

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

December 2020: Complimentary Abstract / Table of Contents



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- 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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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 assessed¹



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

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

Provider 1 | MCP solutions profile (page 1 of 5)

Service capability and strategy

Company profile: Provider 1 is a provider of business outsourcing solutions. Leveraging over 70 years of experience, Provider 1 offers a range of both software and service solutions from hire to retire, from a single source.

Headquarters: Roseland, New Jersey, the United States

Leadership: XXX, Chief Executive Officer

Website: www.provider1.com

Recent MCP-related developments/announcements

- 2018: Acquired XXX for integrated workforce management
- 2018: Launched Provider 1 integration technology solution for Infor customers
- 2018: Developed Human Capital Management (HCM) dashboard. It provides insight and visibility to manage internal and external talent acquisition, performance, learning, and compensation
- 2018: Acquired XXX
- 2017: Acquired XXX, gained access to proprietary digital payments platform
- 2017: Acquired XXX, an innovator in HCM, to enhance employee engagement

Current MCP market segment focus

- Buyer segment:** Targets all categories of buyers and has an extensive footprint in the small buyer (less than 3,000 employees) segment
- Geography:** North America, Europe, the Middle East, Africa, Asia Pacific, and Latin America

Technology solution(s) offered

Technology model	Offered	Name/details
Single-platform model	✓	XXX (SAP-based platform)
Aggregated model	✓	
Integrated hybrid model	✓	

1 FTEs in offshore (India, China, and Southeast Asia) or nearshore (Eastern Europe and Latin America) locations and delivering

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Provider 1 | MCP solutions profile (page 2 of 5)

Client portfolio

MCP solutions experience

- Total number of current MCP solutions deals (as of December 31, 2019): Not disclosed
- Annual number of payrolls processed (as of December 31, 2019): Not disclosed

Major MCP solution clients

MCP solutions deal spread by number of countries in scope

100% = Not disclosed

- 6-10 countries: 19%
- Only 2 countries: 34%
- >10 countries: 20%
- 3-5 countries: 27%

Split of payrolls processed by geography

100% = Not disclosed

- Australia & New Zealand: 3%
- MEA: 3%
- LATAM: 2%
- Rest of Asia Pacific: 27%
- Europe: 24%
- North America: 39%

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Provider 1 | MCP solutions profile (page 3 of 5)

Country coverage by service provider on its own

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TMF Group | MCP solutions profile (page 4 of 5)

Everest Group assessment – Leader

Measure of capability: ● High ○ Low

Market impact			Vision & capability						
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Services capability	Innovation and Investments	Engagement and Commercial Model	Overall
●	●	●	●	●	●	●	●	●	●

Strengths

- TMF Group is a provider of professional services including HR and payroll in multiple locations across the globe, and a Leader on the assessment
- Over the past year, TMF has shown impressive YoY growth and expanded its presence in geographies such as Asia Pacific and Latin America. It has also won key mid-sized and large clients and has significantly increased the number of clients on its proprietary platform, TMF Horizon, over the past two years
- It has extended its Workday payroll certification to 30 countries and also added a certification for the HCM's Time Tracking module, which will enable clients to implement an integrated end-to-end payroll solution
- It has enhanced and improved TMF Horizon's ticketing capabilities for onboarding and task management related to payroll processing. It has further enhanced its dynamic dashboards to help employees track KPIs such as payroll accuracy and speed of ticket resolution – this will help it further improve the quality of services
- TMF has also made significant investments in new platform features and capabilities that have the potential to provide an intelligent and data-driven payroll solution to its clients, which are expected to be rolled out soon
- TMF's wholly-owned global network makes its model more resilient against potential disruptions to service delivery – especially during the COVID-19 crisis – as opposed to other models that have a certain degree of reliance on third-party contractors
- Referenced buyers have cited TMF's consistency in delivering payroll services and flexibility as its strengths. They have also appreciated TMF Group's proactiveness during the COVID-19 crisis

Areas of improvement

- TMF can look to offer financial wellness capabilities to supplement its global benefit offerings, the demand for which is expected to rise due to the effects of the pandemic
- While its vision to bring in an integrated solution with the latest tools and technology capabilities is a step in the right direction, it needs to chalk out a fool-proof strategy to migrate existing clients and countries to the solution to maintain consistency of services
- Referenced buyers would like to see TMF offer global reporting capabilities and a consistent payroll experience across countries
- Buyers also expect TMF to make its current technology solution more seamlessly scalable and flexible, while adding new countries

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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

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