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May. 08, 2019



NelsonHall, a leading global analyst and research firm, once again identified Paychex as a "Leader" in its latest annual NEAT vendor evaluation report for Payroll, entitled *Next Generation Payroll Services*. This marks the third year in a row that Paychex, a leading provider of integrated human capital management solutions for payroll, HR, benefits, and insurance services, has placed in the Leader quadrant of the NEAT payroll report.

"Paychex has been recognized as a leader for its combined payroll services capability and commitment to innovation in the payroll services space," said [Pete Tiliakos](#), principal HR services analyst for NelsonHall. "Paychex continues to innovate through steady investments in its Paychex Flex HCM enabling technology and bringing to market integrated, value-added services and solutions that go beyond simple bureau style payroll processing, resulting in a marketplace-style offering for the small business buyer. This was validated through high client satisfactions ratings, both in supporting their current needs but also the ability to accommodate their needs as their businesses mature and grow."

For the "North America Small and Medium Business (SMB)" market segment, NelsonHall evaluated 10 payroll vendors in the NEAT report based on two criteria: (1)

ability to deliver immediate client benefits and (2) ability to meet clients' future

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Backed by nearly a half century of payroll experience, Paychex dedicated more than a dozen agile teams and more than 250,000 development hours last year to delivering significant enhancements to the payroll component of its end-to-end HCM platform with user experience being a central focus. The company introduced several new features and functions during calendar year 2018 with some of the most impactful being:

- **Paychex Flex Assistant**, a user-facing chatbot located within Paychex Flex. The bot provides real-time answers to more than 100 of the most commonly asked HR questions with more constantly being added as the technology learns from its millions of monthly users.
- **Payroll Center**, a redesigned interface developed to improve workflow and enhance the user experience through the addition of several time-saving efficiencies. New features were built specifically with multi-ID clients in mind, allowing them to import, review, and submit payrolls for multiple IDs simultaneously.
- **Import Tool**, which enhanced the flexibility of import formatting and enabled multi-ID importing for clients with more than one company.

“We are constantly innovating to meet the evolving needs of our customers,” Hammond added. “We built Paychex Flex to allow clients to grow with us on a single platform and to support an increasing desire for mobility and independence. Our payroll entry module delivers the most customizable, flexible payroll experience on the market today.”

For Sue Rivera, account manager at Cady Building Maintenance, partnering with Paychex to administer payroll and HR helps her better manage her time and empower the organization's 140 employees to complete tasks on their own through self-service.

“Being a department of one has me moving fast,” Rivera noted. “Having Paychex

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