



Reaping the Benefits of Unified Pay Solutions

This report from research firm Everest Group is based on insights from 100+ senior leaders in payroll, finance and HR roles.



It reveals how a unified pay solution – combining payroll, payments and on-demand pay – unlocks a “myriad of benefits”, from improving global visibility and strategic reporting for organizations, to elevating the employee pay experience.



Reaping the Benefits of Unified Pay Solutions

Saying Goodbye to Payday Puzzles



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Priyanka Mitra, Vice President
Samarth Kapur, Practice Director
Aman Kaushik, Senior Analyst
Era Singh, Senior Analyst

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Introduction

The talent landscape is rapidly evolving, with more organizations adopting hybrid and remote setups. This shift has become the new normal, and leaders are working hard to ensure a positive experience for their employees. One often overlooked aspect that is becoming increasingly vital is payroll. Beyond its traditional role of ensuring accurate and timely payments, payroll now plays an essential role in unlocking strategic insights, streamlining operations, and empowering a thriving workforce.

Many organizations are embarking on transformation journeys to streamline processes, enhance efficiency, and elevate employee experience. At the heart of this transformation is the adoption of unified pay solutions. These solutions enable enterprises to seamlessly consolidate global payroll and payments under a single umbrella. Additionally, they explore financial well-being initiatives and flexible pay options, such as Earned Wage Access (EWA), also known as on-demand pay, which provides employees with real-time access to their earnings. This transition not only elevates the employee pay experience but also amplifies global visibility, and as a bonus enhances the overall well-being and experience of all involved in global payroll operations.

In this report, we explore the evolving global payroll landscape and introduce the concept of unified pay solutions. We provide:

- An overview of our research methodology
- The current state of global payroll, including objectives, outsourcing trends, and reasons for buyer dissatisfaction
- A closer look at unified pay solutions, their role in overcoming global payroll challenges, and the multiple benefits they offer
- Key enterprise considerations for adopting unified pay solutions
- A case study illustrating the positive impact of these solutions

The research draws insights from a survey involving over 100 senior leaders in payroll, finance, and HR to understand the complexities of global payroll operations and highlight the significance of unified pay solutions in today's dynamic work environment. The analysis provides insights into the challenges that organizations face and how adopting unified pay solutions can transform the future of global payroll for the better.

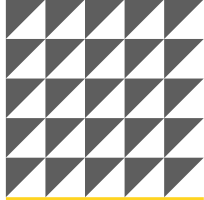
Key takeaways

Below are the key insights from the research:



Payroll objectives are evolving to become more strategic

While traditional priorities such as accuracy, timeliness, and compliance remain vital, our survey indicates a shift toward broader objectives. This includes enhancing stakeholder experience, embracing technology, and using real-time data for informed business strategies.



With increasing complexity, the trend toward not only outsourcing payroll but also payments globally is on the rise

Organizations are increasingly seeking global payroll partners to manage cross-border transactions and diverse regulations. 74% of the survey respondents mentioned outsourcing employee payments, making it the second most outsourced element in the payroll value chain, following payroll calculations.



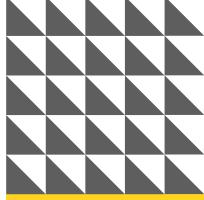
In the current landscape of fragmented solutions, a lack of global visibility and poor employee experiences are major pain points for enterprises

Nearly 45% of leaders lack global visibility into payroll operations, hindering strategic decision-making. Moreover, payroll's role in shaping employees' perceptions of their workplace is often overlooked, with over 90% of survey respondents recognizing its impact. Investing in a positive payroll experience is essential to boost employee morale, reduce stress, and foster loyalty.



Unified pay solutions can elevate the strategic importance of payroll to the boardroom and simplify the experience for all stakeholders

By integrating global payroll, payments, and financial wellness components such as EWA under a single umbrella, unified pay solutions offer the much-needed line-of-sight visibility for payroll practitioners to track every step of the process and enhance the employee experience.



While still in the early stages of adoption, unified pay solutions are yielding promising results

Positive perceptions surround unified pay solutions, with early adopters reporting benefits surpassing expectations. These include lower administrative costs, improved visibility, and reduced workloads for payroll teams. Employees often benefit from streamlined processes, modernizing the entire journey of getting paid. Organizations are encouraged to evaluate whether unified pay solutions align with their needs.



Research methodology

The research draws insights from a survey involving 100+ senior executives in payroll, finance, and HR from diverse organizations in terms of size, geographic presence, and industry. Our goal was to understand the current maturity of global payroll operations and understand executives' expectations for the future of payroll. By analyzing their responses, we evaluated the challenges organizations face in their payroll operations and examined how a unified pay solution, designed to simplify and optimize global payroll management, could effectively address and alleviate these challenges. Exhibit 1 provides a breakdown of respondents based on their geographic distribution, organization size, industry, role, and Human Capital Management (HCM) systems used, offering a comprehensive view of the survey's demographic composition.

