



Multi-Country Payroll Outsourcing (MCPO) – Service Provider Profile Compendium 2019

Human Resources Outsourcing (HRO)

Market Report – October 2018: Complimentary Abstract / Table of Contents

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In addition to a suite of published research, a membership may include

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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	Functional capabilities within key MCPO areas across 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

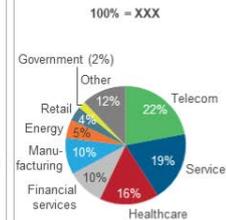
MCPO deal spread by number of countries in scope



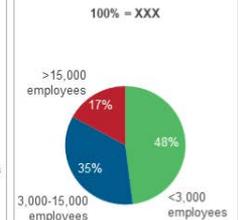
Split of payslips processed by geography



Split of MCPO clients by industry



MCPO deal spread by employees covered



Source: Everest Group (2018)



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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) – Buyer Satisfaction Report 2018	March 2018
Heath and Welfare (H&W) Benefits Administration Outsourcing – Service Provider Landscape with PEAK Matrix™ Assessment 2018	March 2018
SuccessFactors-Based Human Resources Business Process Services (HR BPS) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018	June 2018
Heath and Welfare (H&W) Benefits Administration Outsourcing – Market Report 2018	June 2018
Heath and Welfare (H&W) Benefits Administration Outsourcing – Service Provider Profile Compendium 2018	June 2018
Multi-Country Payroll Outsourcing (MCPO) – Service Provider Landscape with PEAK Matrix™ Assessment 2018	September 2018
Multi-Country Payroll Outsourcing (MCPO) – Annual Report 2018	October 2018
Multi-Country Payroll Outsourcing (MCPO) – Service Provider Profile Compendium 2019	October 2018
Multi-Country Payroll Platform (MCPP) – Service Provider Landscape with PEAK Matrix™ Assessment 2018	Q4 2018

Thematic HRO reports

The Impact of Technology on HR GICs – A Call to Action	January 2017
Aon Goes Back to its Roots; the (Re-) Birth of an HR Outsourcing Specialist	March 2017
Payroll Outsourcing in Asia Pacific: Climbing Up the Maturity Ladder	March 2017
Long-Tail HR Operations: Key Challenges and How to Overcome Them	March 2017
The Future of HR Services – An Employee-Centric, Digital-First Approach	September 2017

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

Additional HRO research recommendations

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

- 1. Multi-Country Payroll Outsourcing (MCPO) – Service Provider Landscape with PEAK Matrix™ Assessment 2018** ([EGR-2018-24-R-2790](#)); 2018. This report examines the dynamics of the Multi-Country Payroll Outsourcing (MCPO) service provider landscape. It provides a deep-dive analysis of how the service providers shape up in terms of their market impact and vision & capability. Based on the comprehensive Everest Group PEAK Matrix, 15 MCPO service providers are segmented into Leaders, Major Contenders, and Aspirants. Additionally, it provides insights into the strengths and areas of improvements of each service provider.
- 2. SuccessFactors-Based Human Resources Business Process Services (HR BPS) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018** ([EGR-2018-24-R-2675](#)); 2018. This research provides comprehensive coverage of the 2017 SuccessFactors-based HR BPS market and analyzes it across various dimensions such as market overview, buyer adoption trends, solution trends, and service provider landscape. Based on the comprehensive Everest Group PEAK Matrix assessment, in this report 11 service providers are segmented into Leaders, Major Contenders, and Aspirants. Additionally, this report also contains Everest Group's remarks on each of the 11 service providers' strengths and areas of improvement.
- 3. Health and Welfare (H&W) Benefits Administration Outsourcing Market Report 2018 - Unlocking Value Through Improved Employee Experience** ([EGR-2018-24-R-2719](#)); 2018. Health and Welfare Benefits Administration Outsourcing (H&W BAO) is one of the most compliance-driven markets in the HRO space. This research report provides a comprehensive coverage of the 2017 H&W BAO market and analyzes it across various dimensions such as market overview, buyer adoption trends, solution & transaction trends, and service provider landscape.

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About Everest Group

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