



**NelsonHall**  
TRANSFORM THROUGH INSIGHT

# Vendor Profile

Payroll Services

# UKG & Immedis, a UKG Company

## Report Abstract

September 2023

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17 pages

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## Who is this Vendor Assessment for?

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NelsonHall's Payroll Services profile on UKG & Immedis, a UKG Company is a comprehensive assessment of UKG & Immedis, a UKG Company 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

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UKG Inc (UKG) is a provider of human capital management (HCM) technology and services, including HR, payroll, talent and workforce management (WFM) solutions. It is privately owned and dual-headquartered in Weston, Florida, and Lowell, Massachusetts. In 2022 it had a headcount of ~15k employees and averaged 7.7m employees paid per month being processed through its platforms and services.

In July 2023, UKG acquired Ireland-based Immedis, a global payroll provider with technology and services supporting ~160 countries and ~20 languages, and ~120 currencies. In July 2023, the acquisition closed, adding multi-country payroll capability to the UKG suite of solutions. With the acquisition, UKG launched "UKG One View," which offers a single view of all payrolls managed by a single workflow, a single framework, and single experience.

UKG's core technology and managed services offerings include:

- WFM proprietary technology and clocks (global offering, currently supporting ~165 countries I):
  - UKG Pro Workforce Management (UKG Pro WFM). Today, there are ~4k clients on the platform
  - UKG Ready WFM (launched in 2012), with ~6k clients for WFM and serving 40m users.
- HCM technology (global offering, currently supporting ~116 countries with localizations):
  - UKG Pro (~6.2k clients, of which ~5.4k adopt payroll), tailored for midsized to large firms
  - UKG Ready (~40k HCM clients, of which ~2k adopt payroll): tailored for North American SMB firms
  - UKG HR Service Delivery (~5k clients): employee file, case management and knowledge base portal
  - UKG Employee Voice (~1.5k clients): employee feedback and sentiment analysis solutions
- North America managed services (U.S. & Canada only):
  - Payment/treasury services (with ~83% attachment rate for UKG Pro HCM clients)

- Partial and fully-managed payroll services (with ~45% attachment rate for UKG Pro HCM clients)
- Benefits administration services
- HR Transformation consulting and change management
- Multi-country managed payroll services (~118 clients): UKG One View's global offering can support ~160 countries, 150 currencies and 20 languages through its recent acquisition of Immedis.

## Scope of the Report

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The report provides a comprehensive and objective analysis of UKG & Immedis, a UKG Company'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:

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ADP

Alight Solutions

CloudPay

Infosys

isolved

Neeyamo

OSV

Paychex

PoPay

PayBix

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 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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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](mailto:guy.saunders@nelson-hall.com)

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