



# Targeting Payroll Services

Market Analysis  
Abstract

June 2015  
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## Who Is This Report For?

NelsonHall's "Targeting Payroll Services" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within Payroll Services
- HR and Payroll decision makers exploring the benefits and inhibitors of Payroll Services as evidenced from the clients and vendor capability
- Vendor marketing, sales and business managers developing strategies to target BPO service opportunities within Payroll Services
- Financial analysts and investors specializing in the IT services and BPO sector, including Payroll Services

## Scope of the Report

This report analyzes the global market for Payroll Services and its constituent services. The report addresses the following questions:

- What is the current and future market for Payroll services?
- What are the customer requirements and how are they changing?
- What are the benefits / results vendors have been able to achieve for their clients?
- What services are customers buying from Payroll Service vendors?
- What technologies and platforms are being utilized and what are the latest developments and trends emerging?
- What is the size and growth of the Payroll Services market by geography?
- What is the size of the Payroll Services market by industry and which is seeing increased demand? What is the size by small, mid and large market?
- How leading vendors are positioned within the Payroll Services market?
- What are the vendor selection criteria, challenges and critical success factors for vendors targeting Payroll Services?
- Additional topics include: industry specific developments, online payslips, HR cloud and software integration; multi-country payroll; acquisitions, divestures and partnerships; use of offshoring, contract lengths, case management technologies for service management, etc.



## Key Findings & Highlights

NelsonHall's market analysis of the Payroll Services Outsourcing industry and payroll trends consists of 102 pages.

The Payroll Services market remains strong in 2014, with ~6.2% growth in 2014 and the market is expected to reach \$21bn by 2019.

The Payroll Services market is relatively mature with standard providers supporting a wide range of processes from provisioning, technical support, processing and payroll management. Increasingly HR software vendors are entering the newly emerging cloud payroll services market.

While compliance is always critical in this sector, as mistakes can be very costly to a business, integration and HR software capability is increasing important in buyer decisions. Further, it is expected this will increase in importance as buyers look for off the shelf solutions for payroll processing with HR integration. ~70% of payroll services are delivered with integrated HRIS platforms. As demand increases for digital and mobile HR services, payroll delivery will accordingly be reviewed and is expected there will be an uptick in demand as a result.

Payroll vendors increasingly invest in HR software technology and more HR software vendors are extending their offerings in the cloud payroll services market.

Acquisitions continue as do partnerships, primarily to support multi-country payroll services, where the market continues to grow in double digits.

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## Report Length

102 pages, consisting of 10 chapters

## Vendor Assessments

The vendors researched for this report are: Acrede, Aditro, ADP, Capita, CDP, Cegedim SRH, Celergo, Ceridian, CGI, CloudPay, CSC, Datev, Elenor, Equinti, Excelity Global, Fidelis HR, Frontier Software, Genpact, HP, Infosys, Intercomp, MidlandHR, NGA Human Resources, Neeyamo, OneSource Virtual, Paychex, Paycom, Paycor, Paylocity, Raet, Ramco, SafeGuardWorld International (SGWI), SD Worx, Sopra HR, SuccessFactors, Talent2, TCS, Trianon, Visma, Workday.

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