

UNDP - A Global Leader in Shared Services

For over 20 years, UNDP's Global Shared Services Centre (GSSC) has been helping lighten the operational burden for UN agencies around the world. We provide quality, timely HR, Payroll and Finance services, in support of the UN's efficiency and effectiveness agenda and to advance sustainable development.



UNDP's service offering

HR Administration



We cover every step of personnel's UN journey – from recruitment to separation along with all the personal and professional events along the way. We now also offer Partner Personnel Services Agreement services.

Payroll



UNDP guarantees fast and secure payroll transfers to employees in compliance with local regulations and internal financial controls, even in the most remote locations.

Payments



UNDP processes payments in 158 countries on behalf of UN agencies for goods and services, as well as an enhanced host-to-host payments solution, leveraging our comprehensive local bank network and modern treasury solution.

Lean on us

1

We have a proven track-record and provide in-depth business and policy knowledge.

2

We promise diversity, service-mindedness and the ability to tailor our service-offering to your agency's needs.

3

We identify and mitigate risks before they happen.

4

We operate in the latest cloud-based technology infrastructure, having launched a new modern ERP (Quantum) and dedicated service management portal (UNall).

5

We advance operational efficiency through Artificial Intelligence (AI).

Our annual track-record - 2024



103K+ HR transactions processed.
40K+ international and local personnel supported in **170+** countries/territories.



\$2.1B payroll disbursements for **50K+** personnel. **\$1.1B** payroll processed for **62** UN partner entities.



\$5.28B payments made annually in 122 currencies. **\$1.08B** SCA transactions made for 72 UN entities.

Continuously improving our value add

Clustered and standardized processes, coupled with the ongoing modernization of our technical infrastructure, has brought a range of enhanced benefits to the UN partner entities we serve:



Greater end-to-end visibility of our processes.



Increased reporting capabilities with live case tracking and performance monitoring dashboards.



Automation and cross-system integration for faster processing.

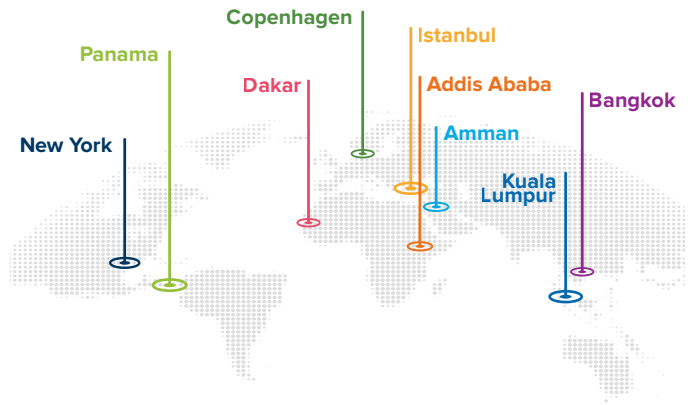


Improved risk management capabilities.

With a **dedicated Continuous Improvements team** in place, the GSSC is committed to streamlining processes, achieving cost efficiencies, and continuously enhancing our service offering — all to create greater value for our clients.

Our locations

Our team of multi-lingual experts are located in nine locations to provide the highest levels of customer care, support and policy and process know-how when you need it, operating in Arabic, English, French and Spanish.



Key UN agencies/entities supported in 2024

Providing HR, Payroll and/or Finance services to the following UN partner entities:



Client testimonial

“Outsourcing for us was the best decision because you rely on a process that is already consolidated and that has been analysed in terms of risks. You also rely on a team that has a mechanism for backups and an excellent internal structure that covers the services every time... from the human perspective, we were lucky to have a very dedicated and extremely responsive team that made us feel guided.”

– Elisa Pontini, Associate HR Officer, UN System Staff College (UNSSC).

The GSSC strives to accelerate operational efficiency through AI innovation

The GSSC is advancing operational efficiency through a strategic AI programme aligned with UNDP’s corporate AI strategy. In collaboration with Microsoft, the GSSC identified 64 automation use cases across Finance, Payroll, and HR, with 18 prioritised for deployment. These include document generation, data validation, reconciliation, and chatbot-enabled support. As of July 2025, over 330 staff have completed AI literacy training, and GSSC leadership is engaged in an AI Horizon Accelerator for Leaders programme, reinforcing its commitment to a digitally intelligent workforce.



Learn more:

<https://gssc.info.undp.org>

