LIGHTHOUSE
research & advisory

Solution Provider Review
Immedis

July 2021

Watch Video Insights

Company Background

immedis

Company At-a-Glance	
Headquarters	Dublin, Ireland
Year founded	2016
Market Focus	Enterprise/Global
Number of Customers	100 customers
Top Key Clients	Immedis is trusted by some of the world's leading enterprises such as Adobe, Apex, Biomarin, McAfee, Uber and Wayfair.
Key Industry Verticals	Organizations across every industry and everywhere in the world rely on the Immedis Platform to deliver accurate and timely payroll to their employees. The top three industries are technology, pharmaceuticals and financial services.
Website	https://immedis.com/

Immedis delivers touchless global payroll that is secure, compliant, accurate and timely. Processing payroll in over 150 countries, the Immedis Platform provides a unified view of global payroll operations, real-time data analytics, and advanced reporting capability, while ensuring legislative compliance and data security.

Product Overview

Global payroll management is multifaceted and rife with challenges, including continually changing employment legislation and complex legal and tax regulations to name just a few. When an organization operates in numerous countries, it is critical to maintain holistic control and visibility. However, working with multiple providers in each country makes this a difficult task. Immedis eliminates this obstacle by providing a single source of truth, allowing customers to benefit from a single vendor relationship with the global coverage needed to support business today and as they expand. With the Immedis Platform, organizations have a consolidated repository of payroll data at their fingertips, one that has been validated and checked by in-country experts.

A founding principle of the Immedis Platform is to reimagine how global payroll is managed, executed and delivered by introducing automation across a significant percentage of the payroll inputs, validating this data as it is entered pre-processing, and then automating the downstream aspect. This eliminates the need for time-consuming manual uploads and file exchanges, increasing accuracy and ensuring compliance.

With the Immedis Platform, organizations streamline and improve the timeliness and accuracy of payroll delivery with the following capabilities and benefits:

Cloud-First Payroll Platform

- Built in the cloud with cutting-edge infrastructure, application and development technologies.

- Scalable solution transforms payroll from manual administration to a secure, streamlined process with improved data accuracy.

- Available on any device, anywhere.

Transparency Across Global Operations

- A consolidated view of global payroll processing available at the click of a button.

- View completion rates of payroll processing on one dashboard, from both global and local levels.
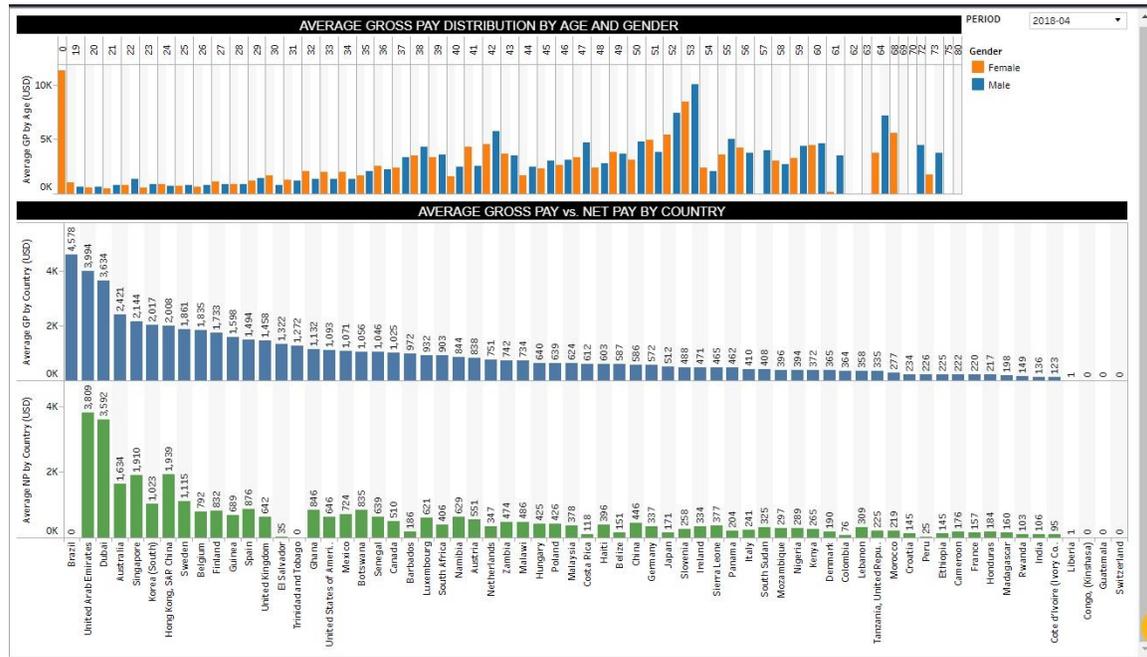
Figure 1: Immedis Platform Dashboard

Impact Business Decisions

- Real-time data analytics and advanced reporting showcase the true value of payroll.

