Workforce Management Basics Buyers Guide

Software Provider and Product Assessment

MARKET REPORT

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Bend, Oregon

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The information contained in this Ventana Research Buyers Guide provides a baseline of knowledge that enterprises can use to evaluate the sophistication of software providers and products in the area of workforce management. Our findings are drawn from thorough, research-based analysis of product and customer experience categories that best represent how an enterprise should evaluate software providers.

Nothing in this report or our research is intended to imply that one software provider or product is the right choice for any one particular enterprise. Rather, our goal is to provide an objective rating of software providers and products related to the topic of this Buyers Guide using our research methodology and blueprint for successful evaluation and selection. We performed this research independent of any external influence, charged no fees for any software provider to participate in the research and invited all relevant providers that met our inclusion criteria. This report includes products generally available as of March 15, 2024.

The complete Buyers Guide report and research is available to be licensed for use across an enterprise or the internet. We provide insights on the technology industry, software categories and providers related to this Buyers Guide to enterprises through our Ventana On-Demand research and advisory service. We also offer assessment services using this research to help discover and provide guidance on software provider selection.

We certify that Ventana Research performed this research to the best of our ability, that the analysis is a faithful representation of our knowledge of software providers and products and that the ratings are our own.

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Workforce Management Basics

A major focus of investment and optimization efforts for decades, workforce management processes and activities have undergone a huge transformation in recent years. In our view, this is mostly a function of two significant trends: the continuing maturation of technology innovation associated with maximizing artificial intelligence, machine learning and embedded analytics in human capital management processes and operations and the solidification of the change in employer/employee relationships stemming from the now-universal emphasis on elevating the employee experience.

The focus on EX has intensified as the labor market remains tight with ongoing challenges regarding workplace logistics and ensuring the optimization of labor. Delivering substantial enhancements to EX through all aspects of human resources technology, including workforce management, is considered non-negotiable. In the absence of this, workers tend to become disengaged, and many will leave. The same can be true of customers serviced by those workers.

The scope of adaptation required for enterprises to align with worker expectations regarding EX is substantial and has been growing steadily over the past few years. Workers are more willing and better equipped to articulate their expectations for employers. Balancing the needs and expectations of salaried and hourly workers is more critical than ever. Job openings are decreasing, and turnover is holding relatively steady, resulting in the need for organizations to be more committed than ever to delivering great EX.

> **Workers expect organizations to use the latest technological advances, such as AI, to gain efficiencies and support continuous learning.**

These dynamics have continued to deeply impact organizations, particularly enterprises with substantial numbers of hourly workers like those in retail, manufacturing, healthcare, hospitality and dining services. These industries are now embracing a renewed focus on the experiences of hourly workers, aligning with the U.S. Department of Labor Fair Labor Standards Act overtime provisions and regulations that emphasize the importance of accurately tracking work hours. This landscape is evolving, especially after a pivotal 2019 decision by the European Court of Justice, which requires all companies within the European Union to diligently record the work hours of all employees. This ruling has not only reshaped compliance strategies for organizations but also significantly influenced the market for workforce management software, time-tracking devices and other related technologies across Europe. As history often shows, such legislative and regulatory shifts in one region can set a precedent for global change.

For enterprises, aligning the workforce to business goals remains a top priority when managing workers. As important as this is, it's even more important when considering hourly employees, as their jobs can require less education, professional experience and independent judgment. Therefore, the activities and tasks worked on often need to be tracked more closely and supervised to ensure that alignment with business goals is clear and tracked as granularly as necessary. Workers expect organizations to use the latest technological advances, such as AI, to gain efficiencies and support continuous learning. When you combine these considerations with the legislative and regulatory compliance issues associated with managing this population, it's easy to see why technology plays such a vital role.

> **At its heart, workforce management software is like the supportive backbone of a company, offering a suite of tools that streamline processes and foster a culture of self-service, open communication and teamwork.**

At its heart, workforce management software is like the supportive backbone of a company, offering a suite of tools that streamline processes and foster a culture of self-service, open communication and teamwork. It's built on four key pillars: smart forecasting, thoughtful scheduling, comprehensive absence management and precise time and activity tracking. By ensuring that the right people with the right skills are in the right place at the right time, organizations can efficiently and profitably meet customer needs and business demands. This adaptability is at the core of what makes a company agile and responsive.

For leaders like chief human resource officers and other executives, this isn't just a concern—it's a dynamic puzzle that involves understanding not just who is available but who works best together, how to manage staffing levels and how to leverage diverse talents, including those of gig workers. It's about seeing the big picture and the fine details. As we look to the future, enhancing this agility becomes a mission for every organization, valuing every member of the workforce, from full-time employees to the gig workers who are increasingly becoming a vital part of the team.

In the vibrant world of workforce management, the focus on uplifting every employee's journey and integrating AI/ML into WFM products has sparked a delightful array of capabilities that leading software providers are excited to offer. Imagine a workplace where scheduling goes beyond mere qualifications, embracing each worker's career aspirations and ensuring fairness in shift allocations. Picture a system where time off is granted seamlessly, guided by rules that reflect the unique needs of customers. Envision a platform where virtual assistants are always on hand to provide prompt and accurate responses to employee inquiries, and shift-swapping is as easy as a friendly chat, thanks to intuitive messaging tools.

There's also a newfound freedom in time recording, with options like finger scanning and facial recognition that cater to today's preferences. Managers receive gentle nudges and alerts powered by analytics to safeguard against the risk of fatigue-related mishaps. And perhaps one of the most groundbreaking advancements in WFM products is the ability to forecast labor demands with astonishing precision—down to 15-minute intervals—using a rich tapestry of data. It's a future where every decision is informed, every need is anticipated and every employee feels valued and heard.

Mobile-first product strategies are the industry standard, similar to most employee-facing enterprise software deployed. In the realm of WFM tools, employees should not only be able to log time and request time off but also determine eligibility for different shifts and, ideally, swap shifts as permitted by the organization. Moreover, advanced mobile capabilities in the WFM domain are increasingly connecting workers with targeted learning opportunities in the flow of work to be eligible for certain shifts or jobs. Although critical integrations involving WFM platforms usually focus on passing hours worked and rates to payroll processing engines, the aforementioned "spot learning" functionality tied to core WFM processes and functionality really speaks to the broader integration of WFM software with talent management and other HCM software.

> **In the landscape of workforce management, we've witnessed a surge of creativity and progress, sparking not only innovation within the products themselves but also fostering dynamic partnerships between hardware and software providers alike.**

In the landscape of workforce management, we've witnessed a surge of creativity and progress, sparking not only innovation within the products themselves but also fostering dynamic partnerships between hardware and software providers alike. To capture the essence of this evolution and to guide our research with precision, we've introduced two distinct categories: Basics and Suites. While multiple providers will appear in both categories, the scope of functionality is limited in Basics to ensure fair comparisons.

In the realm of workforce management, the Basics category has a streamlined focus on the foundational elements of timekeeping and scheduling. Tailored for organizations seeking a focused approach, these solutions offer a straightforward, user-friendly experience with a wide range of features to support timekeeping and scheduling needs. The Basics category provides a robust yet focused toolkit designed to ensure that the essential aspects of workforce management are handled with precision and ease, making it an ideal choice for those who value simplicity and efficiency.

The Suites category evaluated in a separate Buyers Guide is reflective of comprehensive WFM solutions, encompassing a broad spectrum of features from activity and task management to time-clock enhancements, seamless collaboration, extensive analytics and robust integrations with HR, financial and business productivity platforms. This thoughtful segmentation ensures that providers are recognized for true specialties, aligning them with peers of similar breadth and depth and paving the way for a future where every organization can find its perfect match in the WFM landscape.

This research evaluates the following software providers that offer products that address key elements of workforce management as we define it: ADP, Blue Yonder, Dayforce, Infor, Oracle, Paychex, Paycom, Paycor, Quinyx, Replicon, SAP, UKG, Workday, WorkForce Software and Zebra.

Buyers Guide Overview

For over two decades, Ventana Research has conducted market research in a spectrum of areas across business applications, tools and technologies. We have designed the Buyers Guide to provide a balanced perspective of software providers and products that is rooted in an understanding of the business requirements in any enterprise. Utilization of our research methodology and decades of experience enables our Buyers Guide to be an effective method to assess and select software providers and products. The findings of this research undertaking contribute to our comprehensive approach to rating software providers in a manner that is based on the assessments completed by an enterprise.