EXHIBIT 1

Respondent profile by geographic distribution, organization size, industry, role, and HCM used

Source: Everest Group (2024)

Respondent profile by organization's geography

Share of respondents

North America	29%
Europe (excluding the UK)	24%
UK	15%
Asia Pacific	15%
Middle East and Africa	9%
Latin America	8%

Respondent profile by HCM used

Share of respondents²

Workday	51%
Oracle	39%
SAP SuccessFactors	27%
Bamboo HR	9%
HiBob	5%
Others	23%

Respondent profile by organization's industry

Share of respondents

Banking, financial services, and insurance	22%
IT, electronics, and hi-tech	19%
Manufacturing (including automotive)	10%
Professional services	8%
CPG and retail	7%
Healthcare and life sciences	6%
Energy and utilities	5%
Travel, transportation, and logistics	5%
Others ¹	20%

¹ Others include industries such as media and entertainment, oil and gas, metals, mining, and other natural resources, marketing and advertising services, telecommunications, architecture & engineering, and education

² The total percentage exceeds 100% due to some respondents using more than one HCM system

EXHIBIT 1 (continued)

Respondent profile by geographic distribution, organization size, industry, role, and HCM used

Source: Everest Group (2024)

Respondent profile by organization's industry		Respondent profile by role	
Share of respondents		Share of respondents	
Small enterprises (<3,000 employees)	25%	Payroll leaders	41%
Midsize enterprises (3,000-9,999 employees)	48%	Finance leaders	38%
Large enterprises (>10,000 employees)	27%	HR leaders	21%

The current state of global payroll

In today's rapidly changing workplace, payroll goes beyond simply compensating employees. While ensuring accurate and timely payments remains a primary goal, the evolving workforce, including new generations with different digital preferences, necessitates a modernized pay experience that is fast, flexible, and personalized. Additionally, in an era of diverse regulations governing payrolls across different regions and the prevalence of data breaches, global payroll objectives have expanded to include broader goals such as ensuring compliance alongside maintaining data security. Many leaders in payroll, finance, and HR are embracing technology to automate and optimize global payroll operations. Moreover, as talent pools extend worldwide, organizations are prioritizing process standardization and real-time data utilization to inform and drive business strategy.

Exhibit 2 highlights the top objectives of global payroll, demonstrating the multifaceted nature of payroll in the contemporary workplace.

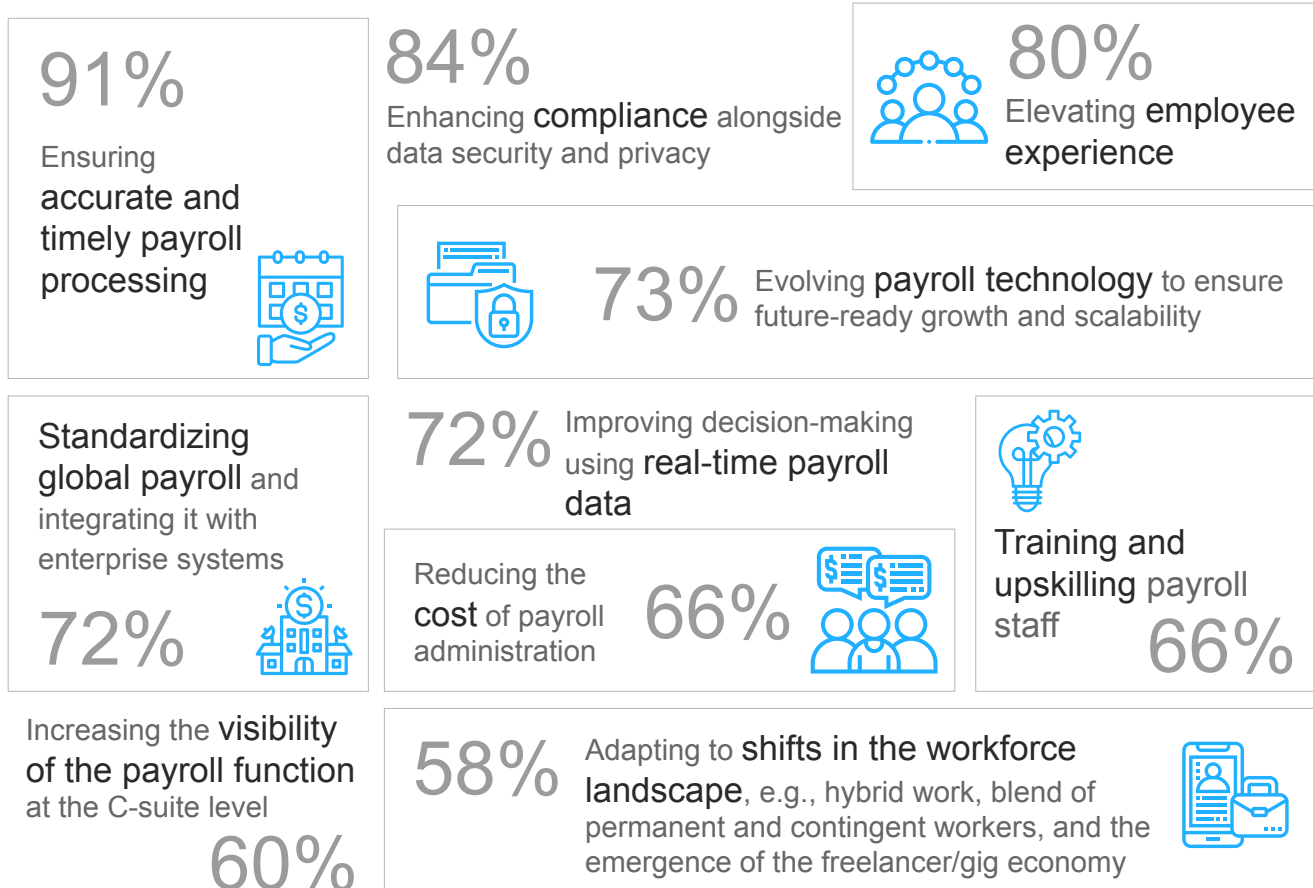
Payroll, today, is evolving from
a transactional function to a
valuable strategic asset shaping an
enterprise's workforce strategy.