- Organizations better understand, manage and respond to the costs associated with paying employees.

Figure 2: Immedis report on Average Gross Pay Distribution by Age and Gender

Seamless Integration Capability

- Seamless integration with HR and Finance systems provides a single source of truth.

- Reduce the likelihood of errors and eliminate manual keying of information from one system to another with reliable flow of data.

Experts on-hand: Global & Local

- Qualified payroll and tax experts understand what it takes to achieve global payroll success.

- An extensive payroll partner network provides a valuable source of local knowledge.

Focused on Data Security & Compliance

- Payroll, tax and data security and compliance are at the center of everything at Immedis, with the implementation of GDPR and ISO 27001 measures across people, processes and technology.

- Security Operations Centre (SOC) compliant.

- All data in transit and at rest is fully encrypted using the latest in encryption technologies.

- For the most sensitive of information, double encryption of specific data fields is enabled for added security and peace of mind.

Immedis Fast Facts

- 150+ countries

- 20+ languages supported in the platform

- Multi-currency payment options

- Payments and funding capability

- Expatriate management services

- Employment tax services

Key Highlights and Unique Capabilities

Immedis Perpetual Validation

One of Immedis' key differentiators is an industry-first innovation called Perpetual Validation that increases global payroll accuracy and provides tech-enabled country compliance. As the name suggests, it continuously checks and subsequently validates the quality and completeness of HR and payroll data sourced from HCM and finance systems and contained within the Immedis Platform. It surfaces data management from AI techniques in a way that is intuitive to non-technical users, removing the challenges of different integrations and systems.

Onscreen graphical notifications alert users to gaps in their global payroll data, for any country, in real-time. This provides payroll teams the opportunity to identify and resolve data issues that may negatively impact the payroll cycle completion so they can ensure accurate and timely payroll delivery to employees.

Figure 3: Immedis Dashboard illustrates completion status of each payroll. Red and Yellow notifications indicate where payroll issues need to be addressed.
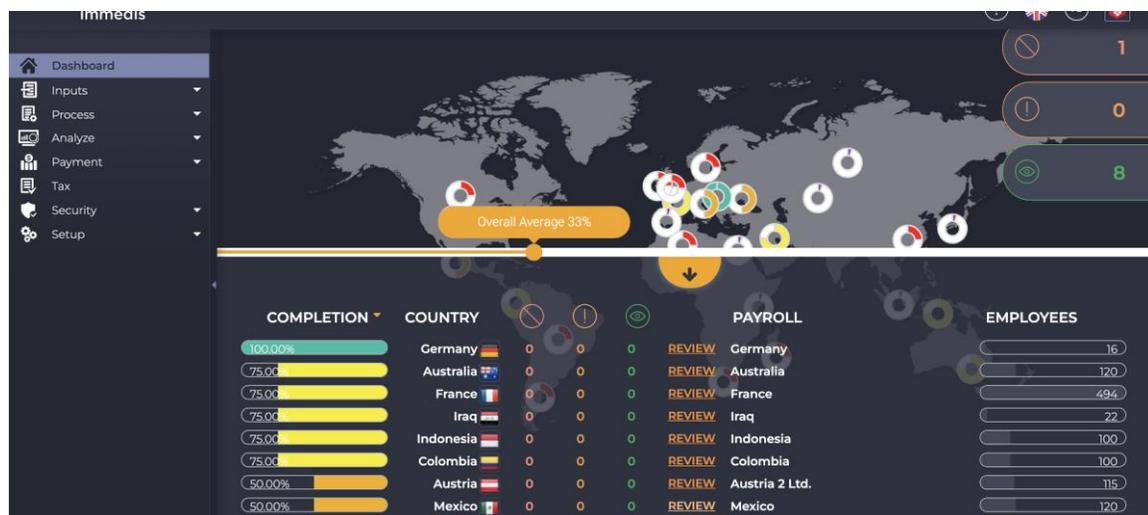
Payroll teams can drill down for further data and details from the dashboard Global View to Country View, Pay Group Level, and all the way down to individual Employee Records anywhere in the world.

By unpacking the data and ensuring it is complete and accurate, organizations can achieve improvements across key business areas, all with minimal manual input, including:

- Ensure statutory compliance in all countries of operation without the need to have payroll experts on the ground.
- Improve the employee experience with the confidence to consistently deliver a right pay, right day promise.
- Realize significant time and cost savings by freeing payroll staff from rudimentary manual tasks via payroll process automation that perpetually validates payroll data from HR and finance systems within the Immedis platform.

Immedis CSI

Close on the heels of launching Perpetual Validation, Immedis announced a world-first innovation called Immedis CSI (Country Specific Information), which delivers a dedicated payroll database for the specific taxation, benefits, and compliance requirements for each country.

