



Cloud HR Transformation Service

Alight

Report Abstract

September 2021

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15-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 Cloud HR Transformation Services profile on Alight is a comprehensive assessment of Alight offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Cloud HR Transformation 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 Cloud HR Transformation Services sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Alight's offerings and capabilities in Cloud HR Transformation Services.

Alight Solutions (Alight), a public company (ALIT), is a technology-enabled provider of health, wealth, payroll, HR, and financial cloud solutions. The organization significantly transformed when in November 2019, it acquired NGA HR, and later on, July 6, 2021, when it became a publicly traded company listed on the NYSE. In H1 2021, the NGA HR brand was retired and fully integrated with Alight.

While the Alight brand name is relatively new in the HR market, it was first established in 2017 following the separation from Aon, Alight's HR services experience dates back to 2004 when it entered the HR outsourcing space. Alight developed deep expertise in delivering HR administration services to large, complex organizations initially for the US and UK markets. Although HR services represents the majority of its business, it has a growing Workday Financial Management deployment business.

Prior to being acquired by Alight, NGA HR was a well-established U.K. headquartered provider of HR and payroll services that offered payroll services in 188 countries with ~25 years of experience in providing multi-national HR and payroll services. The combined organization cements its ability as one of the largest global HR services companies, with a wide country breadth and significant capability in the largest HR services geography, the U.S. Alight has ~15,000 employees located across five continents, with 61 delivery centers and serves 4,300+ clients including 70% of the Fortune 100.

In addition, Alight manages a captive agreement with Wipro through which its Back-Office processing administration is operated out of India, with dedicated resources to Alight at an additional ~2,000 FTE. The 10-year strategic partnership was announced in September 2018, enabled Alight to accelerate investment in consumer-facing technologies and services across its health, wealth and cloud businesses by leveraging Wipro's strengths in automation, machine learning and data analytics. In addition, in 2019 Alight completed an acquisition of the Workday and Cornerstone OnDemand cloud practices of Wipro, building on Alight's existing deployment and AMS capabilities.

The organization is focusing on three key areas: Health, Wealth, and Payroll. Its Cloud professional services business provides Workday, SAP SuccessFactors, Oracle and Cornerstone on Demand systems integration services for HR and Financials.

Scope of the Report

The report provides a comprehensive and objective analysis of Alight’s Cloud HR Transformation 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 locations.

Cloud HR Transformation Service Assessments also Available for:

ADP

Capgemini

Capita

Conduent

OneSource Virtual

IBM

SD Works

Zalaris

About The Author

Liz Rennie is a Principal Research Analyst with global responsibility for key HR research projects including Cloud-Based HR Transformation, Cloud-Based Benefits Services, and The Future of HR, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

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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., and Continental Europe, 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. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on 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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