

Payroll Services

Infosys

Report Abstract

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11 pages

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Who is This Vendor Assessment For?

NelsonHall's Payroll Services profile on Infosys is a comprehensive assessment of its offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of managed 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 HR and payroll technology and services sector.

Key Findings & Highlights

Infosys Limited is an Indian multinational provider of business consulting, information technology, and outsourcing services.

Infosys BPM (re-branded in 2002 from Infosys BPO) is the Infosys business process management subsidiary, providing end-to-end transformation services globally. Infosys BPM offers HR services across ten service areas, including BPM Analytics, Digital Business Services, Business Transformation Services, and RPA.

Infosys Human Resources practice offers the following outsourcing services:

- **HR Consulting:** Advisory services to help clients maximize HR operating model efficiency, including HR strategy and roadmap design, digital HR transformation, HRIT architectural services, HR process consulting, HR analytics and benchmarking, and maturity assessments
- **HR Technology:** including HRIT strategy formulation, package evaluation, implementation and upgrade, custom development, deployment and rollout, system integration, production support, and Robotic Process Automation (RPA) and, Artificial Intelligence (AI)/Machine Learning (ML) solutions.
- **HR outsourcing:** multi-process HR services including benefits, payroll, learning services, and recruitment.

Infosys targets its payroll services to large, complex enterprise-sized firms seeking broad HR transformation through managed services and supports >500k employees, producing ~6.5m pay-slips annually.

Infosys primarily targets the upper middle market (>10-15k employees) and large/enterprise-sized multinational firms for its payroll and HR services adoption. Most Infosys HR and payroll services clients tend to be wider BPS and ITS clients and commonly start with HR technology implementation services. NelsonHall estimates that ~55% of its multi-process HR services clients include at least one other BPS or ITS component in their contracts.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys payroll services offering, 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.

Payroll Services Vendor Assessments also Available for:

activpayroll
ADAM HCM
ADP
Alight/NGA HR
Ascender
AscentHR
Ceridian
CloudPay
Conduent
Immedis
Infosys
Neeyamo
OneSource Virtual
Papaya Global
PayAsia
Paychex
Payzaar
Ramco
Safeguard Global
SD Worx
TMF Group
UKG
Zalaris

About The Author

Pete is HR Technology & Services Research Director at NelsonHall, with shared responsibility for HR Services research globally with Nikki Edwards and Liz Rennie. Pete covers HR Services research in payroll services, global employer of record services, and HCM technology.

Pete has been part of NelsonHall's HR Services analyst team since 2016, providing comprehensive and insightful coverage of HR services markets in the world. In particular, he is known for his extensive knowledge and coverage of the global payroll outsourcing market. Pete assists both buy-side and vendor organizations in assessing opportunities and supplier capability across HR service lines.

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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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