



Vendor Profile

Payroll Services

UKG

Report Abstract

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16 pages

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Who is This Vendor Assessment For?

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

UKG provides full-suite solutions and standalone products focused on workforce management (WFM) and human capital management (HCM) technology and offers extended services that include managed payroll services. UKG offers payroll services to complement its HCM cloud-based applications.

UKG's core HCM and payroll technologies and payroll managed services offerings include (with NelsonHall estimated client and employee counts):

- HCM technology (global offering, currently supporting ~116 countries with localizations):
 - UKG Pro (~6.2k clients, of which ~5.4k adopt payroll): HCM platform tailored for midsized to large firms with >500 employees
 - UKG Ready (~6k are direct of which ~2k adopt payroll): tailored for North American SMB organizations with over 500 client employees and tailored for EMEA and ANZ mid-sized organizations with up to 2.5k client employees
- North America managed services (U.S. & Canada only):
- Multi-country managed payroll services (~117 clients): UKG One View's global offering can support ~160 countries (with current clients across 117 countries), 150 currencies, and 20 languages.

A key development was the 2021 acquisition of Great Place to Work Institute, Inc., an authority on workplace culture. This acquisition has helped drive UKG's benchmark and insights capability across all its products and services. More recently, UKG launched its GenAI insights via UKG Bryte, which leverages its Google Cloud partnership delivered through the UKG "Flex" framework. These tools radically change how users engage with UKG's products and services and shift the payroll service from being less reactive to more proactive.

Scope

The report provides a comprehensive and objective analysis of UKG'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 Available for:

activpayroll

ADP

AscentHR

CloudPay

Deel

isolved

Neeyamo

OSV

PapayaGlobal

PayBix

Paychex

PWC

Ramco

Safeguard Global

SD Worx

Strada

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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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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