> **Ventana Research has designed the Buyers Guide to provide a balanced perspective of software providers and products that is rooted in an understanding of business requirements in any enterprise.**

This Ventana Research Buyers Guide: Workforce Management Basics is the distillation of over a year of market and product research efforts. It is an assessment of how well software providers' offerings address enterprises' requirements for workforce management software. The index is structured to support a request for information (RFI) that could be used in the request for proposal (RFP) process by incorporating all criteria needed to evaluate, select, utilize and maintain relationships with software providers. An effective product and customer experience with a provider can ensure the best long-term relationship and value achieved from a resource and financial investment.

In this Buyers Guide, Ventana Research evaluates the software in seven key categories that are weighted to reflect buyers' needs based on our expertise and research. Five are product-experience related: Adaptability, Capability, Manageability, Reliability and Usability. In addition, we consider two customer-experience categories: Validation, and Total Cost of Ownership/Return on Investment (TCO/ROI). To assess functionality, one of the components of Capability, we applied the Ventana Research Value Index methodology and blueprint, which links the personas and processes for workforce management to an enterprise's requirements.

The structure of the research reflects our understanding that the effective evaluation of software providers and products involves far more than just examining product features, potential revenue or customers generated from a provider's marketing and sales efforts. We believe it is important to take a comprehensive, research-based approach, since making the wrong choice of workforce management technology can raise the total cost of ownership, lower the return on investment and hamper an enterprise's ability to reach its performance potential. In addition, this approach can reduce the project's development and deployment

time and eliminate the risk of relying on a short list of software providers that does not represent a best fit for your enterprise.

Ventana Research believes that an objective review of software providers and products is a critical business strategy for the adoption and implementation of workforce management software and applications. An enterprise's review should include a thorough analysis of both what is possible and what is relevant. We urge enterprises to do a thorough job of evaluating workforce management systems and tools and offer this Buyers Guide as both the results of our in-depth analysis of these providers and as an evaluation methodology.

How To Use This Buyers Guide

Evaluating Software Providers: The Process

We recommend using the Buyers Guide to assess and evaluate new or existing software providers for your enterprise. The market research can be used as an evaluation framework to establish a formal request for information from providers on products and customer experience and will shorten the cycle time when creating an RFI. The steps listed below provide a process that can facilitate best possible outcomes.

1. Define the business case and goals.

    Define the mission and business case for investment and the expected outcomes from your organizational and technological efforts.
2. Specify the business needs.

    Defining the business requirements helps identify what specific capabilities are required with respect to people, processes, information and technology.
3. Assess the required roles and responsibilities.

    Identify the individuals required for success at every level of the enterprise from executives to frontline workers and determine the needs of each.
4. Outline the project's critical path.

    What needs to be done, in what order and who will do it? This outline should make clear the prior dependencies at each step of the project plan.
5. Ascertain the technology approach.

    Determine the business and technology approach that most closely aligns to your enterprise's requirements.
6. Establish software provider evaluation criteria.

    Utilize the product experience: Adaptability, Capability, Manageability, Reliability and Usability, and the customer experience in TCO/ROI and Validation.
7. Evaluate and select the technology properly.

    Weight the categories in the technology evaluation criteria to reflect your enterprise's priorities to determine the short list of software providers and products.
8. Establish the business initiative team to start the project.

    Identify who will lead the project and the members of the team needed to plan and execute it with timelines, priorities and resources.

The Findings

All of the products we evaluated are feature-rich, but not all the capabilities offered by a software provider are equally valuable to types of workers or support everything needed to manage products on a continuous basis. Moreover, the existence of too many capabilities may be a negative factor for an enterprise if it introduces unnecessary complexity. Nonetheless, you may decide that a larger number of features in the product is a plus, especially if some of them match your enterprise's established practices or support an initiative that is driving the purchase of new software.

Factors beyond features and functions or software provider assessments may become a deciding factor. For example, an enterprise may face budget constraints such that the TCO evaluation can tip the balance to one provider or another. This is where the Value Index methodology and the appropriate category weighting can be applied to determine the best fit of software providers and products to your specific needs.

Overall Scoring of Software Providers Across Categories

The research finds ADP atop the list, followed by Oracle and Dayforce. Companies that place in the top three of a category earn the designation of Leader. ADP, Oracle and UKG have done so in four of the seven categories; Dayforce in three; Workday and WorkForce Software in two; and Replicon and Infor in one category.

The overall representation of the research below places the rating of the Product Experience and Customer Experience on the *x* and *y* axes, respectively, to provide a visual representation and classification of the software providers. Those providers whose Product Experience have a higher weighted performance to the axis in aggregate of the five product categories place farther to the right, while the performance and weighting for the two Customer Experience categories determines their placement on the vertical axis. In short, software providers that place closer to the upper-right on this chart performed better than those closer to the lower-left.

Workforce Management Basics
Overall

Vendors	Grade	Performance
ADP	A	Leader 88.3%
Oracle	A	Leader 87.8%
Dayforce	A	Leader 87.6%
UKG	A-	87.4%
SAP	A-	85.5%
WorkForce Software	A-	85.0%
Infor	A-	84.9%
Workday	A-	84.7%
Blue Yonder	B++	79.6%
Replicon	B++	79.4%
Zebra	B++	79.2%
Quinyx	B++	77.7%
Paychex	B++	76.7%
Paycor	B++	75.5%
Paycom	B+	71.7%

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The research places software providers into one of four overall categories: Assurance, Exemplary, Merit or Innovative. This representation classifies providers' overall weighted performance.

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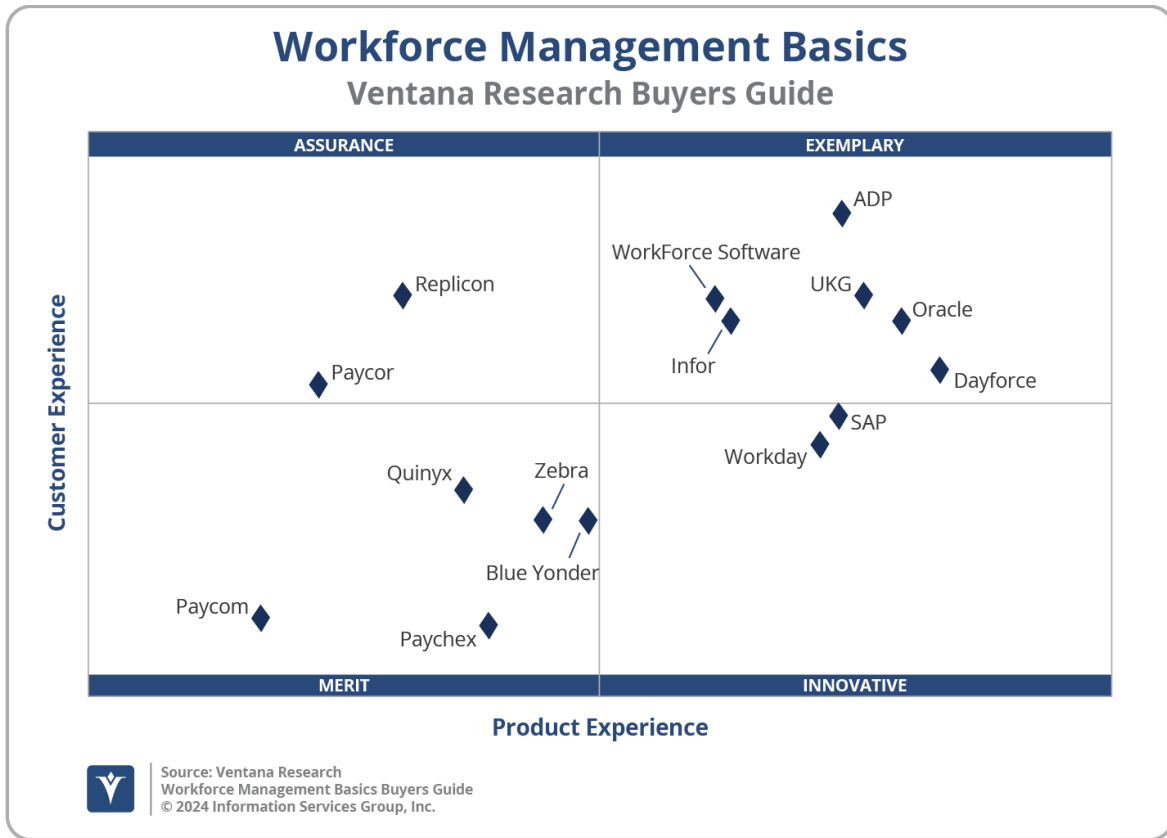
Exemplary: The categorization and placement of software providers in Exemplary (upper right) represent those that performed the best in meeting the overall Product and Customer Experience requirements. The providers rated Exemplary are: ADP, Dayforce, Infor, Oracle, UKG and WorkForce Software.

