

Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2023

October 2023: Complimentary Abstract / Table of Contents



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Background of the research

Managing payroll across multiple countries can become a complicated task involving regulatory, legal, and cultural differences. MCP providers have emerged as indispensable partners for enterprises seeking efficient solutions to navigate this complex terrain. Enterprises are now seeking assistance beyond just conventional payroll management. In response to evolving enterprise needs, MCP providers have evolved their offerings and extended their services beyond basic payroll processing. By offering consolidated solutions across geographies, MCP providers empower enterprises to centralize control, standardize procedures, and address the intricacies of cross-border employment.

Faced with economic uncertainty, enterprises have increased focus on cost reduction and resource allocation. MCP providers have risen to the challenge, offering flexible pricing models and easy scalability, aligning their services with enterprises' changing needs. As enterprises recalibrate their operations, MCP providers continue to demonstrate their value by offering cost-effective, compliant, and strategic solutions, underlining their essential role in the ever-changing global payroll landscape.

This research presents an assessment of 27 MCP solution providers featured on the MCP Solutions PEAK Matrix®. The assessment is based on Everest Group's annual Request For Information (RFI) process for calendar year 2023, 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 27 leading MCP service providers featured on the Global MCP Solutions PEAK Matrix:

- **Leaders:** ADP, Alight Solutions, EY, and TMF Group
- **Major Contenders:** activpayroll, BIPO, Ceridian, CloudPay, Deel, iiPay, Immedis, Links International, Mercans, Neeyamo, Papaya Global, Ramco, Safeguard Global, SD Worx, Sopra HR, Vistra and Zalaris
- **Aspirants:** Allsec, Ascent HR, OS HRS, Paybix, PaySpace, Popay

Scope of this report



Geography
Global



Providers
27



Services
MCP

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®, 27 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

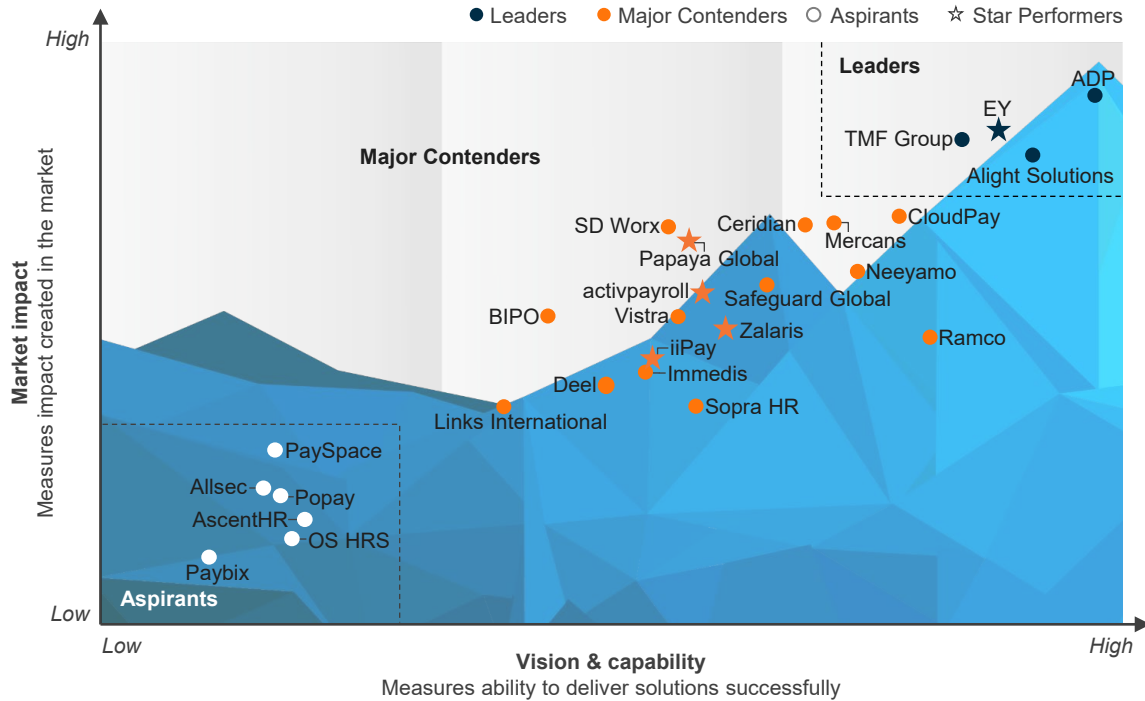
- Everest Group classified 27 MCP solutions providers on the Everest Group PEAK Matrix into three categories of Leaders, Major Contenders, and Aspirants
- The 2023 MCP solutions PEAK Matrix – Global positioning is as follows:
 - **Leaders:** ADP, Alight Solutions, EY, and TMF Group
 - **Major Contenders:** activpayroll, BIPO, Ceridian, CloudPay, Deel, iiPay, Immedis, Links International, Mercans, Neeeyamo, Papaya Global, Ramco, Safeguard Global, SD Worx, Sopra HR, Vistra, and Zalaris
 - **Aspirants:** Allsec, Ascent HR, OS HRS, Paybix, PaySpace, and Popay
- The 2023 MCP solutions PEAK Matrix - EMEA positioning is as follows:
 - **Leaders:** ADP, Alight Solutions, EY, SD Worx, and TMF Group
 - **Major Contenders:** activpayroll, CloudPay, iiPay, Immedis, Mercans, Neeeyamo, Papaya Global, Ramco, Safeguard Global, Sopra HR, PaySpace, Zalaris, and Vistra
 - **Aspirants:** Allsec, Ascent HR, Paybix, and Popay
- The 2023 MCP solutions PEAK Matrix - APAC positioning is as follows:
 - **Leaders:** ADP, Ramco, and TMF Group
 - **Major Contenders:** activpayroll, Alight Solutions, Allsec, Ascent HR, BIPO, Ceridian, CloudPay, Deel, EY, Links International, Mercans, Neeeyamo, Papaya Global, Safeguard Global, and Vistra
 - **Aspirants:** iiPay, Immedis, and OS HRS