EXHIBIT 2

Top objectives of global payroll

(Percentage of respondents highlighting an objective as ‘important’ or ‘extremely important’)

Source: Everest Group (2024)



Note: Respondents rated multiple objectives, hence the sum totaling more than 100%

Navigating the intricate regulatory landscape and meeting the expansive objectives of the payroll function has made managing global payroll in-house increasingly challenging. The current siloed nature of systems and processes not only amplifies the workload and administrative burdens for payroll staff but also hinders their ability to focus on higher-value tasks. With operations growing more complex and a shortage of skilled payroll professionals, organizations are turning to payroll outsourcing partners to manage payroll processes, achieve time and cost savings, and leverage expertise across various countries. A clear trend emerges in how organizations approach outsourcing. The majority of those headquartered in North America tend to centralize payroll and adopt a global payroll strategy. In contrast, more regionally diverse geographies such as EMEA and APAC predominantly see the adoption of local and regional payroll outsourcing strategies. Exhibit 3 highlights the diverse payroll outsourcing operating models adopted across different geographies.

Different countries have diverse laws, rules, and competence levels among teams. Thus, managing payroll across regions becomes difficult as you are managing multiple stakeholders at the same time.

– HR leader, a global consumer packaged goods and retail company

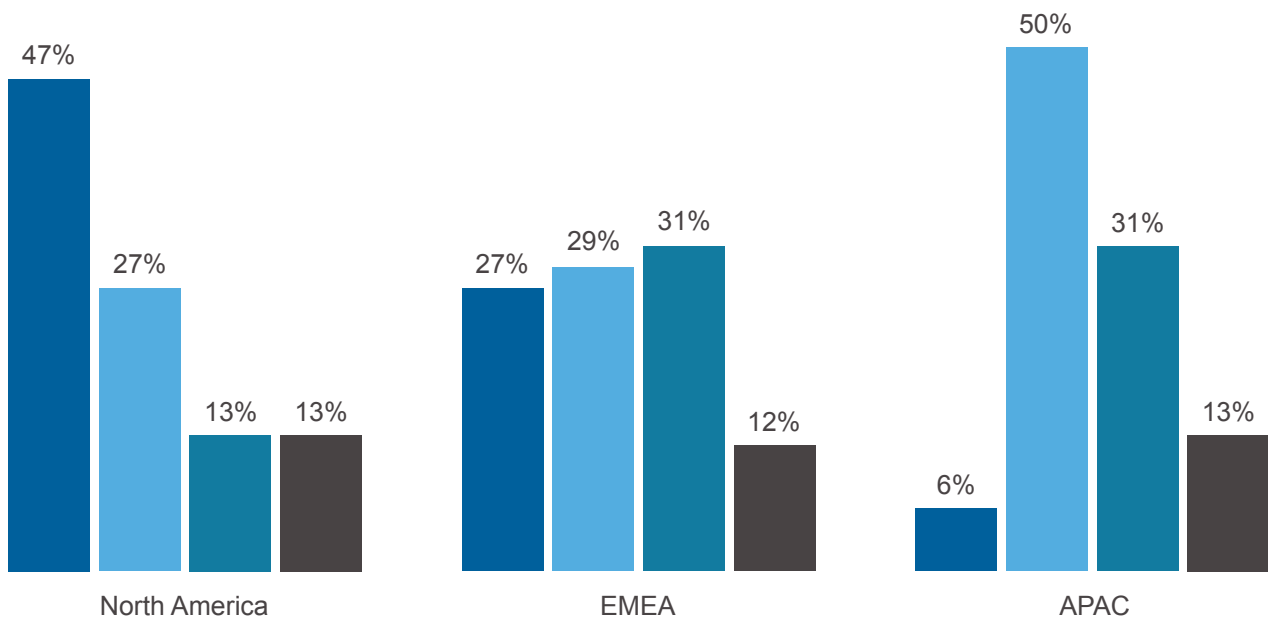
EXHIBIT 3

Payroll outsourcing operating models across geographies

(Percentage of respondents headquartered in a specific region highlighting a payroll outsourcing model)

Source: Everest Group (2024)

- Global payroll strategy managed by multiple payroll providers
- Regional payroll strategy (managed by multiple regional payroll providers)
- Local payroll strategy (payroll managed locally by providers in each country)
- Others



The payroll value chain encompasses various components, starting with the compilation of employee data and extending to end-of-year tax responsibilities. It also includes ancillary processes such as time and attendance, leave, and expense management. The decision to outsource specific pay operations to payroll providers varies among organizations, depending on their business’s payroll needs, scale of operations, complexity of internal processes, and the level of technology adoption. Exhibit 4 illustrates the diverse propensities of organizations to outsource different components within the payroll value chain.

