Multi-country Payroll (MCP) Solutions – Service Provider Compendium 2021

December 2020: Complimentary Abstract / Table of Contents

Our research offerings for global services

▶ **Market Vista™**
Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

▶ Application Services	▶ Finance & Accounting
▶ BPS | Banking & Financial Services	▶ Human Resources
▶ BPS | Healthcare & Life Sciences	▶ ITS | Banking & Financial Services
▶ BPS | Insurance	▶ ITS | Healthcare
▶ Catalyst™	▶ ITS | Insurance
▶ Cloud & Infrastructure	▶ IT Services Executive Insights™
▶ Customer Experience Management Services	▶ ITS | Life Sciences
▶ Contingent Workforce Management	▶ Locations Insider™
▶ Data & Analytics	▶ PricePoint™
▶ Digital Services	▶ Procurement
▶ Engineering Services	▶ Recruitment Process Outsourcing
▶ Enterprise Platform Services	▶ Service Optimization Technologies

Membership information

- This report is included in the following research program(s)
  – Human Resources Outsourcing
- If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at **info@everestgrp.com**

More about membership

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

Contents

For more information on this and other research published by Everest Group, please contact us:

Anil Vijayan, Vice President

Priyanka Mitra, Practice Director

Ravjot Sachdeva, Senior Analyst

Everest Group®
RESEARCH

Contents

Background of the research

The importance of MCP solutions has increased post COVID-19 due to the growing need to ensure compliance & employee wellness and reduce costs through digital transformation of payroll systems. Therefore, multi-country payroll providers have upped the ante when it comes to providing next-generation MCP solutions and services to clients. They are engaging in significant capability addition to their platforms in terms of dynamic and configurable dashboards, advanced analytics, automation, cloud implementation, and various advanced employee support features. They are also investing in enhancing their delivery footprint and services scope to keep up with the demands of this fast-growing market.

In this research, we present detailed profiles of 19 MCP solutions providers, featured on the Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2020. Our assessment is based on Everest Group's annual RFI process for the year 2019, interactions with leading MCP providers, client reference checks, and an in-depth analysis of the MCP market. This research includes the following components:

- PEAK Matrix® assessment of MCP solution providers
- Detailed profiles of 19 MCP solution providers

Scope of this report:

Geography
Global

Service providers
MCP solutions

Services
Proprietary data collected through the RFI process from 17 MCP solution providers and Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage, service providers' public disclosures, and interaction with buyers

This report is based on the following key sources of proprietary information

- Proprietary database of MCP contracts of major MCP solution providers with workplace services in scope of work (updated annually)
- The database tracks the following elements of each contract:
  - Buyer details including size and signing region
  - Contract details including service provider, contract type, TCV & ACV, service provider FTEs, start & end dates, duration, and delivery locations
  - Scope details including share of individual buyer locations being served in each contract, industry served, and pricing model employed

- Proprietary database of MCP solution providers (updated annually)
- The database tracks the following for each service provider:
  - Revenue and number of FTEs
  - Number of clients
  - FTE split by different regions
  - Revenue split by region
  - Location and size of delivery centers
  - Technology solutions developed

- **Service provider briefings**
  - Vision and strategy
  - Annual performance and future outlook
  - Key strengths and improvement areas
  - Emerging areas of investment

- **Buyer reference interviews, ongoing buyer surveys, and interactions**
  - Drivers and challenges for adopting MCP solutions
  - Assessment of service provider performance
  - Emerging priorities
  - Lessons learnt and best practices

Service providers assessed[1]

1   Assessment for Excelity Global and Immedis excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers

Note: The analysis for Excelity Global was done before the announcement of its acquisition by Ceridian
        The source of all content is Everest Group unless otherwise specified

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Contract-specific information collected will only be presented back to the industry in an aggregated fashion

The study provides detailed view of vendors' MCP offerings & capabilities as well as key strengths & areas of improvement | Snapshots to illustrate the depth of report

Research calendar
Human Resources Outsourcing

■ Published   ■ Planned   ■ Current release

Flagship HRO reports	Release date
Multi-process Human Resources Outsourcing (MPHRO) – Service Provider Profile Compendium 2020	January 2020
Rewards and Recognition (Learning Services) Solutions PEAK Matrix® Assessment with Service Provider Landscape 2020	April 2020
Digital Adoption Platform (DAP) Products PEAK Matrix® Assessment with Service Provider Landscape 2020	July 2020
Learning Services PEAK Matrix® Assessment with Service Provider Landscape 2020	June 2020
Learning Services Provider Profile Compendium 2020	August 2020
Digital Adoption Platform (DAP) Products Provider Profile Compendium 2020	August 2020
Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2020	September 2020
Digital Adoption Platform (DAP) – State of the Market Report 2021	October 2020
Multi-country Payroll (MCP) Solutions Provider Profile Compendium 2021	**December 2020**
Multi-country Payroll (MCP) Solutions Annual Report 2021	Q4 2020
Multi-process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment with Services Provider Landscape 2021	Q4 2020
Multi-process Human Resources Outsourcing (MPHRO) Annual Report 2021	Q4 2020

Thematic HRO reports	Release date
Learning Function of the Future	December 2019
Digital Adoption Platform (DAP): Accelerating the Journey from Transformation to Adoption	February 2020
Impact of Recession on the Business Process Services (BPS) Industry	March 2020
Price Trends in HRO	September 2020

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

Everest Group®

With you on the journey

Everest Group is a consulting and research firm focused on strategic IT, business services, engineering services, and sourcing. Our clients include leading global enterprises, service providers, and investors. Through our research-informed insights and deep experience, we guide clients in their journeys to achieve heightened operational and financial performance, accelerated value delivery, and high-impact business outcomes. Details and in-depth content are available at **everestgrp.com**.

Stay connected

Website
everestgrp.com

Social Media

🐦 @EverestGroup

in @Everest Group

f @Everest Group

▶ @Everest Group

Blog
everestgrp.com/blog

Podcast
DigitalReal**IT**y

| Listen on Apple Podcasts | Google Play | STITCHER | TUNE IN |

Dallas (Headquarters)
info@everestgrp.com
+1-214-451-3000

Bangalore
india@everestgrp.com
+91-80-61463500

Delhi
india@everestgrp.com
+91-124-496-1000

London
unitedkingdom@everestgrp.com
+44-207-129-1318

New York
info@everestgrp.com
+1-646-805-4000

Toronto
canada@everestgrp.com
+1-416-388-6765