Innovative: The categorization and placement of software providers in Innovative (lower right) represent those that performed the best in meeting the overall Product Experience requirements but did not achieve the highest levels of requirements in Customer Experience. The providers rated Innovative are: SAP and Workday.

Assurance: The categorization and placement of software providers in Assurance (upper left) represent those that achieved the highest levels in the overall Customer Experience requirements but did not achieve the highest levels of Product Experience. The providers rated Assurance are: Replicon and Paycor.

Merit: The categorization for software providers in Merit (lower left) represents those that did not exceed the median of performance in Customer or Product Experience or surpass the threshold for the other three categories. The providers rated Merit are: Blue Yonder, Paychex, Paycom, Quinyx and Zebra.

We warn that close provider placement proximity should not be taken to imply that the packages evaluated are functionally identical or equally well suited for use by every enterprise or for a specific process. Although there is a high degree of commonality in how enterprises handle workforce management, there are many idiosyncrasies and differences in how they do these functions that can make one software provider's offering a better fit than another's for a particular enterprise's needs.

We advise enterprises to assess and evaluate software providers based on their requirements and use this research as supplement to internal evaluation of a provider and products.

Product Experience

The process of researching products to address an enterprise's needs should be comprehensive. Our Value Index methodology examines Product Experience and how it aligns with an enterprise's life cycle of onboarding, configuration, operations, usage and maintenance. Too often, software providers are not evaluated for the entirety of the product; instead, they are evaluated on market execution and vision of the future, which are flawed since they do not represent an enterprise's requirements but how the provider operates. As more software providers orient to a complete product experience, evaluations will be more robust.

The research based on the methodology of expertise identified the weighting of Product Experience to 80% or four-fifths of the overall rating. Importance was placed on the categories as follows: Usability (15%), Capability (20%), Reliability (15%), Adaptability (15%) and Manageability (15%). This weighting impacted the resulting overall ratings in this research. Dayforce, Oracle and UKG were designated Product Experience Leaders as a result of the top-ranked weighted performance. While not Leaders, ADP, SAP and Workday were found to meet a broad range of enterprise workforce management requirements.

Many enterprises will only evaluate capabilities for workers in IT or administration, but the research identified the criticality of Usability (15% weighting) across a broader set of usage personas that should participate in workforce management.

Workforce Management Basics
Product Experience

Vendors	Grade	Performance
Dayforce	A	Leader 71.3%
Oracle	A	Leader 70.9%
UKG	A	Leader 70.3%
ADP	A	70.2%
SAP	A-	69.7%
Workday	A-	69.3%
Infor	A-	68.2%
WorkForce Software	A-	68.1%
Blue Yonder	A-	65.8%
Zebra	A-	65.4%
Paychex	B++	63.9%
Quinyx	B++	63.7%
Replicon	B++	62.6%
Paycor	B++	60.2%
Paycom	B+	59.2%

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Adaptability of the Product

This category assesses the degree to which products and technology can be adapted to an enterprise's specifications via configurability and customization while still maintaining integrity of integration across the worker, device, business, processes, application and data. Adaptability is also related to the ability to readily integrate with other internal and external systems—for example, integrate data and information securely across processes and systems—and support bidirectional data flows to support synchronization and migration. It also examines the investment by the provider in resources and improvements.

The research weights Adaptability at 8% of the overall rating. Oracle, Dayforce and ADP are the Leaders in this category. Each has invested in supporting Adaptability and exploited the varying facets in providing the integration needed.

Adaptability is an essential evaluation metric as it determines the flexibility and interconnectivity of the software provider's product related to enterprise requirements. It also enables enterprise software to operate across the variety of platforms and cloud computing environments that exist today and in the future.

Several software providers evaluated well in the Adaptability category and are competitive in performance. Enabling the processing of data across business processes, workflows and applications as they operate is critical to preparing and using information to optimize business execution. Providers that performed well have ensured they meet the specific customization and integration support requirements of enterprises.

Workforce Management Basics
Adaptability

Vendors	Grade	Performance
Oracle	B++	Leader 75.3%
Dayforce	B+	Leader 73.5%
ADP	B+	Leader 72.4%
SAP	B+	71.2%
Infor	B+	70.5%
Replicon	B+	70.0%
UKG	B+	70.0%
Blue Yonder	B+	69.8%
Workday	B	67.4%
WorkForce Software	B	67.0%
Quinyx	B	66.0%
Paycor	B	63.9%
Paychex	B-	61.3%
Zebra	C++	56.3%
Paycom	C++	55.7%

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Capability of the Product

The Capability criteria is designed to assess the products and features across a broad range of workforce management capabilities that support enterprise, commerce, supplier, consumer, and business-to-business requirements. The criteria to address workforce operations and management needs, application specific support, absence management, scheduling, time and attendance, business continuity and investment are also evaluated. The Capability support for management, manager, analyst, administrative, worker and IT personas was also assessed.

Ventana Research evaluated more than 116 different function points in 11 sections to assess the full scope of workforce management capabilities. It also examined the investment by the software provider in resources and improvements.

The research weights Capability at 25% of the overall rating. Dayforce, UKG and ADP are the Leaders in this category. Twelve of the 15 providers were over 85% of performance, demonstrating the small separation of sophistication amongst the software providers and products.

The significant, in-depth Capability evaluation framework for workforce management provides a more substantive challenge for many software providers. The research largely focuses on how providers apply workforce management and the specific processes where some specialize, such as commerce, compared to manufacturing and suppliers. Software providers that have more breadth and depth and support the entire set of needs fared better. Providers who specialize in product catalog, content and digital assets and focus more on the product manager persona did not perform as well. The specialization of workforce management and the capabilities for business are found across the majority of software providers, giving enterprises a significant choice as to the products used.

Workforce Management Basics
Capability

Vendors	Grade	Performance
Dayforce	A	Leader 91.2%
UKG	A	Leader 90.2%
ADP	A	Leader 89.6%
SAP	A	89.4%
Oracle	A	88.9%
Infor	A	88.9%
Workday	A	88.3%
Zebra	A	87.8%
WorkForce Software	A	87.5%
Blue Yonder	A-	86.4%
Paychex	A-	82.7%
Quinyx	A-	81.7%
Replicon	B++	76.2%
Paycor	B++	75.7%
Paycom	B++	75.0%

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Manageability of the Product

Manageability is evaluated by how well the products can be managed technologically and by business, and governed, secured, licensed and supported in a service level agreement (SLA). Also important is the flexibility of the privacy and security provisions built into the technology with respect to user identity, role and access, how effective that security is, to what extent it supports auditing and compliance, and what licensing or subscription is available from the software provider. It also examines the investment by the provider in resources and improvements.

The research weights Manageability at 12% of the overall rating. Oracle, UKG and Workday are the Leaders in this category.

Manageability is an essential evaluation metric to indicate whether the software provider's product can be administrated and supported throughout its life cycle in the enterprise. It also ensures the overall efficiency, compliance and security of the enterprise software.

The software providers' performance in the evaluation criteria was solid when examining business and technology administration. In addition, some had challenges providing the depth of privacy and security now required for products. The significance of information security cannot be overstated as the insights and knowledge of an enterprise are present in the data. The growing importance of simplifying Manageability is critical and should be a priority for all enterprises' software provider evaluations.

Workforce Management Basics
Manageability

Vendors	Grade	Performance	
Oracle	A	Leader	92.4%
UKG	A	Leader	89.5%
Workday	A	Leader	88.9%
Dayforce	A		87.8%
ADP	A		87.7%
Replicon	A-		86.2%
WorkForce Software	A-		85.3%
SAP	A-		84.4%
Quinyx	B++		81.2%
Infor	B++		81.1%
Paycom	B++		78.3%
Blue Yonder	B+		73.6%
Paychex	B+		73.0%
Zebra	B+		72.1%
Paycor	B+		71.3%

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Reliability of the Product

For workforce management processes to operate efficiently and for workers to engage the applications, the software on which they run must reliably deliver the necessary performance and scalability using the existing architecture operating across the enterprise and cloud computing environments. The criteria include depth in the performance and scalability of a software provider's products and architecture, including the metrics to ensure operations and configurability across data, users, instances, activities and tasks. It also examines the investment by the provider in resources and improvements.

The research weights Reliability at 15% of the overall rating. Oracle, WorkForce Software and UKG are the Leaders in this category, providing the highest level of confidence that for operation at any level of reliability 24 hours a day.

Reliability is an essential evaluation metric as it indicates the product's ability to perform and scale to the defined enterprise requirements and how well it supports the continuous processing required for business continuity and operational resilience today and into the future.

Evaluating the performance and scalability readiness of workforce management software is not always easy, however, as it depends on the type of product information and the volume at which the data is being updated and used by processes and systems. Some of the software providers we evaluated lack the readiness to provide this level of information at any depth, even though it is necessary to establish the confidence required for a provider selection.

