

Next Generation Payroll Services

Market Analysis
Abstract

October 2017
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Who Is This Report For?

NelsonHall's Next Generation 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 BPS service opportunities within payroll services
- Financial analysts and investors specializing in the IT services and BPS sector, including payroll services.

Scope of the Report

This report analyzes the global market for next generation 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 that vendors have been able to achieve for their clients?
- What services are customers buying from payroll services 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 are leading vendors 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, investments in technologies for service delivery etc.



Key Findings & Highlights

NelsonHall's market analysis of the next generation payroll services outsourcing industry and payroll trends consists of 110 pages.

The payroll services market remains strong in 2016, with ~3.9% growth and an expected 4.1% CAAGR, reaching \$21.2bn by 2021.

The payroll services market is relatively mature, with standard providers supporting a wide range of processes from provisioning, technical support, to processing and payroll management.

Demand for payroll services is being driven by a need for best in class technology solutions, a need for process efficiency and productive improvements throughout the delivery mode, a requirement for increased compliance across the scope of countries in which a client is operating, and access to and visibility of global data through real-time reporting and predictive analytics, allowing HR and payroll to become a more strategic business partner.

As organizations continue to seek digital transformation, cloud technology is the key to realizing the change required to remain competitive. The drive toward digital transformation has created a convergence with HR and payroll addressing technology jointly. Buyers are now much more focused on technology first, services second, with an increasing demand for technology based managed payroll services.

Global HR/payroll organizations are seeing regulatory changes becoming more complex, demanding, and difficult to maintain compliance with (e.g. GDPR, ACA, etc.).

Vendors are continuing to invest the majority of their R&D revenues in technology. The largest investment in technology in 2016 was in integrations, platform enhancements, advanced automation, and analytics.

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- Appendix I - Vendors Researched
- Appendix II – Glossary and Definitions

Report Length

110 pages, consisting of 8 chapters and 2 appendices

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