



Vendor Profile

Payroll Services

UKG

Report Abstract

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12-pages

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Who is This Vendor Assessment For?

NelsonHall's Payroll Services profile on UKG is a comprehensive assessment of UKG 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 is a provider of workforce management (WFM) and human capital management (HCM) technology and services. UKG was formed in 2020 through the merger of Ultimate Software and Kronos, Inc. It has ~40 years of global presence, ~70k clients across 165 countries, and servicing ~45m client employees. Since the merger, UKG has been actively making acquisitions including Ascentis Interboro Systems Corporation, SpotCues, Great Place to Work Institute, Inc., EverythingBenefits, Inc. Its total workforce has 14.6k employees across 15 countries. UKG's core technology and services offerings include:

- WFM proprietary technology: UKG Dimensions and UKG Ready
- HCM proprietary technology:
 - UKG Pro (~5k clients): HCM platform designed for organizations with over 200 employees. Offered as a global system of record with the capability to support U.S. and Canada payroll services, with ~116 additional payroll countries supported with connectors to third-party partners
 - UKG Ready (~36k clients): HCM platform designed for
 - North American SMB organizations with less than 200 employees
 - EMEA & ANZ organizations with up to 2,500 employees for midsize organizations.Offered as a national or global system of record with the capability to support U.S. payroll services and integrations with in-country pay providers (beyond the U.S.)
 - UKG HR Service Delivery technology (~5k clients): Employee file and case management, including a knowledgebase, targeted to mid to large-sized organizations
 - UKG Employee Voice (~1.5k clients): Employee feedback and sentiment analysis solutions, using natural language processing, targeted at any sized organization
- Managed services (the U.S. only): Payroll services (~200 managed payroll clients) as well as HR Transformation consulting, change management and Benefits Administration Services

UKG's payroll services supports U.S. and Canada. UKG offers payroll services to complement its HCM cloud-based applications. In total, UKG processes payroll for ~6.5m client employees.

Scope of the Report

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 locations.

Payroll Services Assessments also Available for:

activpayroll

ADP

Alight

Ascent Online

BDO

CloudPay

Conduent

EY

Immedis

Infosys

isolvd

Mercans

Neeyamo

OSV

Papaya Global

Paychex

PayGroup

Payslip

Payzaar

Ramco

Safeguard Global

SD Worx

TMF Group

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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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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