Workforce Management Basics
Reliability

Vendors	Grade	Performance
Oracle	A+	Leader 93.9%
WorkForce Software	A	Leader 92.4%
UKG	A	Leader 91.5%
ADP	A	90.0%
Workday	A	89.5%
SAP	A	88.9%
Infor	A-	85.7%
Replicon	A-	85.4%
Dayforce	A-	84.7%
Zebra	A-	82.1%
Paychex	A-	82.1%
Paycor	B++	80.7%
Paycom	B++	80.4%
Blue Yonder	B+	72.8%
Quinyx	B+	71.4%

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Usability of the Product

Usability is necessary for meeting the varying business needs of executives, management, workers and analysts, along with IT and others involved in the workforce management processes. Products are evaluated on the intelligence in the Usability across user experience, the use of AI and ML and adapting to the diverse competencies of an enterprise's workers. Usability criteria also include the sophistication of the product's support of mobile and web technologies, and the extent to which the product design enables its use by workers of varied skill levels, including conversational experiences using chat and voice. It also examines the investment by the software provider in resources and improvements.

The research weights Usability at 20% of the overall rating. Leaders in this category are Dayforce, Oracle and Workday.

Usability is an essential evaluation metric as it provides indicators as to whether the product can be utilized by designated workers within the enterprise. The demonstrated commitment of the software provider to the digital experience of its products is also key.

The importance of Usability and the digital experience in software utilization has been increasing and is evident in our market research over the past decade. The requirements to meet the needs of a broad set of roles and responsibilities across an enterprise's cohorts and personas should be a priority for all software providers. Many technological advancements in applying ML and natural language processing are available to provide a universal, intuitive experience of being able to hear, read and talk to systems. Some software providers are not fully embracing the value of Usability as a critical element in product experience, and as a result, did not perform as well in our assessment. Some of the software providers we evaluated have not addressed Usability for all roles and have not invested in areas that address user skills and challenges.

Workforce Management Basics
Usability

Vendors	Grade	Performance
Dayforce	A+	Leader 94.9%
Oracle	A	Leader 90.7%
Workday	A	Leader 88.4%
ADP	A-	87.1%
SAP	A-	86.8%
Replicon	A-	86.4%
Quinyx	A-	84.6%
UKG	A-	83.8%
Paychex	A-	83.0%
Blue Yonder	A-	82.5%
Paycor	A-	82.4%
WorkForce Software	B++	78.4%
Infor	B++	76.9%
Paycom	B+	73.5%
Zebra	B+	72.1%

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Customer Experience

The importance of a customer relationship with a software provider is essential to the actual success of the products and technology. The advancement of the Customer Experience and the entire life cycle an enterprise has with its software provider is critical for ensuring satisfaction in working with that provider. Technology providers that have chief customer officers are more likely to have greater investments in the customer relationship and focus more on their success. These leaders also need to take responsibility for ensuring this commitment is made abundantly clear on the website and in the buying process and customer journey.

Our Value Index methodology weights Customer Experience at 20% of the overall rating, or one-fifth, as it relates to the framework of commitment and value to the software provider-customer relationship. The two evaluation categories are Validation (10%) and TCO/ROI (10%), which are weighted to represent their importance to the overall research.

The software providers that evaluated the highest overall in the aggregated and weighted Customer Experience categories are ADP, Replicon and UKG. These category leaders in Customer Experience best communicate commitment and dedication to customer needs. Software providers such as WorkForce Software, Infor and Oracle were not Overall Leaders, but demonstrate a high level of commitment to the customer experience.

Workforce Management Basics
Customer Experience

Vendors	Grade	Performance
ADP	A	Leader 18.4%
Replicon	A-	Leader 17.2%
UKG	A-	Leader 16.9%
WorkForce Software	A-	16.9%
Infor	A-	16.7%
Oracle	A-	16.6%
Dayforce	B++	15.8%
Paycor	B++	15.4%
SAP	B++	15.4%
Workday	B+	14.8%
Quinyx	B	13.4%
Zebra	B	13.0%
Blue Yonder	B	13.0%
Paycom	B-	11.8%
Paychex	B-	11.7%

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Many software providers we evaluated made sufficient information available through the website and presentations. While several have customer case studies to promote successful customer experience, others lack depth in articulating the commitment to customer experience and an enterprise's workforce management journey. This makes it difficult for enterprises to evaluate providers on the merits of commitment to customer success. As the commitment to a software provider is a continuous investment, the importance of supporting customer experience in a holistic evaluation should be included and not underestimated.

TCO/ROI of the Software Provider

The TCO/ROI category applies evaluation criteria designed to assess how effective the software provider is in demonstrating the business case, including the product's strategic value, total cost of ownership and total benefit of ownership. The criteria also include an evaluation of the tools and documentation it provides to enable customer evaluation of TCO and ROI, and what the software provider cites as its investment and services to support it. It also examines the investment by the provider in resources and improvements.

The research weights TCO/ROI at 10% of the overall rating. ADP, Replicon and WorkForce Software are Leaders in this category.

TCO/ROI is an essential evaluation metric when determining a software provider's commitment to the customer experience and whether the costs associated with deployment and adoption of the provider's product align with its value. A provider should also demonstrate its ability to support an enterprise's current and future goals.

A small number of software providers evaluated quite well in this category providing buyers and customers with the TCO/ROI-related support needed to effectively build the business case and get funding for workforce management investment. However, our analysis found that many software providers struggle significantly to make available the tools and documentation needed for enterprises to make a sound buying decision. Many of the providers in this Buyers Guide also have limited information on the website to support TCO/ROI, which is needed to evaluate and select a software provider for workforce management.

Workforce Management Basics
TCO/ROI

Vendors	Grade	Performance	
ADP	A	Leader	92.0%
Replicon	A-	Leader	86.5%
WorkForce Software	A-	Leader	82.8%
UKG	B++		80.9%
Oracle	B++		80.6%
Dayforce	B++		78.5%
Infor	B++		78.2%
SAP	B++		75.7%
Paycor	B+		73.4%
Workday	B+		71.1%
Paycom	B+		70.1%
Quinyx	B+		69.9%
Blue Yonder	B		65.0%
Zebra	B-		59.1%
Paychex	B-		57.1%

Source: Ventana Research
Workforce Management Basics Buyers Guide
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Validation of the Software Provider

The Validation category assesses the software provider's ability to support a customer through the life cycle of working in workforce management with its products. It examines the provider's commitment to the customer experience from leadership, processes and systems, and evaluates a software provider's ability to assess its customer experience across front and back office and the marketing and communication of that experience. The viability of a software provider from financial growth, management and customer growth are evaluated, as are customer references and studies on the provider's website and the use of feedback to improve the providers operations.

The Validation category also evaluates the customer journey across sales, onboarding, support, services and partners as well as examining the product releases and roadmap, and how the software provider utilizes formalized interactions with customers to improve products. Validation looks at the services, the support provided and the providers digital effectiveness to facilitate the customer relationship. It also examines the investment by the software provider in resources and improvements.

Workforce Management Basics
Validation

Vendors	Grade	Performance
ADP	A	*Leader* 91.7%
Infor	A	*Leader* 88.4%
UKG	A	*Leader* 88.3%
WorkForce Software	A-	86.3%
Replicon	A-	85.9%
Oracle	A-	85.6%
Paycor	B++	80.5%
Dayforce	B++	79.2%
SAP	B++	77.8%
Workday	B++	77.0%
Zebra	B+	71.1%
Blue Yonder	B	64.9%
Quinyx	B	64.2%
Paychex	B-	59.5%
Paycom	C+	47.4%

Source: Ventana Research
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The research weights Validation at 10% of the overall rating. The Leaders here are ADP, Infor and UKG.

Software Providers Evaluated

Software providers that were included in this research are highlighted in this section. For each, we provide a product description taken from the provider's website. Our assessment details individual software provider's ratings compared to others and then looks at levels of overall and category-specific performance. Enterprises can utilize this information to determine which software providers best meet organizational needs.

ADP

Company and Product Profile

ADP® Workforce Manager, v. 2023.R1, released August 2023

"More than just time and attendance — ADP workforce management software integrates everything from scheduling and absence management to compliance, payroll and analytics. All delivered with the exceptional service you expect from ADP." – ADP

Summary

Our analysis classified ADP as an Overall Leader and Exemplary provider, receiving an overall grade of A with an 88.3% performance. ADP's best grouped results came in Customer Experience at 91.8% performance and an A grade due in part to its A in TCO/ROI. In Product Experience, ADP received an A grade with an 87.7% performance due to its 90.0% performance in Reliability. ADP was designated an Overall Leader and a Leader in Customer Experience, Adaptability, Capability, TCO/ROI, and Validation.

