

## Everest Group PEAK Matrix™ for Multi-Country Payroll Platform (MCP) Service Providers 2019

Focus on Ramco  
February, 2019



## Introduction and scope

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Everest Group recently released its report titled "[Multi-Country Payroll Platform \(MCP\) PEAK Matrix™ Assessment and Service Provider Landscape 2019](#)." This report analyzes the changing dynamics of the MCP landscape and assesses service providers across several key dimensions.

As part of this report, Everest Group updated its classification of 11+ service providers on the Everest Group PEAK Matrix™ for MCP into Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a framework that provides an objective, data-driven, and comparative assessment of MCP service providers based on their absolute market impact and vision & delivery capability.

Based on the analysis, **Ramco emerged as a Major Contender**. This document focuses on **Ramco's** MCP experience and capabilities. It includes:

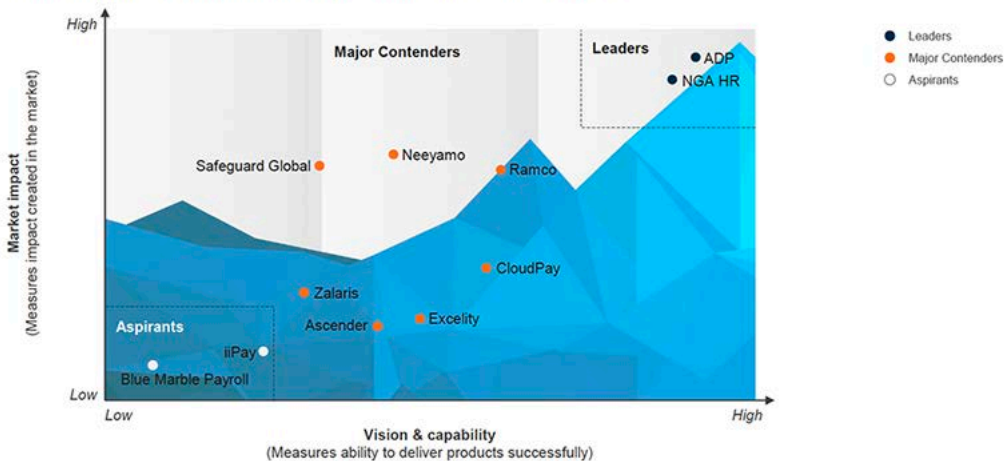
- Ramco's position on the MCP PEAK Matrix
- Detailed MCP profile of Ramco

Buyers can use the PEAK Matrix to identify and evaluate different service providers. It helps them understand the service providers' relative strengths and gaps. However, it is also important to note that while the PEAK Matrix is a useful starting point, the results from the assessment may not be directly prescriptive for each buyer. Buyers will have to consider their unique situation and requirements, and match them against service provider capability for an ideal fit.

# Everest Group PEAK Matrix™

## Multi-Country Payroll Platform (MCP) PEAK Matrix™ Assessment 2019 | Ramco positioned as a Major Contender

### Everest Group Multi-Country Payroll Platform (MCP) PEAK Matrix™ Assessment 2019<sup>1</sup>



<sup>1</sup> Assessment for Blue Marble Payroll and CloudPay excludes service provider inputs on this particular study, and is based on Everest Group's estimates that leverage its proprietary knowledge base, service providers' ongoing coverage & public disclosures, and interaction with buyers

# KEEN TO EXPLORE RAMCO'S MULTI COUNTRY PAYROLL SOLUTION?

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# Ramco | Multi-Country Payroll Platform profile (page 1 of 4)

## Overview and platform capability

**Company profile:** Ramco Systems is a part of diversified conglomerate, the Ramco Group of companies, has offices spread across India, the U.S., Canada, Europe, Australia, Middle East, and South Africa. It provides software solutions across HCM and global payroll, ERP, and M&E MRO for aviation.  
**Headquarters:** Chennai, India  
**Leadership:** Virender Aggarwal; Chief Executive Officer  
**Website:** [www.ramco.com/](http://www.ramco.com/)

### Multi-country payroll platform capabilities:

Areas	Description
Features	<ul style="list-style-type: none"> <li>Ramco's payroll platform can handle multiple pay frequencies as well as multiple currencies. It has the provision for mid-cycle changes to employee's compensation and other details, along with processing multiple country payrolls in a single instance with full statutory compliance</li> <li>The payroll platform is available on both public and private instances on cloud</li> <li>It has statutory reporting and payslip support for multiple languages viz., English, Arabic, Chinese, French, Spanish, Bahasa Indonesia, Vietnamese, Thai, Burmese, Bahasa Malaysia)</li> </ul>
Chatbots	Ramco has developed transaction chatbots from the ground-up to support ESS/ MSS transactions such as leave, time & attendance, expense and reimbursement claims, payslips, travel requests, etc. In addition, it has also released policy bots and support bots to improve employee experience.
Analytics and mobile	<ul style="list-style-type: none"> <li>Ramco has developed "predict to pay" functionality, which allows users to analyze deviations from threshold values and the factors contributing to the deviation</li> <li>It has analytical capability built into its Payroll HUB</li> <li>Ramco also offers mobile capability for all ESS transactions</li> </ul>

