

Payroll Services

Zalaris

Report Abstract

February 2021

Pete A. Tiliakos

HR Technology & Services Research

Director

NelsonHall

9 pages

Contents of Full Report

1. Background
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 Zalaris is a comprehensive assessment of its offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of managed 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 HR and payroll technology and services sector.

Key Findings & Highlights

Zalaris, founded in 2000 and headquartered in Oslo, Norway, is a provider of cloud based HR and Payroll Outsourcing services to regional and global mid-size and large organizations headquartered in the Nordics, Germany, Austria, Switzerland, UK, Ireland, Poland, Baltics and India. Offering one common system solution served by skilled staff in the countries where client employees are located and offers the transfer of staff from clients as part of outsourcing transactions.

Zalaris entered the multi-process HR services market in 2000 with the mission to support companies operating their people organizations across borders. In 2001 the company became one of the first SAP BPO partners globally and established its multi process, multi country cloud solution on the basis of SAP HCM. Zalaris grew organically to cover the Nordic, Baltics, Poland, Ireland and India through taking over client payroll and HR shared service centers via outsourcing transactions.

In 2017 the company acquired sumarum AG (IT2 Solutions) in Germany and ROC Ltd in the U.K. to further broaden its geographical coverage and consulting capabilities. On the basis of the company's recently launched PeopleHub platform the company offers global coverage for its payroll and HR offerings.

Zalaris' HR and payroll services provides managed payroll services to ~100 clients and ~320k employees and application maintenance of payroll solutions serving >1.5 million employees on a monthly basis.

Zalaris segments its business into two divisions:

- **Managed Services:** Cloud and BPO services covering the full spectrum of transactional HR processes as employee master data maintenance, payroll, payroll accounting including reconciliation, employee payments, travel and expense management, document management, time and attendance, benefits management, pension administration, inpat/expat. and employee helpdesk, application management support (AMS). Standard integrations to all major global HR platforms such as SAP SuccessFactors, Workday and Oracle.
- **Professional Services:** Suite of advisory, consulting and application maintenance services supporting clients moving to cloud based solutions for payroll, HR, accounting and analytics. Primary focus on supporting implementations of SAP SuccessFactors, SAP HCM Payroll, Time and Expense management, SAP S4Hana and SAP Analytics. Extensive experience with integration in complex cloud and hybrid environments to all major HR platforms as Workday, Oracle etc.

Zalaris primarily targets midsized and large /enterprise organizations headquartered in Europe with at least 1k employees.

Scope of the Report

The report provides a comprehensive and objective analysis of Zalaris payroll services offering, 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 Vendor Assessments also Available for:

activpayroll
ADAM HCM
ADP
Alight/NGA HR
Ascender
AscentHR
Ceridian
CloudPay
Conduent
Immedis
Infosys
Neeyamo
OneSource Virtual
Papaya Global
PayAsia
Paychex
Payzaar
Ramco
Safeguard Global
SD Worx
TMF Group
UKG
Zalaris

About The Author

Pete is HR Technology & Services Research Director at NelsonHall, with shared responsibility for HR Services research globally with Nikki Edwards and Liz Rennie. Pete covers HR Services research in payroll services, global employer of record services, and HCM technology.

Pete has been part of NelsonHall's HR Services analyst team since 2016, providing comprehensive and insightful coverage of HR services markets in the world. In particular, he is known for his extensive knowledge and coverage of the global payroll outsourcing market. Pete assists both buy-side and vendor organizations in assessing opportunities and supplier capability across HR service lines.

Pete can be contacted at:

- Email: pete.tiliakos@nelson-hall.com
- Twitter: [@petet_NH](https://twitter.com/petet_NH)



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., and Continental Europe, 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. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on 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

Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD
Phone: + 44(0) 203 514 7522

Paris

4 place Louis Armand, Tour de l'Horloge, 75012 Paris
Phone: + 33 1 86266 766

Copyright © 2021 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.