



# Vendor Profile

## Payroll Services

# Alight

### Report Abstract

August 2022

By Elizabeth Rennie

Principal Analyst

NelsonHall

13-pages

### Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
  - 7.1. Strengths
  - 7.2. Challenges
8. Outlook

## Who is This Vendor Assessment For?

---

NelsonHall's Payroll Services profile on Alight is a comprehensive assessment of Alight's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Payroll Services and identifying vendor suitability for security services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Payroll Services sector.

## Key Findings & Highlights

---

Alight, Inc. (Alight), headquartered in Illinois, is a provider of integrated digital human capital and business solutions inclusive of health, wealth, wellbeing and payroll. Alight was listed as a public company on the NYSE in July 2021. Alight has 16k+ employees across 23 countries and services ~4.3k clients with client employees across 124 countries.

Alight brings ~25 years of payroll services capabilities from merging various HR service organizations of Aon, Exult, NGA HR, and Convergy's.

Alight's payroll business supports payrolls in 188 countries. NelsonHall estimates Alight has ~250 payroll service clients and delivers payroll for ~4m client employees.

## Scope of the Report

---

The report provides a comprehensive and objective analysis of Alight's Payroll Services offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

## Payroll Services Assessments

### also Available for:

- activpayroll
- Ascent Online
- BDO
- CloudPay
- Conduent
- EY
- Immedis
- Infosys
- isolvd
- Mercans
- Neeyamo
- OSV
- Papaya Global
- Paychex
- PayGroup
- Payslip
- Payzaar
- Ramco
- Safeguard Global
- SD Worx
- TMF Group
- UKG

## About The Author

Liz Rennie is the HR Technology and Services Research Director with global responsibility for key HR research projects, including Cloud HR Transformation, Benefits Services, and Payroll, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

Liz can be contacted at:

- Email: [elizabeth.rennie@nelson-hall.com](mailto:elizabeth.rennie@nelson-hall.com)
- Twitter: [@erennie\\_](https://twitter.com/erennie_)



## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

### Boston

Riverside Center, 275 Grove Street,  
Suite 2-400, Newton  
Massachusetts 02466  
Phone: +1 857 207 3887

### London

Unit 6, Millars Brook,  
Molly Millars Lane,  
Wokingham, RG41 2AD  
Phone: + 44(0) 203 514 7522

### Paris

4 place Louis Armand,  
Tour de l'Horloge,  
75012 Paris  
Phone: + 33 1 86266

Copyright © 2022 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.