Multi-country Payroll (MCP) Solutions – Service Provider Compendium 2023

November 2022: Complimentary Abstract / Table of Contents



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Tracking: providers, locations, risk, technologies

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Contents

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1.	Introduction and overview	6
	Research methodology	7
	Key information on the report	9
	Background and/or introduction	10
2.	MCP solutions provider landscape	11
	• Summary	12
	Market share by revenue	13
	Market share by unique clients and buyer employees covered	14
	Market share by industries covered	15
	Top service providers across major geographies	16
3.	Global MCP solutions PEAK Matrix® characteristics	17
	PEAK Matrix® framework	18
	Everest Group Global PEAK Matrix for MCP solutions	21
	Service provider capability summary dashboard	22
4.	EMEA MCP solutions PEAK Matrix® characteristics	26
	Everest Group PEAK Matrix for EMEA MCP solutions	27
	Service provider capability summary dashboard	28
5.	APAC MCP solutions PEAK Matrix® characteristics	32
	Everest Group PEAK Matrix for APAC MCP solutions	33
	Service provider capability summary dashboard	34



Contents

MCP solutions providers' profiles	
activpayroll	39
• ADP	44
Alight Solutions	49
Allsec	54
Ascent HR	59
• BIPO	64
Ceridian	69
CloudPay	70
• EY	75
• iiPay	79
• Immedis	84
Links International	89
Mercans	94
Neeyamo	98
• OS HRS	102
Papaya Global	107
PayGroup	111
PaySpace	116
• Ramco	117



Contents

6. MCP solutions providers' profiles (continued)

7.	Safeguard Global	122
	SD Worx	127
	Sopra HR	132
	TMF Group	137
	• Zalaris	142
	Appendix	143
	Glossary	144
	Research calendar	145



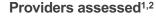
This report is based on two key sources of proprietary information

- Proprietary database of MCP contracts of major MCP 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 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 providers (updated annually)
- The database tracks the following for each provider:
- Revenue and number of FTEs
- Number of clients
- FTE split by different regions
- Service provider briefings
 - Vision and strategy
 - Annual performance and future outlook

- Revenue split by region
- Location and size of delivery centers
- Technology solutions developed

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

- Key strengths and improvement areas
- Emerging areas of investment



















































- Assessment for Ceridian, PaySpace, 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
- 2 Assessment for PayGroup excludes its acquisition by Deel and assessment for Ceridian includes its acquisition of Ascender, Excelity, and ADAM HCM

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

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Introduction

Enterprises with global operations have recognized the need to make the payroll function future-ready, resilient, and standardized. They are striving to do so with the help of next-generation technology elements to deal with the increasing complexity of compliance, workforce transformation, and macroeconomic shifts brought about by COVID-19 and the Great Resignation. One way forward to achieve this goal is to explore the consolidation of payroll operations regionally or globally to reduce risks and overheads. As a result, enterprises have turned to service providers with presence in multiple geographies for assistance.

In addition, due to global talent scarcity, enterprises have found it difficult to find the right talent to run payroll operations entirely in-house. They have also realized that payroll continues to be the single source of truth for employee data and can significantly help executives shape the enterprise's people strategies. Enterprises are now looking for service providers who can not only assist them in remaining compliant but also provide actionable data on their workforce.

In this research, we present detailed profiles of 24 MCP solutions providers, featured on the <u>Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2022</u>. Our assessment is based on Everest Group's annual RFI process for the year 2022, 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 globally and in EMEA and APAC region
- MCP solutions provider landscape
- Detailed profiles of 24 MCP solution providers

Scope of this report

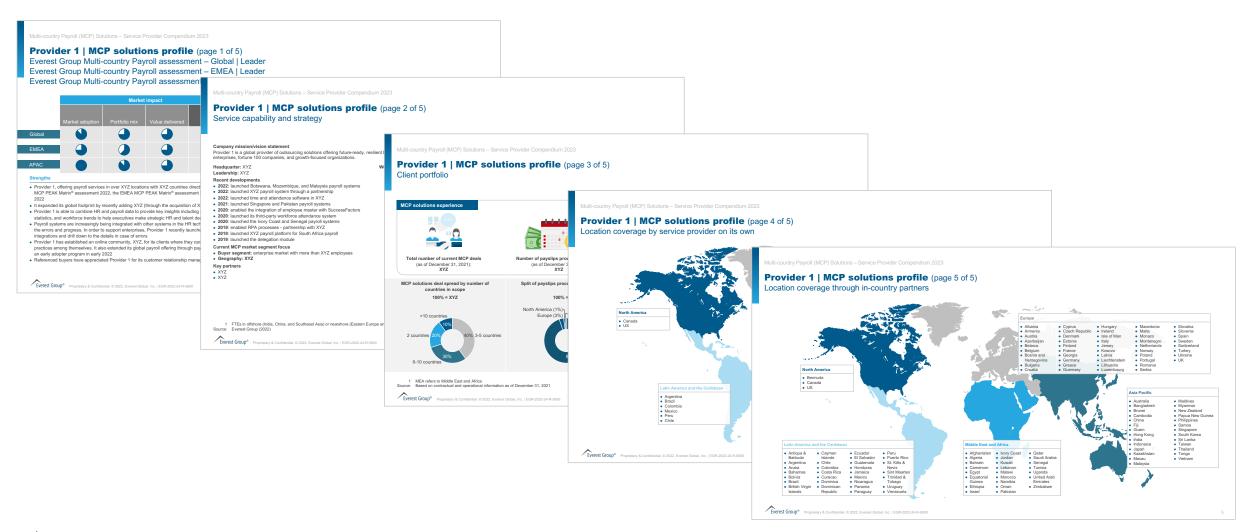




Service providers



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



Research calendar

Human Resources Outsourcing

	Published Planned Current release
Reports title	Release date
Multi-Process Human Resources Outsourcing (MPHRO) State of the Market Report 2022	August 2022
Digital Adoption Platform (DAP) Products PEAK Matrix® Assessment with Technology Vendor Landscape 2022	September 2022
Earned Wage Access and Financial Wellness Solutions (EWA & FWS) in the US – Products PEAK Matrix® Assessment 2022	September 2022
Employer of Record (EOR) Solutions PEAK Matrix® Assessment 2022	September 2022
Learning Experience Platforms (LXP) – Technology Vendor Landscape with PEAK Matrix® Assessment 2022	September 2022
Multi-Country Payroll (MCP) Solutions PEAK Matrix® Assessment 2022	September 2022
Digital Adoption Platform (DAP) – Technology Vendor Profile Compendium 2023	October 2022
Employee Experience Management (EXM) State of the Market Report 2023	October 2022
Multi-Country Payroll Solutions (MCPS) – Service Provider Compendium 2023	November 2022
Employer of Record (EOR) – Solution Provider Compendium 2023	Q4 2022
Learning Experience Platforms (LXP) – Technology vendor Profile Compendium 2023	Q4 2022
Earned Wage Access and Financial Wellness Solutions (EWA & FWS) in the US – Products Provider Compendium 2023	Q4 2022
Earned Wage Access and Financial Wellness Solutions (EWA & FWS) in the US State of the Market Report 2023	Q4 2022
Digital Adoption Platform (DAP) – State of the Market Report 2023	Q4 2022

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