EXHIBIT 4

Current propensity of enterprises to outsource different payroll components across the value chain

Source: Everest Group (2024)

High propensity to outsource

Payroll and ancillary processes	Currently outsourced	Likely to be outsourced	No plans to outsource
Payroll input (compiling employee data to determine total gross pay)	50%	12%	38%
Payroll calculation – gross-to-net (calculating employees’ net pay after deducting taxes and other withholdings)	81%	11%	8%
Employee payments (salary distribution)	74%	16%	10%
Third-party remittances (funds transfer to external entities, such as tax authorities and retirement plans, to fulfill financial obligations associated with employee pay)	45%	42%	13%
Payroll tax reporting and filing (preparing and submitting tax-related documents to the government)	57%	33%	10%
Payroll help desk (establishing a support service/contact center to assist employees with inquiries or issues related to payroll)	43%	30%	27%
Time and attendance management (recording employee work hours and attendance data to facilitate accurate payroll calculations)	48%	19%	33%
Expense management (tracking, approving, and reimbursing employee expenses)	27%	43%	30%
EWA (allows employees to access part/all of their accrued wages ahead of the monthly or bimonthly pay cycles)	20%	32%	48%
Leave management (tracking and managing employees’ time off from work)	48%	12%	40%

In the post-COVID-19 work environment, the payroll function is taking on more responsibilities than ever before, driven by several factors:

- **Distributed workforce:** The rise of hybrid and remote working has become the norm
- **Changing workforce mix:** The entry of a new-age workforce and a growing preference for flexibility in work arrangements
- **Compliance challenges:** The constant need to comply with evolving regulations
- **Technology:** Rapid developments in automation, AI/ML, and generative AI

Against this backdrop, survey respondents have expressed a mixed level of satisfaction with their current payroll providers. Around 45% lacked global visibility into payroll operations, hindering informed decision-making. Consequently, payroll teams often find themselves without a direct line of sight on the status of employee and statutory payments, creating challenges in ensuring accurate and timely disbursement. This lack of transparency results in payroll teams reacting to problems instead of proactively managing them. Exhibit 5 outlines various reasons for dissatisfaction, revealing common themes that underscore the need for a solution unifying payroll management across borders, offering real-time visibility, and harnessing the latest technologies to optimize operations.

Unified pay solutions emerge as a promising avenue to address these requirements, poised to revolutionize payroll to meet the demands of the modern workforce and the intricate landscape of payroll management.

EXHIBIT 5

Reasons for enterprise dissatisfaction with payroll providers

Source: Everest Group (2022)

Poor employee self-service Lots of manual work

Not scalable worldwide

No interface with HCM system

Lack of process alignment between payroll providers

Reconciliation between finance and payroll data

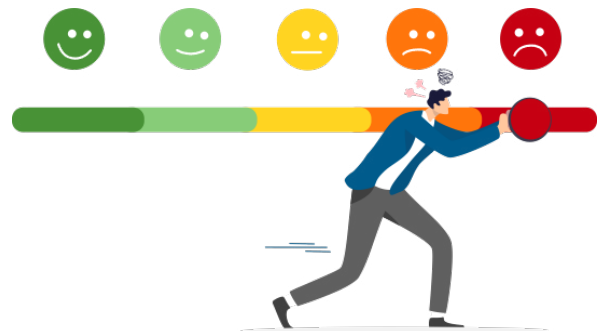
Outdated technology

Significant additional time input from the HR team to accomplish a correct run each month

Lack of flexibility in administering benefits and restructuring of salary based on local law changes

Occasional calculation errors

Lack of end-to-end solutions



Around 45% of respondents lacked global visibility into payroll operations, hindering informed decision-making.