Workforce Management Basics
ADP

Category	Performance		Grade
Overall	*Leader*	88.3%	A
Product		87.7%	A
Adaptability	*Leader*	72.4%	B+
Capability	*Leader*	89.6%	A
Manageability		87.8%	A
Reliability		90.0%	A
Usability		87.1%	A-
Customer	*Leader*	91.8%	A
TCO/ROI	*Leader*	92.0%	A
Validation	*Leader*	91.7%	A

Source: Ventana Research
Workforce Management Basics Buyers Guide
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Challenges

ADP's A grade in Product Experience was impacted by its B+ in Adaptability, where it could improve the scope of roles that are able to customize software and the degree of configuration available. Customer Experience was impacted by its 91.7% performance in Validation, where it could increase its commitment to improve customer experience.

Strengths

ADP performed best in Customer Experience as a Leader with an A grade, notably receiving an A in TCO/ROI due to its breadth of resources available to potential customers to identify benefits and create a business case for the product. In Validation, ADP has shown high case study quality for the A grade. ADP received an A grade in overall Product Experience, with an A in Reliability, and was recognized for its ability to promote scalability and performance. ADP's support for gig workers in staff scheduling led to its A in Capability.

Blue Yonder

Company and Product Profile

Workforce Management, v. 2023.2.0, released December 2023

"Blue Yonder's Workforce Management (WFM) helps businesses combat today's labor challenges with optimized scheduling, strategic workforce planning and employee engagement tools. Plus, our integration with the Microsoft Teams Shifts connector provides frontline workers with a greater sense of community and connectivity from any device." – Blue Yonder

Summary

Our analysis classified Blue Yonder as a provider of Merit, receiving an overall grade of B++ with a 79.6% performance. Blue Yonder's best grouped results came in Product Experience at 82.2% performance and an A- grade due in part to its A- in Capability. In Customer Experience, Blue Yonder received a B grade with a 65.0% performance due to its 65.0% performance in TCO/ROI.

Workforce Management Basics
Blue Yonder

Category	Performance	Grade
Overall	79.6%	B++
Product	82.2%	A-
Adaptability	69.8%	B+
Capability	86.4%	A-
Manageability	73.6%	B+
Reliability	72.8%	B+
Usability	82.5%	A-
Customer	65.0%	B
TCO/ROI	65.0%	B
Validation	64.9%	B

Source: Ventana Research
Workforce Management Basics Buyers Guide
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Challenges

Blue Yonder's A- grade in Product Experience was impacted by its A- in Usability, where it could improve accessibility by better use of NLP for text and voice interactions. Customer Experience was impacted by its B grade in Validation, where it could increase the number of references and case studies.

Strengths

Blue Yonder performed best in Product Experience with an A- grade, notably receiving an A- in Usability due to its well-rounded accessibility, with web and distinctive useful features supported. Blue Yonder performed well in Customer Experience with a B grade, notably receiving a B in TCO/ROI due to the usefulness of documentation, quality and resources provided to guide preparation of business case

Dayforce

Company and Product Profile

Dayforce Workforce Management, v. 2024.1.0, released February 2024

"Workplace productivity starts with a workforce management system that offers flexible scheduling, prioritizes employee well-being, and helps your organization quickly adapt to change. And with workforce management and global payroll in the same platform, leaders can cut down on operating costs and make more efficient labor decisions." – Dayforce

Summary

Our analysis classified Dayforce as an Overall Leader and Exemplary provider, receiving an overall grade of A with an 87.6% performance. Dayforce's best grouped results came in Product Experience at 89.1% performance and an A grade due in part to its A+ in Usability. In Customer Experience, Dayforce received a B++ grade with a 78.8% performance due to its 79.2% performance in Validation. Dayforce was designated am Overall Leader and Leader in Product Experience, Adaptability, Capability and Usability.

Workforce Management Basics
Dayforce

Category	Performance		Grade
Overall	*Leader*	87.6%	A
Product	*Leader*	89.1%	A
Adaptability	*Leader*	73.5%	B+
Capability	*Leader*	91.2%	A
Manageability		87.8%	A
Reliability		84.7%	A-
Usability	*Leader*	94.9%	A+
Customer		78.8%	B++
TCO/ROI		78.5%	B++
Validation		79.2%	B++

Source: Ventana Research
Workforce Management Basics Buyers Guide
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Challenges

Dayforce's A grade in Product Experience was impacted by its B+ in Adaptability, where it could improve the role or roles that, by design can, customize and the degree of configuration. Customer Experience was impacted by its B++ in TCO/ROI, where it could simplify the breadth of description and documentation for identifying and quantifying achievable cost savings.

Strengths

Dayforce performed best in Product Experience as a Leader with an A grade, notably receiving an A+ in Usability due to the limited time required to execute tasks through screen design and flow due to its supportive and adaptive capabilities in user experience. Dayforce performed well in Customer Experience with a B++ grade, notably receiving a B++ in Validation due to the appropriateness of balance of vendor/partner services.

Infor

Company and Product Profile

Infor Workforce Management, v. 2023.10.00.0 MT, released October 2023

"Optimize every aspect of labor management and productivity with Infor® Workforce Management. Strategically enhance workforce planning, execution, and analysis with an engaging, industry-specific, enterprise workforce management software solution built on a proven technology platform that delivers time and attendance, demand-driven scheduling, workforce scheduling, and absence management tools." – Infor

Summary

Our analysis classified Infor as an Exemplary provider, receiving an overall grade of A- with an 84.9% performance. Infor's best grouped results came in Product Experience at 85.2% performance and an A- grade due in part to its A in Capability. In Customer Experience, Infor received an A- grade with an 83.3% performance due to its 88.4% performance in Validation. Infor was designated a Leader in Validation.

Workforce Management Basics
Infor

Category	Performance		Grade
Overall		84.9%	**A-**
Product		85.2%	**A-**
Adaptability	70.5%		B+
Capability		88.9%	A
Manageability		81.1%	B++
Reliability		85.7%	A-
Usability	76.9%		B++
Customer		83.3%	**A-**
TCO/ROI	78.2%		B++
Validation	*Leader*	88.4%	A

Source: Ventana Research
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Challenges

Infor's A- grade in Product Experience was impacted by its B++ in Usability, where it could improve user experience by facilitating communication and collaboration. Customer Experience was impacted by its B++ grade in TCO/ROI, where it offered a detailed documentation of its tools.

Strengths

Infor performed well in Product Experience with an A- grade, notably receiving an A in Capability due to its strong application, time and attendance support. Infor performed best in Customer Experience with an A- grade, notably receiving an A and designated as a Leader in Validation due to the effectiveness capability in customer commitment. Infor also provides strong service (breadth and quality) to its buyers.

Oracle

Company and Product Profile

Oracle Human Capital Management (HCM), v. 23D, released September 2023

"Oracle Workforce Management, part of Oracle Fusion Cloud Human Capital Management, is a complete workforce management solution that links time, absence, and safety management with HR, payroll, and financial data to reduce compliance risk, provide employees with a personalized experience, and help you deploy your workforce with greater control." – Oracle

Summary

Our analysis classified Oracle as an Overall Leader and Exemplary provider, receiving an overall grade of A with an 87.8% performance. Oracle's best grouped results came in Product Experience at 88.6% performance and an A grade due in part to its A+ in Reliability. In Customer Experience, Oracle received an A- grade with an 83.1% performance due to its 85.6% performance in Validation. Oracle was designated a Leader in Adaptability, Manageability, Reliability and Usability.

Workforce Management Basics
Oracle

Category	Performance		Grade
Overall	*Leader*	87.8%	**A**
Product	*Leader*	88.6%	**A**
Adaptability	*Leader*	75.3%	B++
Capability		88.9%	A
Manageability	*Leader*	92.4%	A
Reliability	*Leader*	93.9%	A+
Usability	*Leader*	90.7%	A
Customer		83.1%	**A-**
TCO/ROI		80.6%	B++
Validation		85.6%	A-

Source: Ventana Research
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Challenges

Oracle's A grade in Product Experience was impacted by its B++ in Adaptability, where it improve the role or roles that, by design, can customize and the degree of configuration. Customer Experience was impacted by its B++ grade in TCO/ROI, where it could improve the depth of documentation for strategic value to specific roles or departments.

Strengths

Oracle performed best in Product Experience as a Leader with an A grade, notably receiving an A in Capability due to its strong application support and an A+. in Reliability due to its optimization capabilities in the performance category. Its strong architecture characteristics and rationale—features of design that promote scalability—supported its performance in this category. Oracle performed well in Customer Experience with an A- grade due to its A- in Validation for the quantity of information for customers.

