

# Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2021

October 2021: Complimentary Abstract / Table of Contents



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## Background of the research

The MCP solutions market is among the most competitive and fastest-growing markets in the HRO space with many providers offering advanced payroll platforms to meet client expectations. While COVID-19 had little to no impact on the payroll process due to service providers' resilience and businesses' additional efforts, it did accelerate the digital transformation that had been underway in this sector for the last few years. Several new regulations were introduced, and existing ones were modified during COVID-19, increasing the regulatory compliance pressure on enterprises. In addition, as a result of the global talent scarcity, there is an increased need to improve the whole employee experience. Payroll continues to be the single source of truth for employee data; thus, employees are looking for deeper people insights through their payroll solutions. Enterprises are on the lookout for service providers that can help them be regulatory compliant and deliver actionable data on their workforce

In this research, we present and assess the strengths and limitations of MCP solution providers featured on the MCP solutions PEAK Matrix®. The assessment is based on Everest Group's annual RFI process for the calendar year 2021, interactions with leading MCP solution providers, client reference checks, and an ongoing analysis of the MCP market.

**This report includes the profiles of the following 22 leading MCP solution providers featured on the MCP Solutions PEAK Matrix:**

- **Leaders:** ADP, Alight Solutions, and TMF Group
- **Major Contenders:** Ceridian, CloudPay, EY, iiPay, Immedis, Links International, Mercans, Neeyamo, Papaya Global, PayGroup, Ramco, SD Worx, Sopra HR, Safeguard Global, and Zalaris
- **Aspirants:** ADAM HCM, Allsec, Ascent HR, and PaySpace

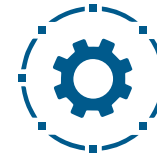
### Scope of this report:



**Geography**  
Global



**Service providers**  
22



**Services**  
Multi-country Payroll

## Overview and abbreviated summary of key messages

This report examines the global 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®, 22 MCP providers are segmented into Leaders, Major Contenders, and Aspirants. Additionally, this report contains Everest Group's remarks on each service provider's strengths and limitations.

