



Vendor Profile

Payroll Services

Paychex

Report Abstract

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14 pages

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Who is This Vendor Assessment For?

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

Paychex (NASDAQ: PAYX) provides integrated human capital management solutions built on a payroll foundation, offering HR, benefits, and insurance services for small and mid-sized businesses. It primarily supports the U.S. market and select countries of Northern Europe. Paychex brings ~50 years of experience in delivering payroll and benefits for the SME market, and its offerings are enabled through its proprietary HCM technology, including:

- HR outsourcing services (HR, payroll, benefits for the U.S. and some European markets)
- PEO services (U.S. co-employment)
- Retirement planning services (U.S. only)
- Insurance services (U.S. only).

The company employs ~16k employees and supports ~740k clients, mainly SMEs (organizations with up to 1k employees). It pays ~11m employees, handling payments to every 12th private sector employee in the U.S. Its U.S. proprietary technology is Paychex Flex. It supports ~3m monthly users on a hybrid cloud infrastructure offering HR and payroll functionality.

Scope

The report provides a comprehensive and objective analysis of Paychex'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 centers.

Payroll Services Assessments also Available for:

activpayroll

ADP

Alight Solutions

AscentHR

CloudPay

Deel

isolved

Neeyamo

OSV

PapayaGlobal

PayBix

Paylocity

PWC

Ramco

Safeguard Global

SD Worx

TMF Group

UKG

Vistra

Zellis.

About The Author

Liz is NelsonHall's HR & Talent Transformation Research Director, with global responsibility for HR research and client support.

Her focus areas are payroll transformation and broader HR transformation, including multi-process HR services and technologies.

Liz leads the HR team in providing the most comprehensive and in-depth coverage of HR & Talent Transformation markets in the world, and is a leading voice on how HR and Talent can be reimagined globally, blending the human touch with automation and AI, revolutionizing experiences, and offering new ways of working to drive improved outcomes both at an enterprise and individual level.

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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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