Paychex

Company and Product Profile

Paychex Flex, v. February 2024, released February 2024

"Paychex Flex® Time, our cloud-based time and attendance system, is fully integrated with our all-in-one platform Paychex Flex, helping you save time, prevent errors and connect employees with the information they need across devices, locations, and services." – Paychex

Summary

Our analysis classified Paychex as a provider of Merit, receiving an overall grade of B++ with a 76.7% performance. Paychex's best grouped results came in Product Experience at 79.9% performance and a B++ grade due in part to its A- in Usability. In Customer Experience, Paychex received a B- grade with a 58.3% performance due to its 59.5% performance in Validation.

Workforce Management Basics
Paychex

Category	Performance	Grade
Overall	76.7%	B++
Product	79.9%	B++
Adaptability	61.3%	B-
Capability	82.7%	A-
Manageability	73.0%	B+
Reliability	82.1%	A-
Usability	83.0%	A-
Customer	58.3%	B-
TCO/ROI	57.1%	B-
Validation	59.5%	B-

Source: Ventana Research
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Challenges

Paychex's B++ grade in Product Experience was impacted by its B-- in Adaptability, where it could improve the scope of role or roles that, by design, can customize and the degree of configuration. Customer Experience was impacted by its B- grade in Validation, where it could increase the number of references and case studies.

Strengths

Paychex performed best in Product Experience with a B++ grade, notably receiving an A- in Usability due to its well optimized user experience with web browsers. Paychex performed well in Customer Experience with a B- grade due to its B- grade in Validation providing flexibility of support options to meet individual customer requirements.

Paycom

Company and Product Profile

Time and Labor Management, v. 3.2, released November 2023

"Your employees are your greatest asset … and your greatest expense. As labor costs rise, ensure your processes are built to boost efficiencies. Leverage Paycom's Time and Labor Management tools to manage labor and engage employees as you process payroll and track time, all within a single software." – Paycom

Summary

Our analysis classified Paycom as a provider of Merit, receiving an overall grade of B+ with a 71.7% performance. Paycom's best grouped results came in Product Experience at 73.9% performance and a B+ grade due in part to its B++ in Reliability. In Customer Experience, Paycom received a B- grade with a 58.8% performance due to its 70.1% performance in TCO/ROI.

Workforce Management Basics
Paycom

Category	Performance	Grade
Overall	71.7%	B+
Product	73.9%	B+
Adaptability	55.7%	C++
Capability	75.0%	B++
Manageability	78.3%	B++
Reliability	80.4%	B++
Usability	73.5%	B+
Customer	58.8%	B-
TCO/ROI	70.1%	B+
Validation	47.4%	C+

Source: Ventana Research
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Challenges

Paycom's B+ grade in Product Experience was impacted by its B+ in Usability, where it could improve its ability to learn how individuals use the system to promote efficiency. Customer Experience was impacted by its C+ grade in Validation, where it could increase the number of references and case studies.

Strengths

Paycom performed best in Product Experience with a B+ grade, notably receiving B++ in Capability due to its strong time and attendance support. Paycom performed well in Customer Experience with a B- grade due to its B+ grade in TCO/ROI, where it provides an in-depth description and documentation to assist buyer in calculating TCO

Paycor

Company and Product Profile

Workforce Management Bundle, v. SaaS. released March 2024

"With Paycor's Workforce Management Solutions, HR Leaders can optimize productivity, track labor costs, confidently pay employees and ensure you have the right coverage when you need it. Paycor's human capital management (HCM) platform modernizes every aspect of people management, from recruiting, onboarding, and payroll to career development and retention, but what really sets us apart is our focus on leaders." – Paycor

Summary

Our analysis classified Paycor as a provider of Assurance, receiving an overall grade of B++ with a 75.5% performance. Paycor's best grouped results came in Customer Experience at 76.9% performance and a B++ grade due in part to its B++ in Validation. In Product Experience, Paycor received a B++ grade with a 75.3% performance due to its 82.4% performance in Usability.

Workforce Management Basics
Paycor

Category	Performance	Grade
Overall	75.5%	**B++**
Product	75.3%	**B++**
Adaptability	63.9%	B
Capability	75.7%	B++
Manageability	71.3%	B+
Reliability	80.7%	B++
Usability	82.4%	A-
Customer	76.9%	**B++**
TCO/ROI	73.4%	B+
Validation	80.5%	B++

Source: Ventana Research
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Challenges

Paycor's B++ grade in Product Experience was impacted by its B grade in Adaptability, where it could enhance its capabilities for the required roles and provide detailed templates for guidance on preconfigured methods. Customer Experience was impacted by its B+ grade in TCO/ROI, where it could provide in-depth documents stating quantifiable strategic values for specific roles or departments.

Strengths

Paycor performed best in Customer Experience with a B++ grade, notably receiving a B++ in Validation due to its availability of sufficient case breadth to provide prospective buyers with confidence that the software provider can meet the requirements. Paycor performed well in Product Experience with B++ grade due to its A- grade in Usability for its availability of guided workflows and consistent screen design.

Quinyx

Company and Product Profile

Workforce Management, v. 0179, released February 2024

"The complete AI-powered WFM Suite built and tailored to meet your business needs. With Quinyx you get the tools to make life easy for you and your employees, regardless of the location, sector, and complexity of your business." – Quinyx

Summary

Our analysis classified Quinyx as a provider of Merit, receiving an overall grade of B++ with a 77.7% performance. Quinyx's best grouped results came in Product Experience at 79.6% performance and a B++ grade due in part to its A- in Usability. In Customer Experience, Quinyx received a B grade with a 67.1% performance due to its 69.9% performance in TCO/ROI.

Challenges

Quinyx's B++ grade in Product Experience was impacted by its B grade in Adaptability, where it could improve the scope of the configuration capabilities aligned with the skills of the targeted roles. Customer Experience was impacted by its B grade in Validation where it could align its product's roadmap with both customer requirements and company's strategy.

Workforce Management Basics
Quinyx

Category	Performance	Grade
Overall	77.7%	B++
Product	79.6%	B++
Adaptability	66.0%	B
Capability	81.7%	A-
Manageability	81.2%	B++
Reliability	71.4%	B+
Usability	84.6%	A-
Customer	67.1%	B
TCO/ROI	69.9%	B+
Validation	64.2%	B

Source: Ventana Research
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Strengths

Quinyx performed best in Product Experience with a B++ grade, notably receiving an A- in Usability due to its ability to learn how individuals use the system to promote efficiency. Quinyx's ability to reduce workloads for process supervisors and administrators helped improve the score in this category. Quinyx performed well in Customer Experience with a B grade due to B+ in TCO/ROI for availability of product information for the prospect to make a business case for investing.

Replicon

Company and Product Profile

Workforce Management, v. 3.0.35220, released November 2023

"Better software means better projects. Deltek is the leading global provider of enterprise software and information solutions for project-based businesses. Replicon provides a comprehensive solution for managing the complex demands of project-based businesses by bringing together Project Delivery, Finance, and HR on a single platform. Unified AI-powered Platform for Time and Attendance, Schedules, Global Labor Compliance and Pay." – Replicon

Summary

Our analysis classified Replicon as a provider of Assurance, receiving an overall grade of B++ with a 79.4% performance. Replicon's best grouped results came in Customer Experience with an 86.2% performance and an A- grade due in part to its A- in TCO/ROI. In Product Experience, Replicon received a B++ grade with a 78.2% performance due to its 86.4% performance in Usability. Replicon was designated a Leader in Customer Experience and TCO/ROI.

Workforce Management Basics
Replicon

Category	Performance		Grade
Overall		79.4%	**B++**
Product		78.2%	**B++**
Adaptability	70.0%		B+
Capability	76.2%		B++
Manageability		86.2%	A-
Reliability		85.4%	A-
Usability		86.4%	A-
Customer	*Leader*	86.2%	**A-**
TCO/ROI	*Leader*	86.5%	A-
Validation		85.9%	A-

Source: Ventana Research
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Challenges

Replicon's B++ grade in Product Experience was impacted by its B+ in Adaptability, where it could plan well to develop the product's roadmap addressing its current and future requirements of adaptability. Customer Experience was impacted by its A- grade in Validation, where it could enhance the services available to customers including consulting, training and customer support.

Strengths

Replicon performed best in Customer Experience as a Leader with an A-, notably receiving an A- in TCO/ROI due to its high quality of product information and resource requirements necessary for the business case. In TCO/ROI, Replicon's performance was well supported by detailed description and documentation for identifying and quantifying achievable benefits along with descriptive examples showcasing customers achieving benefits. Replicon performed well in Product Experience with a B++ grade due to B++ in Capability for its compliance with employment-related laws and regulations alongside increasing the productivity of the workforce.

