Everest Group®
RESEARCH

Multi-Country Payroll (MCP) Solutions PEAK Matrix™ Assessment and Service Provider Landscape 2019

Human Resources Outsourcing (HRO)
Market Report – September 2019: Complimentary Abstract / Table of Contents

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PEAK MATRIX™

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  Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

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

- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model™ reports
- PriceBook
- Virtual Roundtables
- Workshops

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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Everest Group's MCP research is based on multiple sources of proprietary information

- Everest Group's proprietary database of over **1,000 MCP outsourcing deals**
  - The database tracks the following elements of each MCP deal:
    - Buyer details: Industry and location including facilities and headquarters
    - Deal details: Including TCV, ACV, term, start date, buyer employees served, pay-slips processed, and the primary pricing structure
    - Scope: Process coverage and geographic coverage (in terms of number of countries covered within each region)
    - Technology ownership and maintenance

- Everest Group's proprietary database of **operational capability of over 15 MCP Solution service providers**
- The database tracks the following capability elements for each service provider:
  - Major MCP clients and recent wins
  - Overall MCP revenue, total clients, pay-slips processed, and buyer employees served
  - Geographic coverage by employees and split of clients by industry, number of countries, and employee-size coverage
  - MCP service suite, delivery locations, and level of offshoring
  - Technology offerings within MCP
  - Overall country coverage and partnerships
- Regular platform demonstrations with providers as part of syndicated research relationships, along with ongoing interaction with buyers; custom research engagements help form the knowledge base

Ongoing interaction with buyers, both as part of syndicated research relationships as well as custom research engagements

The analyses in this report are presented at two levels:
- Market analysis that highlights the overall market composition/dynamics
- The current market trends based on deal activities in the last three years

Service providers covered in detail in the analyses[1,2]

ADP, adam, i-admin, Ascender, CLOUDPAY, EXCELITY, iiPay, immedis, MERCANS, NEEYAMO, NGA Human Resources, PAYSPACE, SafeGuard World International, TMF GROUP, ZALARIS

1 Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any contract-specific information collected is presented back to the industry in an aggregated fashion
2 The analysis for NGA Human Resources was done before the announcement of its acquisition by Alight Solutions

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Overview and abbreviated summary of key messages

This report examines the global Multi-Country Payroll (MCP) Solutions market and its 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 MCPS service providers are segmented into Leaders, Major Contenders, and Aspirants. Additionally, this report contains Everest Group's remarks on each service provider's strengths and areas of improvement.

Some of the findings in this report, among others, are:

Everest Group PEAK Matrix for MCPS services

- Everest Group classified 15 MCPS service providers on the Everest Group PEAK Matrix into three categories of Leaders, Major Contenders, and Aspirants
- The 2019 MCPS services PEAK Matrix positioning is as follows:
  - **Leaders:** ADP and NGA Human Resources
  - **Major Contenders:** Ascender, CloudPay, Excelity, iiPay, Immedis, Mercans, Neeyamo, SafeguardWorld International, TMF Group, and Zalaris
  - **Aspirants:** ADAM HCM, i-Admin, and Payspace

MCPS market overview

This section provides the MCPS service provider landscape in terms of revenue, active deals, along with geographically dominant service providers

MCPS service provider commentary

- Everest Group delineates each of the 15 service provider's strengths and areas of improvement
- The in-depth commentary is intended to help service providers, enterprise buyers and other stakeholders to understand the current situation and possible future direction of the provider landscape

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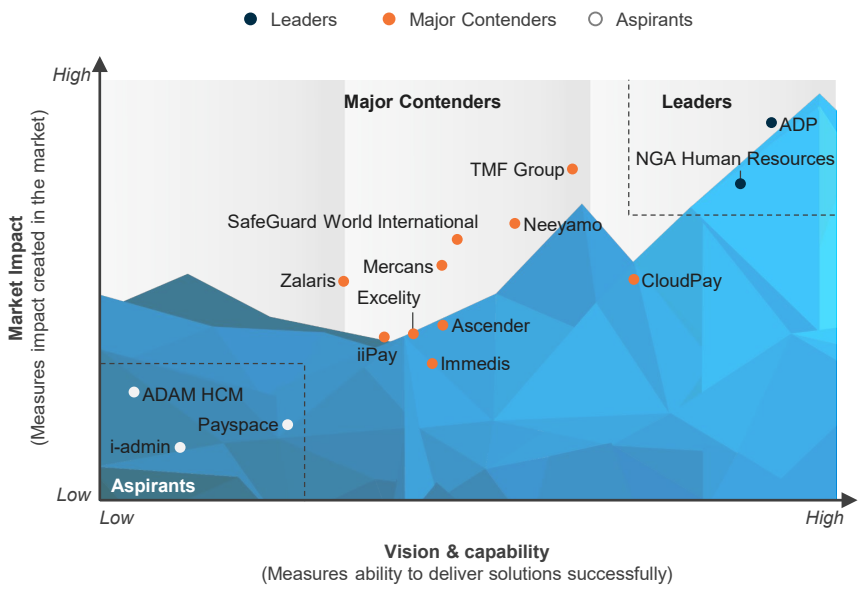
This study offers three distinct chapters providing a deep dive into key aspects of MCPS market; below are the charts to illustrate the depth of the report

