

## **Payroll Services**

# Vistra

## **Report Abstract**

September 2024

By Elizabeth Rennie

Research Director

NelsonHall

9 pages

## **Contents of Full Report**

- 1. Background
- 2. Revenue Summary
- 3. Key Offerings
- 4. Delivery Capability and Partnerships
- 5. Target Markets
- 6. Strategy
- 7. Strengths & Challenges
  - 7.1. Strengths
  - 7.2. Challenges
- 8. Outlook



### Who is This Vendor Assessment For?

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

Vistra offers global payroll services across 120 countries and processes  $^{\sim}97\%$  of all pay slips with in-house delivery teams. It is a global business services organization supporting corporate and fund solutions with  $^{\sim}5k$  professionals in  $^{\sim}50$  jurisdictions. It offers administrative support across essential business services to help manage companies and private capital funds across the business and investment lifecycle, from incorporation to IPO.

It was founded in 1986 and is based in Luxembourg. In 2022, Vistra set up its global transformation project, which became part of its digital program strategy. It invested in API architecture to support HCM and finance integrations. In July 2023, Vista completed a major merger with Asia-based business expansion services organization, Tricor. Tricor added ~4k employees to Vistra's existing ~5k employee base and complemented the Vistra business, adding global knowledge and local expertise in business, corporate, investor, human resources & payroll, corporate trust & debt services, and governance advisory. Tricor had ~50k clients globally (including ~20k in Mainland China) and a network of offices in 49 cities across 22 countries/territories. Its client portfolio included ~2k listed companies in Hong Kong SAR, Mainland China, Singapore, and Malaysia, representing ~40% of the Fortune Global 500 companies and a significant share of multinationals and private enterprises operating across international markets.

## Scope

The report provides a comprehensive and objective analysis of Vistra'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.

activpayroll



## **Payroll Services Assessments Available for:**

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.



Liz can be contacted at:

- Email: elizabeth.rennie@nelson-hall.com
- Twitter: @erennie

### **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

#### **Boston**

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466 Phone: +1 857 207 3887

#### London

29 Rose Hill Binfield Bracknell, RG42 5LH Phone: +44(0) 208 638 7282

### **Paris**

115 rue de Reuilly, 75020 Paris

Phone: +33 (0)6 23 81 17 54

Copyright © 2024 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person, including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.