SAP

Company and Product Profile

SAP SuccessFactors, v. 2H 2023, released November 2023

"SAP Time and Attendance Management automates complex pay rules such as shift differentials and premiums, captures check-in and checkout times and breaks, and tracks hours for workers with multiple jobs or assignments. You can process retroactive payroll adjustments and amend time sheets to reflect changes to prior pay periods. Configuration features allow you to tailor the application to your needs without the time and expense of creating and maintaining custom code or error-prone work-arounds." – SAP

Summary

Our analysis classified SAP as an Innovative provider, receiving an overall grade of A- with an 85.5% performance. SAP's best grouped results came in Product Experience at 87.1% performance and an A- grade due in part to its A in Capability. In Customer Experience, SAP received a B++ grade with a 76.8% performance due to its 77.8% performance in Validation.

Challenges

SAP's A- grade in Product Experience was impacted by its B+ in Adaptability, where it could widen its preconfigured options. Customer Experience was impacted by its 75.7% performance in TCO/ROI, where it could enhance the breadth of description and documentation for identifying and quantifying achievable cost savings.

Workforce Management Basics
SAP

Category	Performance	Grade
Overall	85.5%	**A-**
Product	87.1%	**A-**
Adaptability	71.2%	B+
Capability	89.4%	A
Manageability	84.4%	A-
Reliability	88.9%	A
Usability	86.8%	A-
Customer	76.8%	**B++**
TCO/ROI	75.7%	B++
Validation	77.8%	B++

Source: Ventana Research
Workforce Management Basics Buyers Guide
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Strengths

SAP performed best in Product Experience with an A- grade, notably receiving an A in Capability due to its commitment to the increased productivity of the workforce. The software has further improved the manager's visibility alongside streamlining the work processes across all divisions and departments. SAP performed well in Customer Experience with a B++ grade due to Validation, and a B++ grade for its operating performance and resources and overall customer count and growth relative to the industry.

UKG

Company and Product Profile

UKG Pro Workforce Management, v. R9 Update 4, released November 2023

"We build lifelong partnerships with customers to show what's possible when businesses embrace our unique Life-work Technology™ approach as a critical part of investing in their people. And it starts by helping you find the right solution today, for tomorrow, and beyond." – UKG

Summary

Our analysis classified UKG as an Exemplary provider, receiving an overall grade of A- with an 87.4% performance. UKG's best grouped results came in Product Experience at 87.9% performance and an A grade due in part to its A in Reliability. In Customer Experience, UKG received an A- grade with an 84.6% performance due to its 88.3% performance in Validation. UKG was designated a Leader in six of the possible 10 categories including Product Experience, Capability, Manageability. Reliability, Customer Experience and Validation.

Workforce Management Basics
UKG

Category	Performance		Grade
Overall		87.4%	A-
Product	Leader	87.9%	A
Adaptability		70.0%	B+
Capability	Leader	90.2%	A
Manageability	Leader	89.5%	A
Reliability	Leader	91.5%	A
Usability		83.8%	A-
Customer	Leader	84.6%	A-
TCO/ROI		80.9%	B++
Validation	Leader	88.3%	A

Source: Ventana Research
Workforce Management Basics Buyers Guide
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Challenges

UKG's A grade in Product Experience was impacted by its B+ grade in Adaptability, where it could develop a better product roadmap to address current and future requirements. Customer Experience was impacted by its B++ grade in TCO/ROI, where it could enhance tools utilized by customers to evaluate TCO, along with its documentation.

Strengths

UKG performed best in Product Experience as a Leader with an A- grade, notably receiving an A in Reliability due to its distinct architecture of software, which gives it a competitive advantage in the market. UKG performed well in Customer Experience as a Leader with an A- grade, with an A in Validation due to presence of documentation for prospectively assessing the quality of the customer experience commitments.

Workday

Company and Product Profile

Workforce Management, v.2023R2, released August 2023

"Workday is a leading enterprise platform that helps organizations manage their most important assets – their people and money. The Workday platform is built with AI at the core to help customers elevate people, supercharge work, and move their business forever forward. Better manage your global workforce. Automate time-consuming, repetitive tasks. And free up your people to be their most productive selves ." – Workday

Summary

Our analysis classified Workday as an Innovative provider, receiving an overall grade of A- with an 84.7% performance. Workday's best grouped results came in Product Experience at 86.6% performance and an A- grade due in part to its A in Manageability. In Customer Experience, Workday received a B+ grade with a 74.0% performance due to its 77.0% performance in Validation. Workday was designated a Leader in Manageability and Usability.

Workforce Management Basics
Workday

Category	Performance		Grade
Overall		84.7%	**A-**
Product		86.6%	**A-**
Adaptability	67.4%		B
Capability		88.3%	A
Manageability	Leader	88.9%	A
Reliability		89.5%	A
Usability	Leader	88.4%	A
Customer		74.0%	**B+**
TCO/ROI	71.1%		B+
Validation		77.0%	B++

Source: Ventana Research
Workforce Management Basics Buyers Guide
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Challenges

Workday's A- grade in Product Experience was impacted by its B in Adaptability, where it could streamline or improve the ease of use of capabilities alongside increasing the preconfigured options. Customer Experience was impacted by its B+ grade in TCO/ROI, where it could provide in-depth description and documentation for identifying and quantifying achievable cost savings.

Strengths

Workday performed best in Product Experience with an A- grade, notably receiving an A in Reliability due to its underlying architecture of the software supporting delivery of required capabilities and functionalities. Within technology architecture and operation, Workday provides flexibility with deployment options that meet the needs of buyers. In Manageability, Workday received an A due to its completeness of application-level security by activity, task and process and data-level security by user, role, application, activity, task or process. Workday performed well in Customer Experience with a B+, supported by a B++ in Validation due to its product roadmap that addresses target customer requirements.

WorkForce Software

Company and Product Profile

The WorkForce Suite, v. SaaS, released March 2023

"We are pioneers in our industry as the only global provider of modern workforce management software with integrated employee communications. We've made an investment in smart communications that is designed to leverage data, advanced analytics, and automation in real time to create personalized experiences in the flow of work and support your ability to adapt and communicate quickly—with the ease of use of a favorite personal app." – WorkForce Software

Summary

Our analysis classified WorkForce Software as an Exemplary provider, receiving an overall grade of A- with an 85.0% performance. WorkForce Software's best grouped results came in Product Experience at 85.1% performance and an A- grade due in part to its A in Reliability. In Customer Experience, WorkForce Software received an A- grade with an 84.6% performance due to its 86.3% performance in Validation. WorkForce Software was designated a Leader in Reliability and TCO/ROI.

Workforce Management Basics
WorkForce Software

Category	Performance	Grade
Overall	85.0%	**A-**
Product	85.1%	**A-**
Adaptability	67.0%	B
Capability	87.5%	A
Manageability	85.3%	A-
Reliability	*Leader* 92.4%	A
Usability	78.4%	B++
Customer	84.6%	**A-**
TCO/ROI	*Leader* 82.8%	A-
Validation	86.3%	A-

Source: Ventana Research
Workforce Management Basics Buyers Guide
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Challenges

WorkForce Software's A- grade in Product Experience was impacted by its B in Adaptability, where it could improve its scope and depth of integration capabilities with common personal productivity applications. Customer Experience was impacted by an A- in Validation, where it could provide readily available case studies having sufficient use cases to provide prospective buyers with confidence that the software provider can meet the requirements.

Strengths

WorkForce Software performed best in Product Experience with an A- grade, notably receiving an A in Reliability due to its underlying architecture of the software to support its ability to deliver capabilities and functionality to users. It also provides the ability to support high availability and business continuity. It was rated A- in Customer Experience and is a Leader in TCO/ROI with an A- grade due to high quality of demonstrated value from investments and high quality of investment examples.

Zebra

Company and Product Profile

Zebra Workcloud Workforce Optimization Suite, v. SaaS, released March 2023
Zebra helps organizations monitor, anticipate, and accelerate workflows by empowering their frontline and ensuring that everyone and everything is visible, connected and fully optimized. Powerful on their own, these solutions simplify workforce and task management and better connect the front line to work as a team. Together, they're unmatched—transforming your operation and unlocking your productivity potential.

Summary

Our analysis classified Zebra as a provider of Merit, receiving an overall grade of B++ with a 79.2% performance. Zebra's best grouped results came in Product Experience at 81.7% performance and an A- grade due in part to its A in Capability. In Customer Experience, Zebra received a B grade with a 65.1% performance due to its 71.1% performance in Validation.