Everest Group PEAK Matrix™ for MCPS services



Note 1: Service providers scored using Everest Group's proprietary scoring methodology defined in the main report
Note 2: Analysis for NGA Human Resources was done before the announcement of its acquisition by Alight Solutions

Capability assessment

Illustrative example

Measure of capability: ● High ◔ Low

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
Service provider 1	◕	◔	◕	◑	◑	◔	◑	◑	◑
Service provider 2	◔	◑	◑	◔	◔	◔	◕	◑	◔
Service provider 3	◔	◕	◕	◑	◕	◑	◔	◑	◑
Service provider 4	◔	◑	◑	◑	●	◔	◕	◑	◑
Service provider 5	◑	◕	◑	◑	◑	◑	◔	◑	◑
Service provider 6	◑	◔	◑	◑	◑	◔	◔	◑	◔
Service provider 7	◑	◔	◕	◑	◕	◔	●	◑	◑
Service provider 8	◑	◔	◑	◑	◔	◔	◔	◑	◔
Service provider 9	◔	◑	◕	◔	◕	◔	◑	◑	◑

Everest Group's remarks on service providers

Illustrative example

Measure of capability: ● High ◔ Low

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
◕	◕	●	◕	●	◕	◕	◕	◕

Strengths

- Service provider 1– a provider of services for payroll, human resources software, services, and outsourcing – is an Aspirant on the MCPS PEAK Matrix 2019
- Its core capability lies in serving the Latin American region, where it covers 30 countries including Central America, South America, and the Caribbean

Areas of improvement

- Service provider 1 can look to strengthen its foothold in the Latin American region by partnering with other service providers, where it is responsible for the Latin American leg of the deal
- It should try to enhance its employee support feature by bringing in modules such as case management and chat support among others

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Research calendar – Human Resources Outsourcing (HRO)

Published Planned Current release

Flagship HRO reports	Release date
Multi-Country Payroll Outsourcing (MCP) – Service Provider Profile Compendium 2019	October 2018
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 Resource Business Process Services (HR BPS) – Service Provider Landscape with PEAK Matrix™ Assessment 2019	June 2019
Workday-based Human Resource Business Process Services (HR BPS) – Market Report 2019	Q3 2019
Workday-based Human Resource Business Process Services (HR BPS) – Service Provider Profile Compendium 2019	Q3 2019
Multi-Country Payroll Outsourcing (MCP) – Service Provider Landscape with PEAK Matrix™ Assessment 2019	**Q3 2019**
Multi-Country Payroll Outsourcing (MCP) – Annual Report 2019	Q3 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	Q3 2019
Start-ups Redefining Employee Experience (part 3 of 3)	Q3 2019

Note: For a list of all our published HRO reports, please refer to our website page

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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. **Key Ingredients for a Digital-First HR Transformation** (EGR-2018-24-R-2830); 2018. The HR function is facing a wave of transformation. There is a need to move away from the traditional ways of managing workforce to a flexible, fluid, and integrated HR operating model. This report provides a comprehensive analysis of the key transformation levers for a successful digital-first HR transformation. It also highlights the advantages of the levers and their current adoption in HRO deals. The report mentions some HR-specific use-cases where the transformation levers can be effectively leveraged

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, each of the 11 service providers are segmented into Leaders, Major Contenders, and Aspirants. This report also contains Everest Group's remarks on each of the 11 service providers' strengths and areas of improvement

3. **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.

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Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at www.everestgrp.com.

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