



SD Worx RPA and AI in HR Outsourcing

**Vendor Assessment
Report Abstract**

July 2018

**By Pete A. Tiliakos
Principal Analyst
NelsonHall
6 pages**

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's RPA and AI in HRP Vendor Assessment for SD Worx is a comprehensive assessment of SD Worx' automation and artificial intelligence offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of HR outsourcing and identifying vendor suitability for HR 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

SD Worx, headquartered in Belgium, is a European HR service provider with physical presence in ten countries. It was created by the Flemish Employers Association in 1945 as a non-profit company, to provide services for social administration to enable companies to focus on their core business.

SD Worx processes ~4.4m payslips per month, supporting ~65k clients, ~97% of which are businesses with <500 employees. Today, the majority of SD Worx's clients are in Belgium (>54k clients with ~1m pay-slips), and it has >10k clients outside of Belgium with larger populations.

The business has three divisions providing the following services:

- Payroll, including
- Tax and legal (T&L), which includes consulting, training, and advisory services
- Full HR BPO, with tax and legal and payroll integrated services

SD Worx is focused on the digitization of HR processes throughout its service delivery model, continuously investing in automation initiatives which leverage robotics and AI to drive operational effectiveness, boost productivity, reduce processing times, and enhance the UX by delivering reliable results more rapidly.

While SD Worx does not offer its RPA and AI capability as a standalone service, it does offer process optimization consulting to its clients (primarily larger clients) for automation and AI initiatives and has leveraged this approach to partner with clients to develop its capability and advance specific use cases.

SD Worx aims to incorporate the use of bots into its end to end delivery model with the goal of eliminating the manual and repeatable processes inherent to payroll management. SD Worx is currently piloting its first bot which is focused on data entry, data quality, and post payroll reporting. SD Worx will expand its use of RPA to include 15 additional processes/uses cases supported by 2-3 additional bots, which is targeted to be live by the end of 2018.

SD Worx is piloting (both internally and with a few large clients in Belgium and U.K.) a personal digital HR assistant for workers focusing on the HR professional context with impact on personal actions, providing guidance by taking into account client policies, procedures, and data gathered in administrative processes such as payroll, to provide accurate responses to employee enquiries. The alpha version combines absences

& expenses, Office 365 agenda integration, internal & HR service communication, and pay slip information.

SD Worx leverages its Mauritius delivery center as its RPA and AI COE with in-country support located in U.K. and Belgium. Additionally, SD Worx established an innovation lab, located in Antwerp, Belgium which aims to cultivate innovation through the sharing, and development of ideas to create new services, products, and solutions.



Scope of the Report

The report provides a comprehensive and objective analysis of SD Worx' RPA and AI offering leveraged in the delivery of its HR services, including:

- Identification of the company's strategy, new developments, and outlook
- Analysis of the company's offerings and key service components
- Analysis of the profile of the company's customer base leveraging RPA and AI including the company's targeting strategy
- Analysis of the company's delivery organization including the location of delivery locations.

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Report Length

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Report Author

Pete A. Tiliakos

Pete.Tiliakos@NelsonHall.com

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