



Vendor Profile

Payroll Services

isolved

Report Abstract

August 2023

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11 pages

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Who is this Vendor Assessment for?

NelsonHall's Payroll Services profile on isolved is a comprehensive assessment of isolved'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

isolved, headquartered in Charlotte, NC, is a provider of human capital management (HCM), workforce management (WFM), and employee experience (EX) technology and associated services targeting small-to-medium-sized businesses (SMB) and mid-market organizations. It is dedicated to the North American market. The company has three core offerings:

- HCM software, a proprietary multi-tenant cloud platform, called isolved People Cloud
- Managed payroll services
- Professional services, called HR Services.

Since its launch, isolved has been actively acquiring, mainly to boost its technology capability and to accelerate platform adoption through acquiring resellers.

The isolved People Cloud platform currently supports ~6m users and ~168k U.S.-based small and medium-sized employers across all products. The platform services ~105k payroll clients and processes ~\$109bn of payroll and taxes for ~3.2m client employees annually. All of its payroll service clients purchase the foundation of isolved People Cloud. It has ~2.4k employees, of which ~570 are dedicated to supporting the payroll. This profile focuses on isolved's payroll services.

Scope of the Report

The report provides a comprehensive and objective analysis of isolved'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:

ADP

Alight Solutions

CloudPay

Infosys

Neeiamo

OSV

Paychex

PayBix

Propay

Ramco

Safeguard Global

SD Worx

TMF Group

UKG / Immedis.

About The Author

Liz Rennie is the HR Technology and Services Research Director with global responsibility for key HR research projects, including Payroll Services and Cloud HR Transformation, 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.

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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., Continental Europe, and Asia, 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. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts 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

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