vision & capability. Based on the comprehensive Everest Group PEAK Matrix, 10 service providers are segmented into Leaders, Major Contenders, and Aspirants
3. **Multi-Country Payroll Outsourcing (MCP) – Service Provider Landscape with PEAK Matrix™ Assessment 2019** ([EGR-2019-24-R-3352](#)); 2019. This report examines the dynamics of the MCP Solutions provider landscape. It provides a deep dive analysis of how the providers shape up in terms of their market impact and vision & capability. Based on the comprehensive Everest Group PEAK Matrix, 15 MCP solutions providers are segmented into Leaders, Major Contenders, and Aspirants

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