### Technology solution(s) offered

Technology model	Core offering – Ramco Global Payroll	Other offerings
Single-platform model	✓	Time & attendance, Expense management
Aggregated model		NA
Integrated-hybrid model	✓	NA

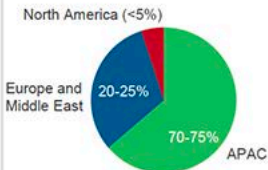
### Functional capabilities of the platform

Process	Platform coverage	
	Core processes	Ancillary processes
Payroll preparation	✓	
Payroll calculation	✓	
Payroll distribution	✓	
Reconciliation	✓	
Third-party payments	✓	
Payroll tax reporting	✓	
HRIS		✓
Time and attendance		✓
Expatriate payroll	Provided through partnership	
Leave management		✓

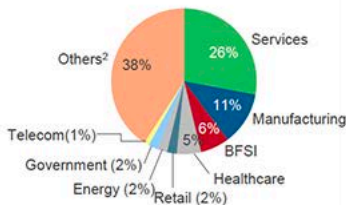
# Ramco | Multi-Country Payroll Platform profile (page 2 of 4)

## MCPP client portfolio

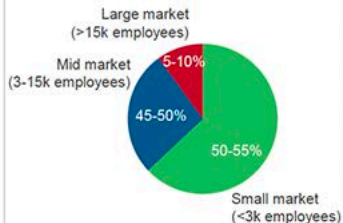
Portfolio of clients by geography<sup>1</sup>  
Percentage of revenue



Portfolio of clients by industry<sup>1</sup>  
Percentage of active deals



Portfolio of clients by buyer size<sup>1</sup>  
Percentage of active deals



<sup>1</sup> Everest Group Analyst estimates  
<sup>2</sup> Others include transportation and logistics

# Ramco | Multi-Country Payroll Platform profile (page 3 of 4)

## Country coverage by service provider on its own

### Country coverage on its own

#### North America

Not applicable

#### Europe

- United Kingdom
- Ireland

#### Latin America

Not applicable

#### Middle East and Africa

- |  |  |   |
|--|--|---|
| <ul style="list-style-type: none"><li>• Bahrain</li><li>• Egypt</li><li>• Ghana</li><li>• Iran</li><li>• Iraq</li><li>• Jordan</li></ul> | <ul style="list-style-type: none"><li>• Kazakhstan</li><li>• Kenya</li><li>• Kuwait</li><li>• Lebanon</li><li>• Morocco</li><li>• Nigeria</li><li>• Oman</li></ul> | <ul style="list-style-type: none"><li>• Qatar</li><li>• Saudi Arabia</li><li>• South Africa</li><li>• Sudan</li><li>• UAE</li><li>• Yemen</li></ul> |
|--|--|---|

#### Asia Pacific

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Australia</li><li>• Bangladesh</li><li>• Brunei</li><li>• Cambodia</li><li>• China</li><li>• Cyprus</li><li>• East Timor</li><li>• Hong Kong</li><li>• India</li><li>• Indonesia</li><li>• Japan</li><li>• Macau</li><li>• Malaysia</li></ul> | <ul style="list-style-type: none"><li>• Myanmar</li><li>• Nepal</li><li>• New Zealand</li><li>• Papua new Guinea</li><li>• Philippines</li><li>• Singapore</li><li>• South Korea</li><li>• Sri Lanka</li><li>• Taiwan</li><li>• Thailand</li><li>• Vietnam</li></ul> |
|---|--|



# Ramco | Multi-Country Payroll Platform profile (page 4 of 4)

## Everest Group assessment – Major Contender

Measure of capability:  High  Low

Market impact			Vision & capability					
Market adoption	Portfolio mix	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement model	Support	Overall
								

### Strengths

- Ramco is a software and service provider of HCM and global payroll with a focus on Asia Pacific and the Middle East
- Ramco's payroll software is offered in 120+ countries (~45 self-covered countries and 70+ countries through in-country partnerships). It is one of the few providers that offers the flexibility of being deployed on-cloud (both public and private cloud), as well as on-premise along with a managed services offering
- Along with the payroll module, it is also investing in providing a more comprehensive/end-to-end ecosystem with offerings such as an HCM and T&A
- Ramco has developed chatbots to support ESS/MSS transactions, such as leave, T&A, etc., therefore providing information on-the-go to both employees and managers. Along with basic queries, the chatbots can provide salary component-level information. These are also being rolled out as voice-enabled bots on Alexa and Google assistant
- Ramco has a strategic partnership with CloudPay to deliver a next-generation integrated global payroll solution. The partnership combines CloudPay's SaaS platform with Ramco's payroll software
- Ramco also offers features such as MailIT, which makes transactions possible on a simple email-based request without any login to an enterprise app (thus lending it the name of Zero User Interface)