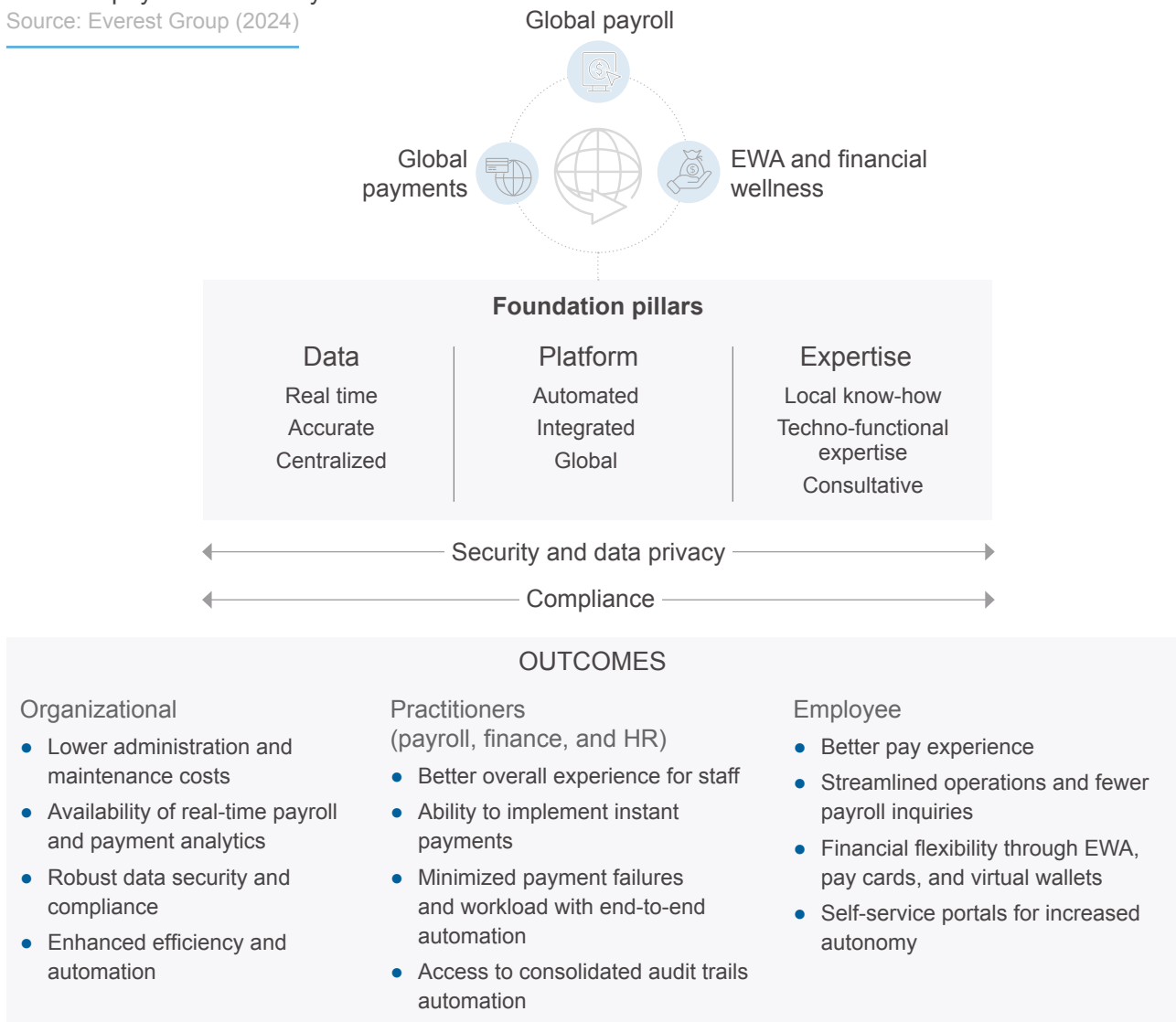
Unveiling unified pay solutions

A unified pay solution involves consolidating global payroll and payments, encompassing both employee and third-party/statutory payments, seamlessly under a single umbrella. This platform also offers features such as EWA, providing employees with on-demand access to their earnings. It streamlines all payroll processes through a unified, automated platform, offering enhanced data visibility and control. This approach not only reduces errors but also minimizes total processing time.

EXHIBIT 6

A unified pay solution ecosystem

Source: Everest Group (2024)



In a non-unified payroll process, where payments are not integrated, there is often a lack of visibility into whether the disbursements were successfully made. This highlights the requirement for a real-time system to verify the successful completion of salary and statutory payments, thus driving the demand for a unified pay solution. Furthermore, as enterprises prioritize financial well-being and attract top talent, they are exploring solutions such as EWA to meet the evolving needs of their workers.

A unified pay solution comprises three major components:

- **Global payroll:** This involves managing payroll for employees across the globe covering financial aspects such as compensating employees in multiple countries, including salary calculations, tax withholdings, and payment processing. It aims to streamline global payroll processes, ensure compliance with country-specific and international standards, and provide a unified view of payroll-related data for organizations operating globally
- **Global payments:** In the current landscape, making payments across multiple countries poses challenges due to diverse formats for banking/payment files and varying requirements from national statutory authorities and tax codes. Global payments involve disbursing payments to employees and fulfilling statutory remittances across various geographies in multiple currencies while adhering to local, regional, and international laws and requirements

Transparent, accurate, and seamless payments is the most important thing to focus on. Payroll can improve employee experience in other ways, but payments remain the top priority.

– Finance leader, a North American telecommunications company

- **EWA and financial wellness:** This transformative solution allows employees to access a portion of their earned wages before the traditional payday. It helps enterprises overcome the limitations of traditional payroll systems by breaking down rigid biweekly/monthly pay schedules and providing employees with access to their earnings whenever they need it. It is often positioned as a tool to promote financial wellness among employees, helping them manage their finances more effectively

A unified pay solution is built on three foundational pillars:

- **Platform:** An automated technology platform seamlessly integrated with payroll, payments, and broader HR systems, capable of managing payroll on a global scale
- **Data:** Centralized data, consolidating relevant payroll and payments information and providing accurate real-time visibility. This enhances trust and confidence among employees and management
- **Expertise:** Rooted in individuals with in-depth local knowledge to ensure the platform and service adhere to intricate local tax regulations. The combination of technology and functional expertise underscores the solution provider's role as a strategic partner committed to providing insights



A recent trend indicates that the [majority of new customers prefer to outsource both payroll and salary payment services together](#). Some providers are expanding their offerings beyond these components to include additional short-term financing and financial wellness services in their unified pay solutions. This enhances the payment experience, providing options such as pay-to-card, virtual wallets, and flexibility to make payments in local currencies to employees.

In the next section, we will explore the challenges that organizations face in the current payroll environment and how a unified pay solution can overcome these challenges, enhancing the overall experience for organizations, payroll teams, and employees.

