

January 2021

DATA QUADRANT REPORT

Human Capital Management - Enterprise

1122

Reviews

16

Vendors Evaluated

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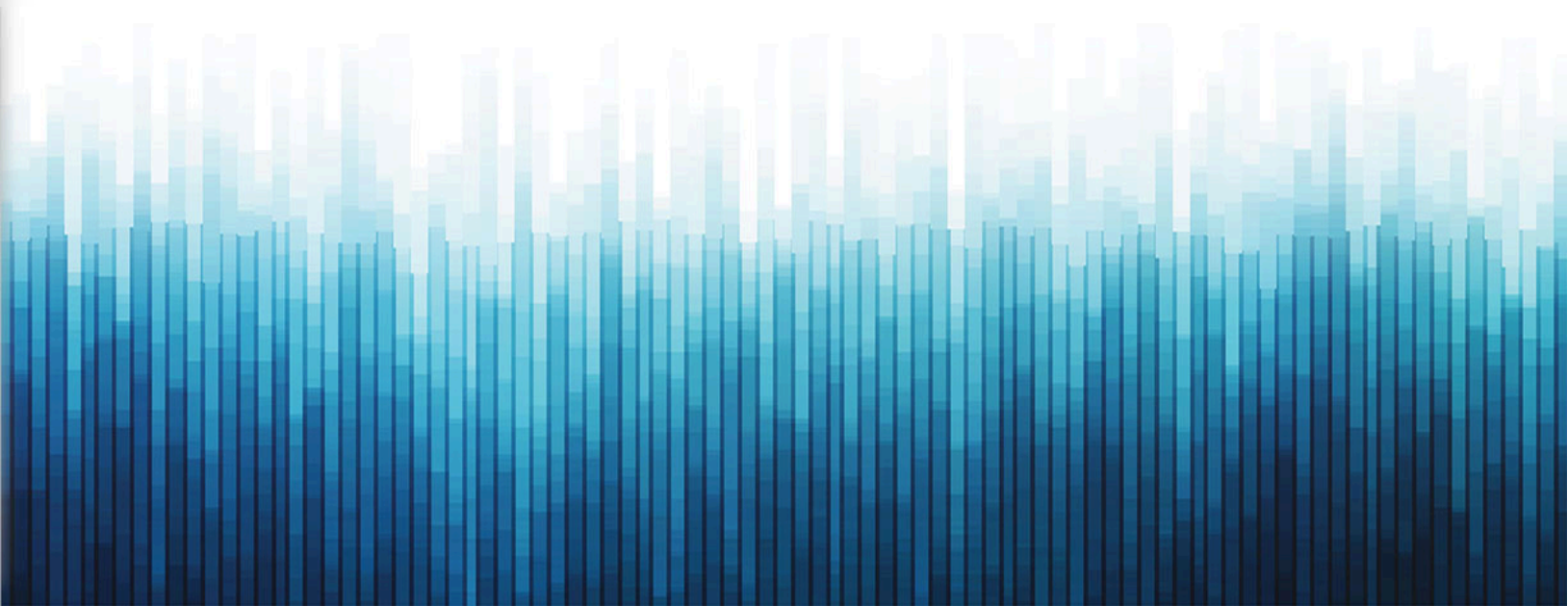
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How to Use the Report

Info-Tech’s Data Quadrant Reports provide a comprehensive evaluation of popular products in the Human Capital Management - Enterprise market. This buyer’s guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other vendors in their category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech’s Product Scorecard.



Software Directory

HUMAN CAPITAL MANAGEMENT - ENTERPRISE SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.

Human Capital Management - Enterprise Software

 ADP Vantage

 ADP Workforce Now

 Ceridian Dayforce

 Cornerstone HR Suite

 Epicor HCM

 Infor HCM

 isolved People Cloud

 Oracle HCM Cloud

 Oracle PeopleSoft HCM

 Paycom HCM

 Paycor HCM

 Paylocity

 RUN Powered by ADP

 SAP SuccessFactors

 UKG Pro (formerly Ultimate Software UltiPro)

 UKG Ready (formerly Kronos Workforce Ready)

 Workday Human Capital Management



SOFTWARE REVIEWS
Data Quadrant



INFO~TECH
RESEARCH GROUP
SoftwareReviews

Assess vendor and product performance at a glance and use the Software Reviews Data Quadrant to identify which products and vendors are leading the pack and which are trailing.



HUMAN CAPITAL
MANAGEMENT -
ENTERPRISE

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).

Note: The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.

Category Overview

This page provides a high level summary of product performance within the Human Capital Management - Enterprise category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).