Immedis CSI tracks information unique to an individual country and validates the entry based on local requirements. Unlike other payroll solutions requiring payroll managers to research and manually add country-specific data and requirements, Immedis continually incorporates and updates the data into the platform resulting in significant time and cost savings for payroll teams and organizations. Immedis' Perpetual Validation technology adds another layer of continuous data validation to ensure all country-specific, regional and local information is up to date and accurate, resulting in timely, accurate and compliant payroll delivery for the global workforce.

Analyst Insights

In one of our previous research studies, we saw that employers with employees working in other countries often spent an overabundance amount of time working to manage, pay, and support those workers. This has been a reality of work that the HR, payroll, and finance teams have simply accepted—until now.

There are some people who don't get excited about payroll, but that's not me. As someone who has managed an HR team supporting employees not only across the U.S. but in the UK, Saudi Arabia, Taiwan, and other locations, I have a very real appreciation for the moving parts in this process. This is one of the pieces of the employment puzzle that touches every employee on a regular basis. Getting it right can be a thankless task, but getting it wrong creates a tremendous set of challenges. That's why when I had a chance to see the "touchless payroll" concept Immedis has been honing over the last year, I immediately realized that those long-time frustrations, data issues, and challenges around global payroll might finally be coming to a much needed (and celebrated) end.

The Perpetual Validation capability in the system is a game changer for those currently managing global payroll, as it not only plays a role as a vigilant monitor for potential gaps or data quality issues, but it also flags the specific problems and notifies the right people so they can take action to correct it. It can also distinguish between something that's merely worth notation and which items can lead to critical problems down the line. For instance, the system can flag common issues like when someone gets paid in a way that seems different from other people in their same pay group or location. Sometimes that can have a logical reason, but those types of outliers are often the result of human error.

All too often, these types of problems are found in the middle of a payroll run, necessitating the fire drill to attempt to identify and correct the mistakes before time runs

out. Unfortunately, these issues are sometimes found after payroll, too, which requires correction and creates an experience employees and leaders are not proud of. Perpetual Validation changes that narrative.

This really shifts payroll from a **reactive** activity to a **proactive** one. Overall, it speeds up the time that teams can run payroll, saving time for other critical tasks. For many payroll teams, the workload can feel like a treadmill, but someone else is setting the pace. With tools like Perpetual Validation and CSI (country specific information), payroll teams can set their own pace and expand their strategic impact on the organization.

In addition, this system supports multiple key stakeholders within every organization:

- The global CHRO gets an automated and intelligent pay system with alerts and reporting, helping not only with the employee pay component but by ensuring compliance as well.
- The system can also support the needs of the CFO with data fed back into the general ledger, creating a single source of truth around pay data instead of multiple/disparate systems.
- Finally, the CIO gets a SOC-compliant tool with data processed securely within the system, not routed to multiple in-country providers for handling. The API-focused approach ensures connectivity to the most common enterprise players like Workday, SAP, Oracle, and more.

If your organization is looking for a global payroll solution that can handle 150 different countries and the volume of firms like McAfee, Uber, and Adobe, then Immedis should be on your shortlist.

Ben Eubanks
Chief Research Officer

About Lighthouse Research & Advisory

Lighthouse Research & Advisory is a modern, independent analyst firm dedicated to setting the standard for excellence in talent, learning, and HR with practical research and a hands-on approach. By providing compelling research and actionable insights, our team enables HR, learning, and talent leaders to deliver more value to the business. Our research examines competitive practices, cutting-edge technologies, and innovative strategies.

Ben Eubanks is the Chief Research Officer at Lighthouse, providing insights for today's talent leaders and vendor partners. He works with practitioners from areas across the HCM spectrum, delivering high-quality research, insights, and advisory services to enable better business performance. His book, Artificial Intelligence for HR, was published in 2018.

Prior to joining Lighthouse, Ben worked as a researcher, writer, and speaker for nearly more than 10 years, focusing on learning, talent acquisition, and talent management. During his tenure as a researcher, he has published more than 1,000 reports, case studies, and articles in addition to providing advisory services to executives from some of the largest and most respected organizations in the world.

He also has hands-on experience working as an HR executive, leading both strategic and tactical talent practices and giving his research a distinctly practical perspective. Ben has interviewed business leaders from notable organizations such as Southwest Airlines, IBM, H&R Block, McDonald's, AARP, and AlliedUniversal in his role as the host of We're Only Human, a podcast focused on the intersection of people, technology, and the workplace.

He hosts HR Tech Talks, a livestream show on LinkedIn and YouTube featuring a variety of vendors from across the HR technology industry. In addition, he founded and operates upstartHR.com, a community serving HR leaders that has reached more than one million readers since its inception.