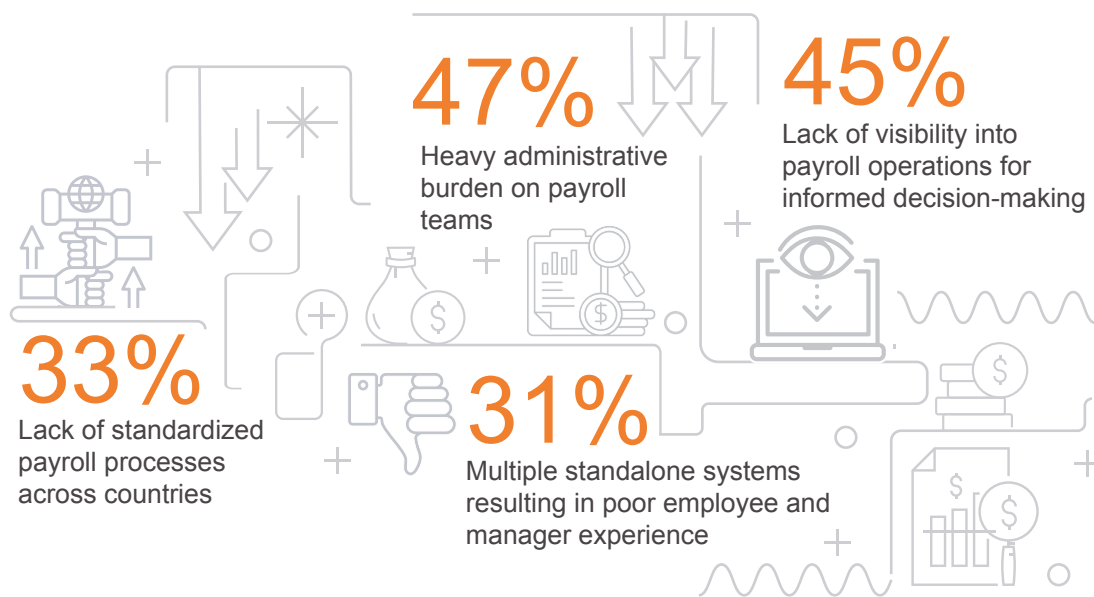
Navigating the challenges of global payroll

Payroll systems play a vital role in the foundation of modern businesses, yet they often encounter a range of challenges. As organizations pursue efficiency and accuracy in their financial operations, the limitations of existing payroll systems become more evident. Exhibit 7 outlines the top challenges that enterprises face in managing payroll, signaling the need for modern solutions in an era of evolving payroll excellence.

EXHIBIT 7

Percentage of respondents highlighting a challenge as ‘significantly difficult’ or ‘extremely difficult’

Source: Everest Group (2024)



Other challenges highlighted by respondents



High error rates due to manual interventions



Complexity of paying employees in different currencies



Lack of visibility at the leadership level



Limited pay cycle cutoff flexibility

Heavy administrative burden on payroll teams

Current payroll solutions often rely on time-consuming manual interventions, heightening the risk of errors, delays, and inefficiencies. Payroll teams, contending with intricate tax regulations, diverse employee benefits, and complex compliance requirements, face a cumulative drain on time and productivity. This drain restricts the team's ability to concentrate on more strategic tasks. Instead of contributing to broader organizational goals, these teams become entangled in day-to-day operational challenges, impeding their ability to drive transformative changes in payroll processes. The operational focus not only hinders innovation but also prevents the implementation of streamlined processes that could alleviate organizational burdens.

Lack of global visibility into payroll operations for informed decision-making

Payroll systems often lack robust reporting capabilities, posing a challenge for organizations to generate insights for global decision-making. They do not offer a direct line of sight to confirm successful payroll disbursements, limiting enterprises' agility with pay cycles and hindering the provision of real-time access to employees' salaries through EWA. Inadequate reporting tools not only impede visibility at both operational and strategic levels but also constrain an organization's ability to discern trends, patterns, and anomalies within payroll data.

About 80% of survey respondents are unable to use payroll reporting for informed decision-making.

Furthermore, the inability to analyze and benchmark global payroll data may result in suboptimal resource distribution, impeding the organization's ability to streamline and optimize payroll processes for enhanced efficiency.

Lack of standardized payroll processes across countries

A conundrum exists at the heart of the desire to standardize global payroll operations. On one hand, organizations seek to reap the rewards of improved efficiency, better insights, and accurate reporting offered by a global payroll solution. On the other hand, they value the importance of local knowledge, understanding in-country compliance and meeting cultural and language needs. The complexity arises from diverse tax regulations, labor laws, and reporting requirements in various regions, making it challenging to achieve both consistency and compliance. This lack of standardization heightens the risk of errors, inconsistencies, and delays in payroll processing, potentially exposing organizations to legal and financial consequences.

We face significant challenges in navigating tax regulations, complying with local labor laws, standardizing processes to meet diverse payroll requirements, and managing communication and coordination across multiple time zones and culture differences.

– Finance leader, a global manufacturing company

Many organizations also struggle to find the optimal number of payroll providers for their organization. While there is not a one-size-fits-all approach, firms do believe that some level of consolidation in the number of providers can result in standardizing processes across countries. This not only helps mitigate risks but also enhances efficiency, accuracy, and overall effectiveness in managing global payroll operations across diverse geographical locations.

Multiple standalone systems resulting in poor employee and manager experience

It is widely acknowledged that employee experience is a vital factor in the payroll domain, directly influencing overall satisfaction, productivity, and organizations' ability to attract and retain talent. Over 90% of survey respondents agree that payroll plays a significant role in shaping the overall employee experience.

