

# 2009 Top HRO Payroll Vendors, Black Book Survey 2009 Results

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## Abstracts

In 2009, the Black Book HRO payroll user survey investigated over 210 contracts held by 1,300 global employers. In order to rank the organizations, 18 key performance indicators (KPIs) or criteria are employed, scored on each respective vendor by client type and ranked on a 0–10 scale per KPI.

### Key findings

**Key finding:** most important customer satisfaction KPIs

Reliability, vertical expertise, client relations, scalability and best of breed technology are the most important attributes influencing payroll clients' satisfaction with their 2009 outsourcing providers.

**Key finding:** vendor dissatisfaction is uncommon in payroll BPO among top-ranked suppliers

Strong satisfaction is common in this niche BPO sector, occurring in 73.8% of all clients globally. UK and US clients are among the most satisfied with outsourced payroll services delivery, with 86.1% reporting high vendor approval. Strong dissatisfaction with offshore outsourcing vendors was recorded among 17.3% of all surveyed clients with 2009 projects, significantly higher than in Europe and the US, where less than 5.3% were strongly dissatisfied.

**Key finding:** comprehensive payroll services arrangements from web-based vendors score the highest satisfaction rates with small and mid-sized business  
The vast majority (94.5%) of small and mid-sized businesses are satisfied with their

current payroll services. However, this figure is much lower among multi-site, corporate and global location services buyers, 24.4% of which are considering replacing their incumbent supplier. Only 5.2% of small businesses stated a strong desire to modify their current vendor relationship in the coming 12 months.

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