



# **SD Worx Payroll Services**

**Vendor Assessment  
Report Abstract**

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## Who Is This Vendor Assessment For?

NelsonHall's Payroll Services Vendor Assessment for SD Worx is a comprehensive assessment of SD Worx's Payroll Service offering and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of payroll outsourcing and identifying vendor suitability for payroll process outsourcing 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 is a European HR service provider with physical presence in ten countries and ~60k clients, ~50k of whom are based in Belgium. Headquartered in Belgium and with 31 offices through the country, SD Worx 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, in conjunction with Aditro, founded the Payroll Services Alliance in 2010 to serve multinational payroll clients across Europe, under one governance model and one set of service levels. The PSA incorporates a number of other payroll providers including Elanor, Seresco, Trianon, Cintra and, most recently, Ceridian and F2A; together, they cover ~50 countries.

SD Worx has made a number of acquisitions in 2015/2016 including:

- CTB A&A and established the joint venture with CTB Personele Systemen (SD Worx holds the majority of shares). CTB Personele Systemen is a SaaS payroll provider which also builds the payroll software that SD Worx already uses to service its payroll clients in the Netherlands
- Fidelis HR, an HR services provider with a strong presence in Germany. The acquisition added ~1k clients, ~1.1m payslips and €55.6m revenue in 2015 to SD Worx's portfolio
- Ceridian U.K., a cloud based HR services provider with a strong presence in the U.K. and Ireland.

The payroll services business, which represents ~89% of revenues consists of:

- SaaS payroll
- Fully managed payroll services
- Comprehensive payroll services (which include employee data entry and contact center).

SD Worx processes ~4.15m payslips per month, supporting 60k clients, ~97% of which are businesses with <500 employees.

## Scope of the Report

The report provides a comprehensive and objective analysis of SD Worx's payroll outsourcing 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, size and scale of delivery locations and their activities.



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## Report Length

16 pages

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## Payroll Services Vendor Assessments also Available for:

ADP  
Capita  
Ceridian  
CloudPay  
Excelity  
Infosys  
MHR  
Neeyamo  
NGA HR  
OneSource Virtual  
Paychex  
Ramco  
SafeguardWorld Interntional  
Sopra HR  
TMF Group