However, the lack of integration between multiple systems results in fragmented information, posing challenges for employees to access a centralized source of payroll-related data. This fragmentation leads to confusion and inefficiencies, potentially causing discrepancies in pay, deductions, or benefits due to the complexities of navigating through different systems. Moreover, the increased complexity associated with managing multiple systems may result in errors and delays, thereby diminishing the quality of the overall employee and manager experience.

Unified pay solutions emerge as a comprehensive answer to these challenges. In the following section, we will discuss the benefits of adopting a unified pay solution to enhance the overall payroll experience.

Benefits of unified pay solutions

Although the adoption of unified pay solutions is at an early stage, with only 33% of survey respondents currently on board, the potential benefits present a promising outlook across various dimensions. These benefits span from cost reductions for organizations to empowering employees and reducing the burdens on payroll teams. We analyzed the survey responses to determine whether the perceptions held by respondents who have not yet adopted a unified pay solution align with the reality of benefits experienced by those currently using it. Interestingly, our survey results indicate that the reality of these benefits often aligns with, and in most cases surpasses, the perceptions. This alignment underscores the potential of unified pay solutions to deliver on their promises. Exhibit 8 illustrates the convergence between potential and realized benefits across various levels, demonstrating the tangible impact of adopting unified pay solutions.

Payroll solutions should be able to increase accuracy and efficiency and provide real-time visibility of the transaction to offer a great experience for our team and employees.

– Payroll leader, a UK-based life sciences company



EXHIBIT 8

The benefits of unified pay solutions

Source: Everest Group (2024)

Organizational benefits

Lower administration and maintenance costs



Most respondents agreed that these solutions deliver benefits beyond mere transactional efficiency, aligning closely with their expectations. Specifically, they noted significant advances in the following areas:

- Unified pay solutions streamline payroll processes by minimizing manual tasks, leading to increased efficiency and cost savings. Integration with broader HR systems further enhances this efficiency, eliminating the need for labor-intensive repetitive processes
- These solutions provide visibility and insights into spending patterns, workforce trends, and cash flow management, transforming payroll from a back-office function to a valuable strategic asset

Availability of real-time payroll and payment analytics



Payroll practitioner benefits

Better overall experience for payroll teams



The survey findings indicate that the tangible benefits of unified pay solutions exceed initial expectations. These solutions hold the potential to significantly improve the lives of payroll professionals, enhancing daily task efficiency and contributing to overall well-being:

- Unified pay solutions alleviate challenges by automating transactional tasks and reducing errors. This shift enables payroll staff to focus on more strategic and value-driven responsibilities
- These solutions empower payroll teams to adapt pay cycles and accommodate last-minute changes, bringing flexibility and offering employees control over their earnings by enabling EWA

Ability to implement instant payments



Employee benefits

Better employee pay experience



The actual benefits reported by respondents align closely with employee expectations of unified pay solutions, demonstrating their positive impact on the overall pay experience:

- Unified pay solutions modernize the whole experience of being paid, making the employer more appealing to talent. It includes EWA, transparent compensation breakdowns, and financial wellness components
- These solutions promote self-service capabilities, enabling employees to view critical pay information on the go and empowering them to manage their finances confidently

Streamlined process and fewer payroll inquiries



³ Reality is shaped by responses from respondents currently using a unified pay solution, highlighting a realized benefit. On the other hand, perception is informed by responses from those not using a unified pay solution, highlighting a potential benefit

Case study

Ralph Lauren's journey to frictionless payroll

Company background and business objectives

Ralph Lauren, founded in 1967, is a global fashion brand specializing in luxury lifestyle products. With approximately 5,500 employees in the EMEA region, the company faced payroll challenges impacting both employees and internal teams.

Challenges faced

Lack of flexibility

- Early monthly payroll deadlines resulted in new hires missing cutoffs, causing delays of 6-7 weeks in receiving salaries
- Increased administrative burden for the payroll team to manage advances, perform manual calculations, and coordinate with finance teams

Internal payment bottlenecks

- Reliance on a small treasury team and tight internal approval processes occasionally led to missing paydays
- Traditional pay schedules lacked flexibility, negatively impacting the employee experience

Regulatory compliance concerns

- Diverse regulatory requirements across 17 countries in EMEA created complexities and risked potential penalties
- In-house teams needed support to effectively manage compliance challenges

The solution

To address these challenges, Ralph Lauren partnered with CloudPay, initiating a transformative journey in 2019 that unfolded in multiple phases. The initial phase involved entrusting CloudPay with the outsourcing of payroll and payments. Streamlining net salary and statutory payments was a key focus, aiming to mitigate internal risks and reduce overall workload. The next phase introduced EWA to the payroll process, which allowed employees to access their salaries in real time, offering financial flexibility. This was followed by incorporating faster payments and short-term funding solutions to reduce payroll processing time and ensure the timely payment of key bonuses.

Outcomes achieved

Ralph Lauren achieved the following benefits from adopting a unified pay solution:

- **Improved employee well-being:** positive impact on financial stability with approximately 60% of the workers actively engaged with the EWA solution, making it the highest-used benefit after pensions
- **Increased administrative efficiency:** eliminated the need for payroll and finance teams to handle individual salary advance payments, resulting in significant time and cost savings
- **Timely reporting on statutory payments:** ensured compliance with local authorities and reduced the risk of penalties
- **Increased employer appeal:** EWA as part of the recruitment and benefits package enhanced the company's appeal, attracting and retaining talent, especially new-age workforce accustomed to instant fulfilment of payment processes

Key enterprise considerations

Adopting a unified pay solution represents a transformative journey, and to fully realize its potential, enterprises must follow a structured approach to overcome challenges within their payroll function. Our **AIM approach**, illustrated in Exhibit 9, serves as a roadmap for enterprises to effectively embark on this transformative journey.