MCP providers delivery capability

- Everest Group delineates each of the 27 service provider's strengths and limitations
- The in-depth commentary is intended to help service providers, enterprise buyers, and other stakeholders 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 markets; below are three charts to illustrate the depth of the report

Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2023 – Global^{1,2}



1 Assessment for Allsec, Ascent HR, Ceridian, and PaySpace excludes service provider inputs and is based on Everest Group’s proprietary Transaction Intelligence (TI) database, service provider public disclosures, and interactions with buyers
 2 Assessment for Deel includes its acquisition of PayGroup; Assessment for Vistra does not include its merger with Tricor, and for Immedis does not include its acquisition by UKG
 Source: Everest Group (2023)

Capability assessment

Illustrative example

Measure of capability: ● Low ● High

Providers	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
Provider 1	●	●	●	●	●	●	●	●	●	●
Provider 2	●	●	●	●	●	●	●	●	●	●
Provider 3	●	●	●	●	●	●	●	●	●	●
Provider 4	●	●	●	●	●	●	●	●	●	●
Provider 5	●	●	●	●	●	●	●	●	●	●
Provider 6	●	●	●	●	●	●	●	●	●	●
Provider 7	●	●	●	●	●	●	●	●	●	●
Provider 8	●	●	●	●	●	●	●	●	●	●

Everest Group’s remarks on service providers

Illustrative example

Measure of capability: ● Low ● High

	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
Global	●	●	●	●	●	●	●	●	●	●
EMEA	●	●	●	●	●	●	●	●	●	●
APAC	●	●	●	●	●	●	●	●	●	●

Strengths

- Service provider 1, providing payroll services in 140+ locations with 63 countries directly managed, is a Leader on the Everest Group Global MCP PEAK Matrix® assessment 2023, the EMEA MCP PEAK Matrix® assessment 2023, and the APAC MCP PEAK Matrix® assessment 2023
- It has made investments in expanding its portfolio across geographies, evidenced by the recent acquisitions of XYZ, a workforce management software in APAC, and XYZ, a budget and labor cost solution in Italy

Limitations

- Service provider currently does not offer variance insights for automated review and correction during the payroll cycle; however, it is on their roadmap
- Referenced clients believe service provider should proactively provide updates on compliance-related changes in different markets as well as best practices for operational excellence

Research calendar

Human Resources Outsourcing

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Nine Employee Experience Solutions Enterprises Need – Is Surviving the Recession Enough?	March 2023
People Analytics Platforms	March 2023
Unlocking the Full Potential of Users Through Userization and DAPs	March 2023
Rewards and Recognition (R&R) Solutions PEAK Matrix® Assessment 2023	April 2023
Rewards and Recognition (R&R) Solutions – Provider Compendium 2023	June 2023
Multi-process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment 2023	August 2023
Employee Experience Management (EXM) – PEAK Matrix® Assessment 2023	August 2023
Digital Adoption Platform (DAP) Products PEAK Matrix® Assessment with Technology Vendor Landscape 2023	September 2023
Employer of Record (EOR) Solutions PEAK Matrix® Assessment 2023	September 2023
Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2023	September 2023
Multi-Process Human Resources Outsourcing (MPHRO) Services – Provider Compendium 2023	Q4 2023
Rewards and Recognition (R&R) State of the Market 2023	Q4 2023
Multi-process Human Resources Outsourcing (MPHRO) State of the Market 2023	Q4 2023
Multi-country Payroll (MCP) Solutions Provider Compendium 2023	Q4 2023
Multi-country Payroll (MCP) Solutions State of the Market 2023	Q4 2023

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