



# Vendor Profile

## Payroll Services

# Paychex

### Report Abstract

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14-pages

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## Who is This Vendor Assessment For?

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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

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Paychex (NASDAQ: PAYX), headquartered in NY, provides human capital management solutions, offering HR, payroll, retirement, and insurance services for small and mid-sized businesses primarily throughout the U.S. and in select countries of Northern Europe. Paychex has an employee base of ~16k employees and brings 50 years of industry experience. It offers a comprehensive suite of HR technology and HR and payroll services; each is enabled through its proprietary HCM technology, including:

- HR outsourcing services (HR, payroll, benefits)
- PEO services (co-employment model)
- Retirement planning services, managing 401(k) record keeping with ~100k plans and ~1m plan participants
- Insurance services, with ~\$2.6b in insurance premiums annually across ~205k customers, mainly related to health and benefits insurance and workers compensation insurance.

Paychex supports ~630k payroll clients, mainly SMEs (organizations with up to 1k employees), pays ~12m employees, and handles payments to every 12th private sector employee in the U.S. Its U.S. proprietary technology is Paychex Flex, which supports ~3m monthly users on a hybrid cloud infrastructure offering HR and payroll functionality.

## Scope

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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 locations.

## Payroll Services Assessments also Available for:

activpayroll

Alight

AscentHR

BDO

CloudPay

Condeunt

EY

Infosys

isolved

Immedis

Neeyamo

OneSource Virtual

Papaya Global

PayGroup

Payslip

Payzaar

Ramco

Safeguard Global

SD Worx

TMF Group

UKG

## About The Author

Liz Rennie is the HR Technology and Services Research Director with global responsibility for key HR research projects, including Cloud HR Transformation, Benefits Services, and Payroll, 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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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](mailto:guy.saunders@nelson-hall.com)

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