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

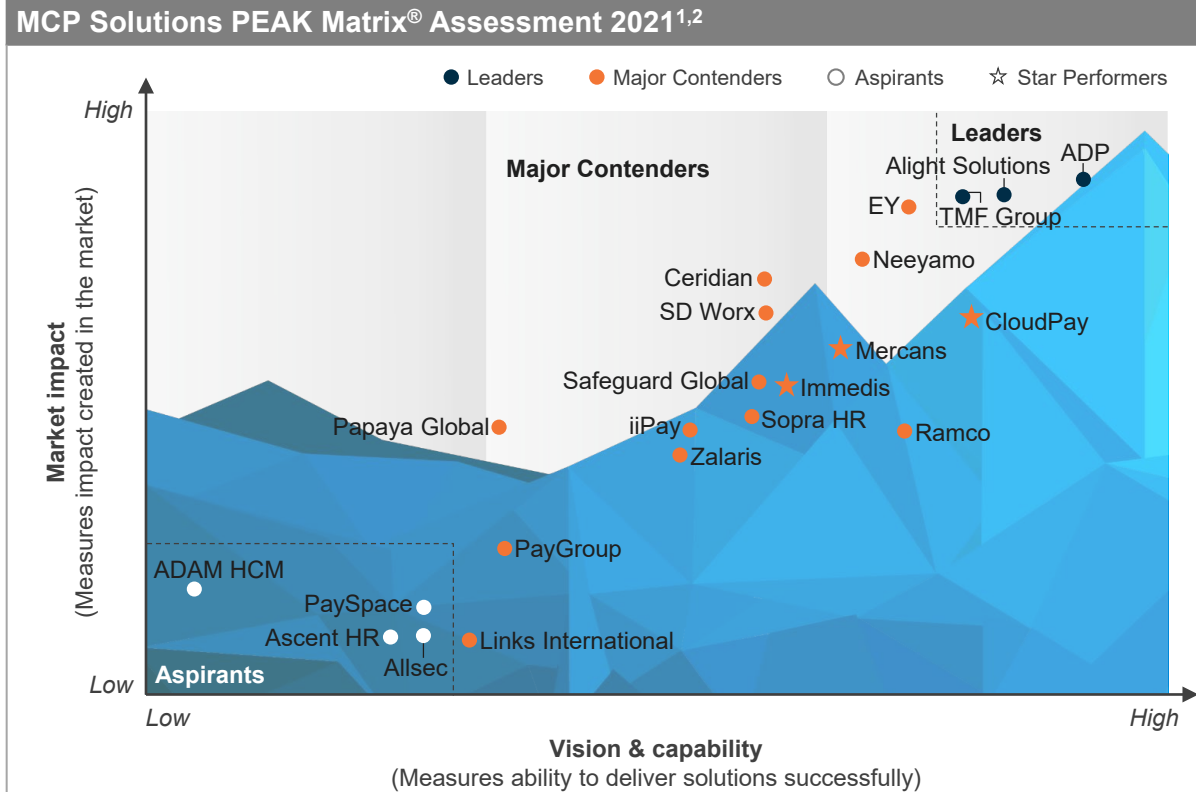
### MCP providers position and growth

- Everest Group classified 22 MCP solutions providers on the Everest Group PEAK Matrix into three categories of Leaders, Major Contenders, and Aspirants
- The 2021 MCP solutions PEAK Matrix positioning is as follows:
  - **Leaders:** ADP, Alight Solutions, and TMF Group
  - **Major Contenders:** Ceridian, CloudPay, EY, iiPay, Immedis, Links International, Mercans, Neeyamo, Papaya Global, PayGroup, Ramco, SD Worx, Sopra HR, Safeguard Global, and Zalaris
  - **Aspirants:** ADAM HCM, Allsec, Ascent HR, and PaySpace

### MCP providers delivery capability

- Everest Group delineates each of the 22 service provider's strengths and limitations
- 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

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



## Capability assessment Illustrative example

Measure of capability: ☐ Low ● High

Service provider	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
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: ☐ Low ● High

Market adoption	Market impact			Vision & capability					
	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Services capability	Innovation and investments	Engagement and commercial model	Overall
●	●	●	●	●	●	●	●	●	●

### Strengths

- Service provider , has a robust delivery presence in Asia Pacific with multiple delivery centers in India, Australia, the Philippines, and China, enabling it to service client requirements efficiently
- It provides 100% in-country support across Asia through its 12 service delivery centers, which include local language, last mile services, and on-site expert support

### Limitations

- Enterprises on the lookout for deeper people insights leveraging advanced technologies, such as prescriptive analytics, might not find the service provider's offering suitable
- Referenced clients want the service provider to strengthen its digital training and mobile application support. It can also improve its integration with the benefits module in order to provide a seamless integrated experience on its platform

1 Assessment for Ceridian and Zalaris 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.

2 Assessment for Ceridian includes its acquisition of Ascender and Excelity.

Source: Everest Group (2021).



# Research calendar

## Human Resources Outsourcing

■ Published
 ■ Planned
 ■ Current release

### Flagship HRO reports

	Release date
Multi-process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment with Services Provider Landscape 2021	January 2021
Multi-process Human Resources Outsourcing (MPHRO) Services – Service Provider Compendium 2021	February 2021
Multi-process Human Resources Outsourcing (MPHRO) – State of the Market Report 2021	February 2021
Rewards and Recognition (R&R) Solutions PEAK Matrix® Assessment with Service Provider Landscape 2021	March 2021
Rewards and Recognition (R&R) Solutions State of the Market Report 2021: The Era for Modernizing Employee Engagement	June 2021
Learning Services PEAK Matrix® Assessment with Service Provider Landscape 2021	June 2021
Digital Adoption Platform (DAP) Products PEAK Matrix® Assessment with Service Provider Landscape 2021	September 2021
Learning Services Provider Profile Compendium 2021	September 2021
<b>Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2021</b>	<b>October 2021</b>
Multi-country Payroll (MCP) Solutions Annual Report 2021	Q4 2021
Digital Adoption Platform (DAP) Products Provider Profile Compendium 2021	Q4 2021
Multi-country Payroll (MCP) Solutions Service Provider Profile Compendium 2021	Q4 2021

### Thematic HRO reports

	Release date
Impact of Recession on the Business Process Services (BPS) Industry	March 2020
Price Trends in HRO	September 2020
Employment Outsourcing Models	March 2021
Employee Experience Management (EXM) Platforms	June 2021

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



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