### Areas of improvement

- While it does currently connect to all the major systems with the help of patches, Ramco should consider formal partnerships with other major HRIS that are present in the market for tighter integrations
- While Ramco has basic analytics capabilities, it should consider investing in building advanced analytics and specifically look at benchmarking this capability as it is increasingly commonplace in the competitive payroll platform landscape
- As Ramco increases its investments in technological capabilities, it should consider expanding its self coverage across regions such as Europe, North America, and Latin America. This expansion is vital because of the prominence of these regions in the payroll landscape and the ability to provide the buyer with the flexibility to process payroll across multiple geographies



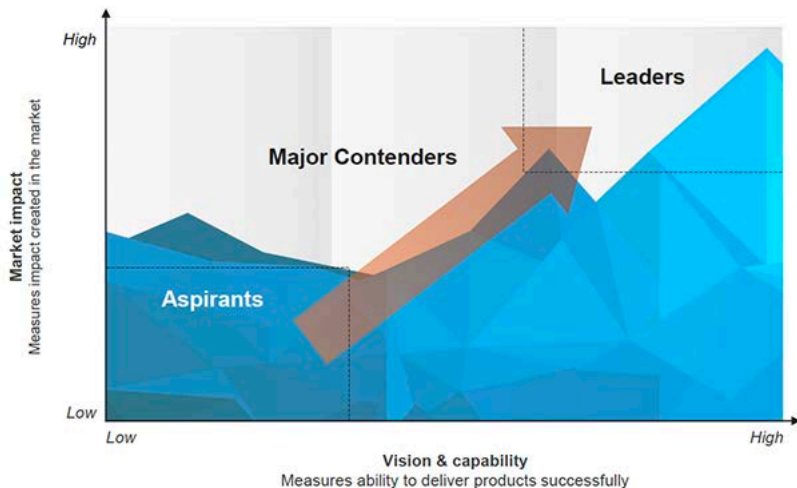
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# Appendix

# Everest Group PEAK Matrix™ is a proprietary framework for assessment of market impact and vision & capability

Everest Group PEAK Matrix



# Products PEAK Matrix™ evaluation dimensions

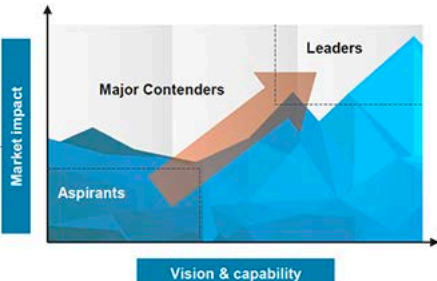
Measures impact created in the market – captured through two subdimensions

## Market adoption

Number of clients, revenue base, and YOY growth

## Portfolio mix

Diversity of client base across industries, geographies, environments, enterprise size class



Measures ability to deliver products successfully. This is captured through five subdimensions

## Vision and strategy

Vision for the client and itself; future roadmap and strategy

## Technology capability

Technical sophistication and breadth/depth across the technology suite

## Flexibility and ease of deployment

Configurability/customizability, hosting and tenancy, integration, and security and compliance

## Engagement model

Progressiveness, effectiveness, and flexibility of engagement models

## Support

Training, consulting, maintenance, and other support services

### Does the PEAK Matrix™ assessment incorporate any subjective criteria?

Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging service provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information). In addition, these results are validated / fine-tuned based on our market experience, buyer interaction, and provider/vendor briefings

### Is being a "Major Contender" or "Aspirant" on the PEAK Matrix, an unfavorable outcome?

No. The PEAK Matrix highlights and positions only the best-in-class service providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition

### What other aspects of PEAK Matrix assessment are relevant to buyers and providers besides the "PEAK Matrix position"?

A PEAK Matrix position is only one aspect of Everest Group's overall assessment. In addition to assigning a "Leader", "Major Contender," or "Aspirant" title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric-level assessment and associated commentary is helpful for buyers in selecting particular providers/vendors for their specific requirements. It also helps providers/vendors showcase their strengths in specific areas

### What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?

- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment
- Participation incentives for providers/vendors include adequate representation and recognition of their capabilities/success in the market place, and a copy of their own "profile" that is published by Everest Group as part of the "compendium of PEAK Matrix providers" profiles

### What is the process for a service provider / technology vendor to leverage their PEAK Matrix positioning and/or "Star Performer" status ?

- Providers/vendors can use their PEAK Matrix positioning or "Star Performer" rating in multiple ways including:
  - Issue a press release declaring their positioning. See [citation policies](#)
  - Customized PEAK Matrix profile for circulation (with clients, prospects, etc.)
  - Quotes from Everest Group analysts could be disseminated to the media
  - Leverage PEAK Matrix branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with the designated POC at Everest Group.

### Does the PEAK Matrix evaluation criteria change over a period of time?

PEAK Matrix assessments are designed to serve present and future needs of the enterprises. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality as well as serve the future expectations of enterprises



## About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com).

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