EXHIBIT 9

The AIM approach

Source: Everest Group (2024)



Assess the current state of payroll operations

Thoroughly assess your current payroll processes to understand where you stand today.



Identify the right unified pay solution provider

Look for a provider that aligns with your business needs (geography, partnerships, etc.) and long-term vision.



Measure and evolve

Continuously measure your payroll processes with data. Stay nimble and agile to keep up with regulations and market dynamics.

Assess the current state of payroll operations

Conducting an objective evaluation of current global payroll operations is essential to identify what is working well and where there is scope for improvement within existing payroll processes. Organizations should thoroughly assess their current payroll delivery model, including the costs associated with running payrolls and its interactions with other business components. They should evaluate the workflow efficiency, identifying manual tasks, redundancies, and delays in payroll processing. Moreover, gauging employee satisfaction with the overall pay experience is critical to create a positive work environment. Evaluating the skills and knowledge of payroll practitioners is also vital to ensure they align with organizational objectives. This assessment will provide valuable insights for informed decision-making, ensuring that enterprises are well-equipped as they progress toward unified pay solutions.




Identify the right unified pay solution provider

Embarking on a unified pay journey is a long-term investment that demands thorough due diligence before making a decision. A provider plays a key role in shaping this journey and should be a partner committed to continuous innovation in alignment with the pace of the enterprise. Exhibit 10 outlines the top questions that enterprises must consider when selecting a unified pay solution provider.

EXHIBIT 10

Top considerations for selecting a unified pay solution provider

Source: Everest Group (2024)

 <p>Technology</p>	 <p>Expertise</p>	 <p>Other considerations</p>
<p>Does the provider offer a single platform for managing payroll and employee payments across all the countries in scope?</p>	<p>Does the provider have the expertise to ensure compliance with diverse regulations across all countries of enterprise operations (either directly or through in-country partners)?</p>	<p>Does the provider follow robust data security measures to protect sensitive employee information?</p>
<p>Can the provider offer real-time visibility to the payroll teams once payments have been made?</p>	<p>Can the provider extend financial flexibility to employees through EWA, pay cards, and payment wallets?</p>	<p>Can the provider scale its services to accommodate the company’s future growth and expansion plans?</p>
<p>Does the solution seamlessly integrate with existing HR and financial systems for efficient data flow?</p>	<p>Can the provider make international payments and handle multiple currencies?</p>	<p>Does the future roadmap of the provider align with enterprise goals and market demands?</p>
<p>Does the provider offer end-to-end reporting and analytics tools to track payroll metrics and compliance across regions?</p>	<p>Does the provider have regularly scheduled off-cycle payroll runs?</p>	<p>How flexible are the commercial models and deployment options offered by the provider?”</p>

While it is important to align with specific business needs when selecting a unified pay solution provider, enterprises can use these questions as guide to ascertain that the chosen provider can deliver all the capabilities of a unified pay solution, ensuring seamless global payroll operations and efficiency.

Measure and evolve

Enterprises must continuously track the progress of their unified pay journey and take corrective actions as needed, to ensure success. Establishing key performance indicators is vital to measure the impact of these solutions, including accuracy, timeliness, employee satisfaction, operational efficiency, and compliance adherence. Unified pay solutions offer consolidated insights into global payroll operations, enabling optimization and cost savings. Effectively tracking and communicating the achieved benefits can help solidify stakeholder buy-in and drive adoption, leading to further improvements and increased benefits over time.

Conclusion

In the ever-evolving digital landscape, the payroll function should not merely adapt to market changes but be proactive and transformative to stay ahead. As businesses navigate the complexities of the modern workforce and evolving regulations, a unified pay solution emerges as a strategic imperative, providing the necessary agility and efficiency.

The adoption of a unified pay solution extends beyond operational enhancements, offering a myriad of benefits. It elevates the profile of payroll within the organization, offering improved control, visibility, and strategic reporting. Simultaneously, it addresses challenges that payroll teams face, allowing them to focus on higher-value endeavors and enhancing their overall well-being. For employees, the unified pay solution results in a superior experience, making the employer more attractive and modernizing the entire journey of getting paid. Embracing a unified pay solution is not just an optimization of a function; it is an investment in transformation, empowering people and businesses toward streamlined, efficient, and impactful payroll management.



Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at www.everestgrp.com.

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For more information about Everest Group, please contact:

+1-214-451-3000

info@everestgrp.com



For more information about this topic please contact the author(s):

Priyanka Mitra, Vice President

priyanka.mitra@everestgrp.com

Samarth Kapur, Practice Director

samarth.kapur@everestgrp.com

Aman Kaushik, Senior Analyst

aman.kaushik@everestgrp.com

Era Singh, Senior Analyst

era.singh@everestgrp.com

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See the challenges that business leaders in the world of pay are facing, and how unified solutions are already creating dividends for organizations that have begun implementing them.

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CloudPay is pleased to provide you with this insightful Everest Group research into unified pay solutions.

This report explores the current state of payroll operations and the challenges of fragmented and siloed systems; the benefits of introducing a unified pay solution are then explored, as well as the key considerations for organisations when selecting a provider.