



Vendor Profile

Payroll Services

Infosys

Report Abstract

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10 pages

Contents of Full Report

1. Introduction
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 Infosys is a comprehensive assessment of Infosys'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

Infosys BPM offers HR services across ten 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 administration, payroll, learning services, and recruitment.

Infosys targets its payroll services to large, complex enterprise-sized organizations seeking broad HR transformation through managed services and processes payrolls for ~480k client employees across ~53 payroll service and technology clients.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' 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:

ADP

Alight Solutions

CloudPay

isolved

Neeiamo

OSV

Popay

Paybix

Paychex

Ramco

Safeguard Global

SD Worx

TMF Group

UKG / Immedis.

About The Author

Liz Rennie is the HR Technology and Services Research Director with global responsibility for key HR research projects, including Payroll Services and Cloud HR Transformation, 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., 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

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