

Multi-country Payroll (MCP) Solutions – Service Provider Compendium 2022

November 2021: Complimentary Abstract / Table of Contents



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Human Resources

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- ▶ Workplace Services

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Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: service providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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This report is based on two 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 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

Note: The source of all content is Everest Group unless otherwise specified

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any information we collect that is contract specific will only be presented back to the industry in an aggregated fashion

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 detailed profiles of 22 MCP solutions providers, featured on the [Multi-country Payroll \(MCP\) Solutions PEAK Matrix® Assessment 2021](#). Our assessment is based on Everest Group's annual RFI process for the year 2020, 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 22 MCP solution providers

Scope of this report:



Geography
Global



Service providers
22



Services
Multi-country Payroll

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 2022

Provider 1 | MCP solutions profile (page 1 of 5) Service capability and strategy

Company mission/vision statement

Provider 1 is a provider of global managed payroll, employment outsourcing, and international HR services.

Headquarters: xx

Key leaders: xx

Recent developments

- 2020: acquisition of German-based partner – xx. Time & Attendance suite of services
- 2019: received growth equity investment; xx acquired xx and xx
- 2018: expanded Workday collaboration, approaching x PEI-ice (PICOP); achieved the certification for exPR
- 2017: partnered with xx, a value-added technology and service customers; Partnered with xx, a value-added service partner for xx HRO clients

Current MCP market segment focus

- Buyer segment: targets all categories of buyer sizes up to 10,000 with small buyers (less than 3,000 employees)
- Geography: North America and Europe, Middle East and Africa

1 FTEs in offshore (India, China, and Southeast Asia) or nearshore and delivering services to North America, Western Europe, Singapore
Source: Everest Group (2021).

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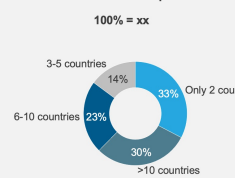
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Provider 1 | MCP solutions profile (page 2 of 5) Client portfolio

MCP solutions experience

- Total number of current MCP deals (as of December 31, 2021): xx
- Annual number of paystubs processed (as of December 31, 2021): xx

MCP solutions deal spread by number of countries in scope



1 MEA refers to Middle East and Africa.
2 Others include government, media, technology and consumer
Source: Based on contractual and operational information as on Decem

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Multi-country Payroll (MCP) Solutions – Service Provider Compendium 2022

Provider 1 | MCP solutions profile (page 3 of 5) Location coverage by the service provider on its own



- ### Latin America and the Caribbean
- Argentina
 - Aruba
 - Bolivia
 - Brazil
 - British Virgin Islands
 - Cayman Islands
 - Chile
 - Colombia
 - Costa Rica
 - Cuba
 - Curacao
 - Dominican Republic
 - El Salvador
 - Guatemala
 - Honduras
 - Jamaica
 - Mexico
 - Nicaragua
 - Panamá
 - Paraguay
 - Peru
 - Puerto Rico
 - Uruguay
 - Venezuela

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Multi-country Payroll (MCP) Solutions – Service Provider Compendium 2022

Provider 1 | MCP solutions profile (page 4 of 5) Location coverage through in-country partners



- ### Latin America and Caribbean
- Bahamas
 - Barbados
 - Bonaire
 - Saba
 - Sint Eustatius
 - Trinidad and Tobago

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Multi-country Payroll (MCP) Solutions – Service Provider Compendium 2022

Provider 1 | MCP solutions profile (page 5 of 5) Everest Group assessment – Major Contender

Measure of capability: Low High

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

Strengths

- Provider 1, a provider of global managed payroll, employment outsourcing, and international HR services is a Major Contender on the Everest Group PEAK Matrix® Assessment 2021
- Provider 1 covers the payroll process in over xx countries and has local on-the-ground expertise in xx of them for end-to-end delivery. It recently acquired xx, a German-based payroll provider to enhance coverage in the region
- Provider 1 offers global analytics module in its payroll solution that helps clients track payroll metrics such as total headcount, payroll spend by country, average spend per employee, and overtime across different months in a dashboard view
- Provider 1 has expanded its solution by offering payroll ancillary processes, such as time & attendance and expense management, to its clients. The features are made available on the web application as well as on the mobile application to enhance employee experience
- Referenced buyers appreciated Provider 1 for its ability to always meet payroll deadlines and provide robust reporting. The buyers also lauded Provider 1 for its efficiency, customer service, and efforts to always be client-centric by negotiating lower fees with in-country partners whenever possible

Limitations

- While provider 1 offers on-call and email assistance for employee issues, clients looking for a faster response to transactional level one queries via chatbots may not find provider 1's solution to be suitable
- Provider 1's self-service capabilities, which it is in the process of expanding, are currently limited to a few countries. Clients looking for a provider with greater self-coverage may want to examine its offering
- Referenced buyers want provider 1 to provide automated payroll sign off functionality for faster payroll processing

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Research calendar

Human Resources Outsourcing

■ Published
 ■ Planned
 ■ Current release

Flagship 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
Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2021	October 2021
Digital Adoption Platform (DAP) Products Provider Profile Compendium 2021	October 2021
Multi-country Payroll (MCP) Solutions – Service Provider Compendium 2022	November 2021
Multi-country Payroll (MCP) Solutions Annual Report 2022	Q4 2021

Thematic 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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