Challenges

Zebra's A- grade in Product Experience was impacted by its C++ in Adaptability, where it could provide limited out of-the-box linking mechanisms to common personal productivity software. Customer Experience was impacted by its B- grade in TCO/ROI, where it could provide description and documentation to assist buyers in calculating TCO.

Workforce Management Basics
Zebra

Category	Performance	Grade
Overall	79.2%	B++
Product	81.7%	A-
Adaptability	56.3%	C++
Capability	87.8%	A
Manageability	72.1%	B+
Reliability	82.1%	A-
Usability	72.1%	B+
Customer	65.1%	B
TCO/ROI	59.1%	B-
Validation	71.1%	B+

Source: Ventana Research
Workforce Management Basics Buyers Guide
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Strengths

Zebra performed best in Product Experience with an A- grade, notably receiving an A in Capability due to its ability to automatically generate schedules based on algorithms, and supports setting configurable work-time and pay rules. Zebra performed well in Customer Experience with B grade, supported by a B+ in Validation due to its coherent set of actions and activities that support a quality Customer Experience
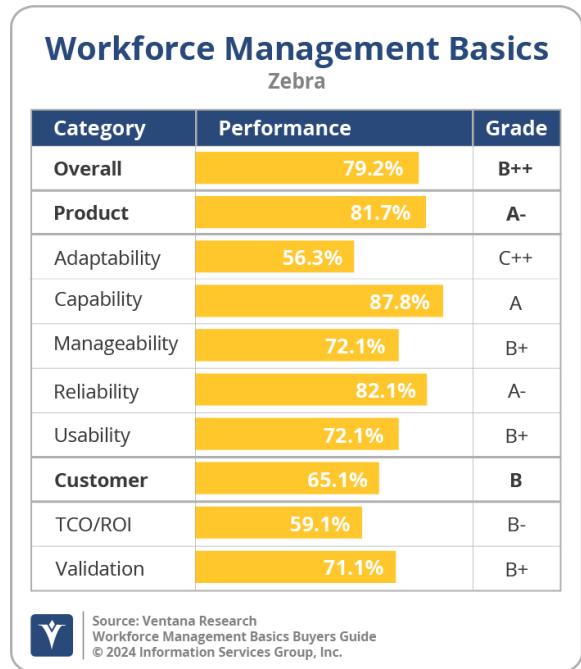
Appendix: Software Provider Inclusion

For inclusion in the Ventana Research Workforce Management Buyers Guide for 2024, a software provider must be in good standing financially and ethically, have at least $50 million in annual or projected revenue, more than 50 employees, sell products and provide support on at least two continents and have 100 or more customers. The principal source of the relevant business unit's revenue must be software-related, and there must have been at least one major software release in the last 18 months. The provider must be capable of providing a product that handles absence management, scheduling and time and attendance.

The research is designed to be independent of the specifics of software provider packaging and pricing. To represent the real-world environment in which businesses operate, we include providers that offer suites or packages of products that may include relevant individual modules or applications. If a software provider is actively marketing, selling and developing a product for the general market and it is reflected on the provider's website that the product is within the scope of the research, that provider is automatically evaluated for inclusion.

All software providers that offer relevant workforce management products and meet the inclusion requirements were invited to participate in the evaluation process at no cost to them.

Software providers that meet our inclusion criteria but did not completely participate in our Buyers Guide were assessed solely on publicly available information. As this could have a significant impact on classification and rating, we recommend additional scrutiny when evaluating those providers.

Products Evaluated

Provider	Product Names	Version	Release Month/Year
ADP	ADP® Workforce Manager	2023.R1	August 2023
Blue Yonder	Workforce Management	2023.2.0	December 2023
Dayforce	Dayforce Workforce Management	2024.1.0	February 2024
Infor	Infor Workforce Management	2023.10.00.0 MT	October 2023
Oracle	Oracle Human Capital Management (HCM)	23D	September 2023
Paychex	Paychex Flex®	February 2024	February 2024

Paycom	Time and Labor Management	3.2	November 2023
Paycor	Workforce Management Bundle	SaaS	March 2024
Quinyx	Workforce Management	0179	February 2024
Replicon	Workforce Management	3.0.35220	November 2023
SAP	SAP SuccessFactors	2H 2023	November 2023
UKG	UKG Pro Workforce Management™	R9 Update 4	November 2023
Workday	Workforce Management	2023R2	August 2023
WorkForce Software	The WorkForce Suite	SaaS	March 2023
Zebra	Workforce Optimization Suite	SaaS	March 2023

Providers of Promise

We did not include software providers that, as a result of our research and analysis, did not satisfy the criteria for inclusion in the Buyers Guide. These are listed below as "Providers of Promise."

Provider	Product	>$50M Revenue	Absence Mgmt	Scheduling	Time & Attendance	Timeclock	Analytics	Activity & Task Mgmt
ATOSS	ATOSS	Yes	No	Yes	Yes	No	Yes	No
aTurnos	aTurnos	No	Yes	Yes	Yes	Yes	Yes	Yes
Crown Workforce Management	Workforce Management	No	Yes	Yes	Yes	Yes	Yes	Yes
Deputy	Deputy	No	Yes	Yes	Yes	Yes	Yes	Yes
EPAY Systems	Workforce Management	Yes	No	Yes	Yes	Yes	Yes	No
GDi Group	Workforce Management	Yes	No	Yes	Yes	Yes	Yes	Yes
Humanforce	Workforce Management	No	Yes	Yes	Yes	Yes	Yes	No
Interflex	Workforce Management	No	No	Yes	Yes	No	No	No
Paylocity	Time and Labor	Yes	Yes	Yes	Yes	Yes	No	No
ProMark	ProMark	No	Yes	Yes	Yes	Yes	Yes	Yes
Protime	Protime	No	Yes	Yes	Yes	No	No	Yes
Shiftboard	Shiftboard	No	Yes	Yes	Yes	No	Yes	No
SISQUAL	Workforce Management	No	No	Yes	Yes	Yes	Yes	Yes
Spica	All Hours Workforce Management	No	Yes	Yes	Yes	Yes	No	No
Synel	Workforce Management	No	Yes	Yes	Yes	Yes	Yes	No
tamigo	tamigo	No	No	Yes	Yes	Yes	Yes	No

TCP Software	TimeClock Plus	Yes	Yes	Yes	Yes	Yes	Yes	No
UniFocus	Workforce Management	No	No	Yes	Yes	Yes	Yes	Yes
WorkAxle	Workforce Management	No	Yes	Yes	Yes	Yes	Yes	No

Appendix: Value Index Methodology

To prepare this Buyers Guide, we utilize our Value Index methodology that draws on our more than two decades of market research, which includes benchmarking and advising thousands of enterprises. Our continuous market research provides the context of the real needs of buyers, complemented by our research on software providers, knowledge of the market and subject matter expertise in this area.

The following guidelines were presented to potential participants that met our inclusion criteria:

- A software provider could submit one or more products that best meet the scope of the Buyers Guide and the inclusion criteria.
- Any products that were submitted for this Buyers Guide must be listed on the provider's website and be generally available to enterprises.
- Software providers were requested to complete a comprehensive questionnaire covering the product and customer experience it provides.
- Verification of the product was required through documentation and/or a demonstration of the actual product.

To ensure the accuracy of the information we collect and ensure that the Buyers Guide reflects the concerns of a well-crafted RFI, we require participating software providers to provide evaluation information across all seven categories. Ventana Research then validates the information, first independently through our knowledge base of software providers, product information and extensive web-based research, and then through consultation.

After validation, we grade and aggregate each software provider to determine the performance in each evaluation category. Then, through weighted analytics, the ratings in the product and customer experience categories and the overall ranking are assigned. If a provider submitted more than one product for evaluation, we assessed the additional product(s) using our Capability and other evaluation categories.

We have made every effort to encompass the overall requirements that best meet an enterprise's needs today and into the future. Even so, there may be aspects of the software provider that we did not cover but affect which products best fit your particular requirements. Therefore, while this research is complete as it stands, utilizing it in your organizational context is critical to ensure that products deliver the highest level of support for your requirements.

About Ventana Research

Ventana Research, now part of Information Services Group, provides authoritative market research and coverage on the business and IT aspects of the software industry. We distribute research and insights daily through the Ventana Research community, and we provide a portfolio of consulting, advisory, research and education services for enterprises, software and service providers, and investment firms. Our premiere service, Ventana On-Demand (VOD), provides structured education and advisory support with subject-matter expertise and experience in the software industry. Ventana Research Buyers Guides support the RFI/RFP process and help enterprises assess, evaluate and select software providers through tailored Assessment Services and our Value Index methodology. Visit www.ventanaresearch.com to sign up for free community membership with access to our research and insights.

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