



# IBM Next Generation Payroll Services

Vendor Assessment  
Report Abstract

October 2017

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10 pages

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## Who Is This Vendor Assessment For?

NelsonHall's Payroll Services vendor assessment for IBM is a comprehensive assessment of IBM's payroll services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of payroll outsourcing and identifying vendor suitability for payroll services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector
- HR and payroll decision makers.

## Key Findings & Highlights

IBM Cognitive Process Services (IBM), headquartered in Armonk, New York, provides a range of back-office and industry-specific outsourcing services through its Global Business Services (GBS) business segment.

GBS' Talent and Engagement (T&E) segment includes the following offerings:

- HR transformation and optimization: helps develop and sustain a high-performing HR function to drive enhanced organizational outcomes
- Talent acquisition and optimization: solutions and services to target, recruit, and hire talent; compensate fairly; and manage performance
- Talent development and optimization: strategy and implementation of continuous personalized learning
- Talent analytics and cognitive HR: analytic insights and personalized employee experiences that support transformative solutions across the HR lifecycle
- Cloud HCM: supports the transformation of the employee and manager experience as organizations shift to cloud based HR platforms
- Talent experience and engagement: designs and delivers engaging employee experiences to enhance business results and the client experience
- Digital change management: contemporary methodologies and tools backed by behavioral science and analytics to help clients shape, plan, and execute business change initiatives.

IBM offers a fully managed payroll outsourcing model, delivering ~8.1m payslips annually to ~620k client employees globally.

Payroll services are offered as standalone or as part of broader multi-process HR services; ~25% of its payroll clients are standalone, with ~75% being delivered with at least one other HR service, most commonly contact center and workforce management.



## Scope of the Report

The report provides a comprehensive and objective analysis of IBM's next generation payroll services offering, capabilities, and market and financial strength, 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.

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## Report Length

10 pages

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## **Next Generation Payroll Services Vendor Assessments also Available for:**

ADP

AscentHR

activpayroll

Capita

Ceridian

CloudPay

Excelity Global

GlobePayroll

Infosys

Neeyamo

NGA HR

OneSource Virtual

Raet

Ramco

SD Worx

SafeGuardWorld International

Sopra HR

Zalaris