

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

December 2023: Complimentary Abstract / Table of Contents



# Our research offerings

This report is included in the following research program(s):

[Human Resources Outsourcing, Multi-country Payroll](#)

- ▶ Amazon Web Services (AWS)
- ▶ Application Services
- ▶ Artificial Intelligence (AI)
- ▶ Asset and Wealth Management
- ▶ Banking and Financial Services Business Process
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- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG Information Technology
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
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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 service 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, Total Contract Value (TCV) and Annual Contract Value (ACV), provider Full-Time Equivalents (FTEs), start and end dates, duration, and delivery locations
  - Scope details including share of individual buyer locations being served in each contract, Line of Business (LOB) served, and pricing model employed
- Proprietary database of IT providers (updated annually)
- The database tracks the following for each provider:
  - Revenue and number of FTEs
  - Number of clients
  - FTE split by different lines of business
  - Revenue split by region
  - Location and size of delivery centers
  - Technology solutions developed
- 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 workplace services
  - Assessment of provider performance
  - Emerging priorities
  - Lessons learnt and best practices

### Providers assessed<sup>1,2</sup>



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 Everest Group’s interactions with buyers

2 Assessment for Deel includes its acquisition of PayGroup; Assessment for Vistra does not include its merger with Tricor; Assessment for Immedis does not include its acquisition by UKG

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

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.

In this study, we offer comprehensive insights into 27 MCP solution providers, as highlighted in the [Multi-country Payroll \(MCP\) Solutions PEAK Matrix® Assessment 2023](#). Our evaluation draws from Everest Group's annual RFI process for 2023, our interactions with prominent MCP providers, client references, and a thorough analysis of the MCP market. This research encompasses the following key elements:

- PEAK Matrix® assessment of MCP solution providers globally and in EMEA and APAC region
- MCP solutions provider landscape
- Detailed profiles of 27 MCP solution providers

### Scope of this report



**Geography**  
Global



**Providers**  
27



**Services**  
MCP

## Overview and abbreviated summary of key messages

This report examines the detailed profiles of providers analyzed in the Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2023. This report provides comprehensive snapshots of the 27 MCP providers. Each profile highlights the provider’s technology capabilities along with presence across geographies, industries, and buyer sizes sub-segments.

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

### MCP provider landscape snapshot

- This section provides a snapshot of how the 27 MCP providers have been positioned on the PEAK Matrix® assessment
- It also helps understand the research methodology and framework adopted to conduct the analysis

### MCP provider profiles

- MCP company overview – Includes company overview, key leaders, list of key deals, investments, and announcements, key partners, and MCP revenue by industry, geography, and buyer size
- MCP provider process and country coverage – Includes capabilities and process coverage of the MCP providers across different regions
- MCP sourcing considerations – Includes assessment of the performance of the provider as per the PEAK Matrix® along with key strengths and limitations



# The study provides detailed profiles of MCP providers' covering their offerings & capabilities as well as key strengths & limitations

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

**Provider 1 profile (page 1 of 5)**  
Service capability and strategy

**Company mission/vision statement**  
Provider 1 provides HCM solutions as well as HR outsourcing, including MCP. It has organizations for over 20 years, spanning manufacturing, financial services, high-tech verticals, among other areas.

**Headquarters:** xyz      **Website:**

**Leadership**  
XYZ, CEO

**Recent developments**

- 2022: acquired Frontier e-HR, a prominent cloud-based HR and payroll technology
- 2021: added five new countries to its global statutory compliance coverage, including

**Current MCP market segment focus**

- Buyer segment:** global Fortune 500 corporations in fields such as manufacturing, automotive, and life sciences
- Geography:** mostly in Asia Pacific, with recent additions to the Middle East and Latin America

1 FTEs in offshore (India, China, and Southeast Asia) or nearshore (Eastern Europe and Latin America, Western Europe, Singapore, Australia, or New Zealand)

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**Provider 1 profile (page 2 of 5)**  
Client portfolio

**MCP solutions experience**

Total number of current MCP deals (as of December 31, 2022): 2,600

Number of pay slips processed (as of December 31, 2022): 450,000

**MCP solutions deal spread by number of countries in scope**  
100% = 2,600

- >5 countries: 19%
- 2-5 countries: 82%

**Split of pay slips processed by region**  
100% = 450,000

- North America (45%): 202,250
- Asia Pacific (27%): 121,500

1 EMEA refers to Europe, Middle East and Africa  
2 Others include media, technology, and consumer industry clients  
Source: Based on contractual and operational information as of December 31, 2022

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**Provider 1 profile (page 3 of 5)**  
Location coverage by payroll technology – G2N engines

**North America**

- Canada
- United States

**Latin America and the Caribbean**

- Anguilla
- Antigua and Barbuda
- Argentina
- Bahamas
- Barbados
- Bermuda
- Brazil
- Chile
- Colombia
- Costa Rica
- Cuba
- Ecuador
- Haiti
- Jamaica
- Mexico
- Panama
- Paraguay
- Peru
- Puerto Rico
- Saint Lucia
- Trinidad and Tobago

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

**Provider 1 profile (page 4 of 5)**  
Location coverage by payroll processing FTEs

**North America**

- Canada
- United States

**Latin America and the Caribbean**

- Anguilla
- Antigua and Barbuda
- Argentina
- Bahamas
- Barbados
- Bermuda
- Brazil
- Chile
- Colombia
- Costa Rica
- Cuba
- Ecuador
- Haiti
- Jamaica
- Mexico
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**Provider 1 profile (page 5 of 5)**  
Everest Group MCP assessment – Global | Aspirant  
Everest Group MCP assessment – EMEA | Aspirant

**Measure of capability:** Low High

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

**Strengths**

- Provider 1, a provider of global payroll, treasury, and ancillary payroll services in 30+ countries in MEA, is an Aspirant on the Everest Group Global MCP PEAK Matrix® assessment 2023 and the EMEA MCP PEAK Matrix® assessment 2023.
- In addition to payroll, it offers a range of HR modules covering the entire hire-to-retire cycle such as recruitment, performance management, T&A, leave, onboarding, expenses, and benefits management. Employees can access their pay slips and pay history using an ESS portal provided by Provider 1.
- Provider 1's payroll cycle functionality in the platform provides an actionable list of tasks to the payroll manager that are required to be completed for a particular payroll period. This ensures the elimination of any errors before the payroll is submitted for validation and approval.
- Provider 1's Data Hub provides the functionality to combine HR and payroll data in a single system. This helps in providing key insights to clients including an overview of total labor costs, total headcount, and payroll processing status per country.
- Referenced clients have appreciated Provider 1's cloud payroll solution and integration capabilities.

**Limitations**

- Enterprises looking for MCP outsourcing services outside MEA should evaluate Provider 1's offering carefully as its experience in serving clients outside these regions is relatively limited.
- Its clientele is skewed toward enterprises with less than 3,000 employees. Mid sized and large enterprises should consider its offerings carefully.
- Enterprises aiming to offer their workforce a mobile-first experience might find Provider 1's offering unsuitable since its capability to allow employees to upload T&A, leave, and expense data via a mobile application is currently limited.
- Enterprises looking for benchmarking capabilities for salary, pay equity, and payroll operational metrics across various industries and geographies may not find Provider 1's existing offerings suited to their needs.

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# Research calendar

## Human Resources

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
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	October 2023
Employer of Record (EOR) Solutions – Provider Compendium 2023	October 2023
<b>Multi-country Payroll (MCP) Solutions – Provider Compendium 2023 – Update</b>	<b>December 2023</b>
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 State of the Market 2023	Q4 2023

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



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