

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

November 2022: Complimentary Abstract / Table of Contents



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- ▶ Process Mining
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- ▶ Recruitment
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- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: 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 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
 - 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 provider performance
 - Emerging priorities
 - Lessons learnt and best practices

Providers assessed^{1,2}



1 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 with buyers

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

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

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 [Multi-country Payroll \(MCP\) Solutions PEAK Matrix® Assessment 2022](#). 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



Geography
Global



Service providers
24



Services
Multi-country payroll

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

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

Provider 1 | MCP solutions profile (page 1 of 5)
 Everest Group Multi-country Payroll assessment – Global | Leader
 Everest Group Multi-country Payroll assessment – EMEA | Leader
 Everest Group Multi-country Payroll assessment – APAC | Leader

	Market impact		
	Market adoption	Portfolio mix	Value delivered
Global			
EMEA			
APAC			

Provider 1 | MCP solutions profile (page 2 of 5)
 Service capability and strategy

Company mission/vision statement
 Provider 1 is a global provider of outsourcing solutions offering future-ready, resilient enterprises, fortune 100 companies, and growth-focused organizations.

Headquarter: XYZ
Leadership: XYZ

Recent developments

- 2022: launched Botswana, Mozambique, and Malaysia payroll systems
- 2022: launched XYZ payroll system through a partnership
- 2022: launched time and attendance software in XYZ
- 2021: launched Singapore and Pakistan payroll systems
- 2020: enabled the integration of employee master with SuccessFactors
- 2020: launched its third-party workforce attendance system
- 2020: launched the Ivory Coast and Senegal payroll systems
- 2019: enabled RPA processes - partnership with XYZ
- 2019: launched XYZ payroll platform for South Africa payroll
- 2019: launched the delegation module

Current MCP market segment focus

- Buyer segment: enterprise market with more than XYZ employees
- Geography: XYZ

Key partners

- XYZ
- XYZ

Strengths

- Provider 1, offering payroll services in over XYZ locations with XYZ countries direct MCP PEAK Matrix® assessment 2022, the EMEA MCP PEAK Matrix® assessment 2022
- It expanded its global footprint by recently adding XYZ through the acquisition of X
- Provider 1 is able to combine HR and payroll data to provide key insights including statistics, and workforce trends to help executives make strategic HR and talent decisions
- Payroll systems are increasingly being integrated with other systems in the HR tech stack to reduce errors and progress. In order to support enterprises, Provider 1 recently launch integrations and drill down to the details in case of errors
- Provider 1 has established an online community, XYZ, for its clients where they can share best practices among themselves. It also extended its global payroll offering through pay an early adopter program in early 2022
- Referenced buyers have appreciated Provider 1 for its customer relationship management

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

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

MCP solutions experience

Total number of current MCP deals (as of December 31, 2021): XYZ

Number of payrolls processed (as of December 31, 2021): XYZ

MCP solutions deal spread by number of countries in scope
 100% = XYZ

>10 countries	10%
2 countries	20%
3-5 countries	40%
6-10 countries	30%

Split of payrolls processed by region
 100% = XYZ

North America (1%)
Europe (3%)

1 FTEs in offshore (India, China, and Southeast Asia) or nearshore (Eastern Europe and Latin America)
 Source: Everest Group (2022)

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

Provider 1 | MCP solutions profile (page 4 of 5)
 Location coverage by service provider on its own

North America

- Canada
- US

Latin America and the Caribbean

- Argentina
- Brazil
- Colombia
- Mexico
- Peru
- Chile

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

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

North America

- Bermuda
- Canada
- US

Latin America and the Caribbean

- Antigua & Barbuda
- Argentina
- Aruba
- Bahamas
- Bolivia
- Brazil
- British Virgin Islands
- Cayman Islands
- Chile
- Colombia
- Costa Rica
- Cuba
- Dominican Republic
- Ecuador
- El Salvador
- Guatemala
- Honduras
- Jamaica
- Nicaragua
- Dominican Republic
- Paraguay
- Peru
- Puerto Rico
- St. Kitts & Nevis
- St. Maarten
- Trinidad & Tobago
- Venezuela

Europe

- Albania
- Austria
- Azerbaijan
- Belgium
- Bosnia and Herzegovina
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- France
- Georgia
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Guernsey
- Hungary
- Ireland
- Isle of Man
- Italy
- Jersey
- Kosovo
- Latvia
- Lithuania
- Luxembourg
- Malta
- Monaco
- Montenegro
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Serbia
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- Turkey
- Ukraine
- UK

Middle East and Africa

- Afghanistan
- Algeria
- Bahrain
- Cameroon
- Egypt
- Equatorial Guinea
- Ethiopia
- Israel
- Ivory Coast
- Jordan
- Kuwait
- Lebanon
- Malawi
- Malawi
- Morocco
- Namibia
- Oman
- Pakistan
- Qatar
- Saudi Arabia
- Senegal
- Tunisia
- Uganda
- United Arab Emirates
- Zimbabwe

Asia Pacific

- Australia
- Bangladesh
- Brunei
- Cambodia
- China
- Fiji
- Guam
- Hong Kong
- India
- Indonesia
- Japan
- Kazakhstan
- Macau
- Malaysia
- Maldives
- Myanmar
- New Zealand
- Papua New Guinea
- Philippines
- Siamoa
- Singapore
- South Korea
- Sri Lanka
- Taiwan
- Thailand
- Tonga
- Vietnam

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

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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

Note: [Click](#) to see a list of all of our published Human Resources Outsourcing reports



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