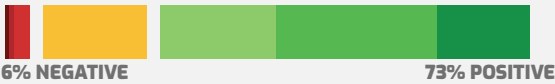














Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	VENDOR	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND
	 Ceridian Dayforce	8.4/10	+84 	 4% NEGATIVE88% POSITIVE	79%	83%	89%
	 UKG Pro	8.4/10	+85 	 4% NEGATIVE89% POSITIVE	82%	80%	87%
	 isolved People Cloud	8.1/10	+82 	 4% NEGATIVE85% POSITIVE	77%	78%	87%
	 Workday HCM	7.9/10	+80 	 5% NEGATIVE85% POSITIVE	78%	78%	82%
	 RUN Powered by ADP	7.9/10	+76 	 3% NEGATIVE80% POSITIVE	78%	81%	79%
6	 Oracle HCM Cloud	7.5/10	+78 	 5% NEGATIVE83% POSITIVE	71%	72%	80%
7	 Paycor HCM	7.5/10	+77 	 6% NEGATIVE84% POSITIVE	71%	75%	76%
8	 UKG Ready	7.5/10	+72 	 7% NEGATIVE79% POSITIVE	78%	74%	76%
9	 Infor HCM	7.4/10	+77 	 5% NEGATIVE82% POSITIVE	74%	74%	71%
10	 ADP Vantage	7.4/10	+74 	 3% NEGATIVE77% POSITIVE	71%	73%	78%
AVERAGE SCORES		7.4/10	+71 	 7% NEGATIVE78% POSITIVE	74%	75%	77%

Category Overview

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RANK	VENDOR	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND
11	 ADP Workforce Now	7.2/10	+68 	 12% NEGATIVE79% POSITIVE	71%	72%	77%
12	 Paylocity	7.1/10	+67 	 6% NEGATIVE73% POSITIVE	71%	73%	72%
13	 SAP SuccessFactors	6.9/10	+67 	 6% NEGATIVE73% POSITIVE	70%	70%	71%
14	 Cornerstone HR Suite	6.8/10	+61 	 9% NEGATIVE69% POSITIVE	71%	73%	67%
15	 Oracle PeopleSoft HCM	6.4/10	+52 	 17% NEGATIVE68% POSITIVE	67%	69%	70%
16	 Paycom HCM	6.2/10	+41 	 11% NEGATIVE53% POSITIVE	69%	68%	69%
AVERAGE SCORES		7.4/10	+71 	 7% NEGATIVE78% POSITIVE	74%	75%	77%
VENDORS WITH INSUFFICIENT DATA							
--	 Epicor HCM	7.1/10	+56 	 15% NEGATIVE71% POSITIVE	74%	76%	78%

Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

VENDOR	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF IT ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
UKG Pro (formerly Ultimate Software UltiPro)	82%	86%	84%	83%	83%	84%	82%	78%	81%	78%	84%	79%
Ceridian Dayforce	79%	82%	85%	80%	82%	82%	77%	76%	78%	76%	77%	70%
RUN Powered by ADP	78%	81%	78%	76%	76%	76%	72%	83%	76%	81%	80%	81%
UKG Ready (formerly Kronos Workforce Ready)	78%	78%	77%	77%	77%	81%	76%	77%	79%	70%	76%	74%
Workday Human Capital Management	78%	80%	79%	80%	78%	78%	80%	78%	77%	76%	77%	77%
isolved People Cloud	77%	78%	79%	79%	77%	77%	80%	75%	79%	73%	77%	78%
Infor HCM	74%	75%	74%	76%	73%	75%	79%	80%	77%	72%	73%	81%
Paycor HCM	71%	71%	72%	76%	76%	78%	65%	69%	72%	67%	70%	73%
Oracle HCM Cloud	71%	73%	74%	71%	77%	70%	76%	70%	76%	69%	74%	74%
Paylocity	71%	75%	68%	73%	69%	73%	69%	71%	70%	66%	72%	73%
CATEGORY AVERAGE	74%	76%	75%	75%	73%	75%	74%	74%	74%	70%	73%	74%

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ADP Workforce Now	71%	72%	72%	74%	69%	71%	66%	73%	72%	67%	74%	71%
Cornerstone HR Suite	71%	81%	70%	74%	67%	75%	75%	74%	65%	61%	69%	70%
ADP Vantage	71%	72%	64%	72%	66%	71%	78%	75%	75%	65%	66%	74%
SAP SuccessFactors	70%	71%	74%	69%	71%	66%	65%	72%	74%	69%	71%	73%
Paycom HCM	69%	70%	75%	67%	70%	75%	70%	67%	75%	64%	62%	67%
Oracle PeopleSoft HCM	67%	70%	70%	69%	65%	66%	68%	63%	65%	65%	64%	67%
CATEGORY AVERAGE	74%	76%	75%	75%	73%	75%	74%	74%	74%	70%	73%	74%

VENDORS WITH INSUFFICIENT DATA												
Epicor HCM	74%	79%	71%	71%	76%	75%	67%	78%	80%	87%	68%	72%

Vendor Capability Satisfaction

Vendor Capabilities

This table lists and briefly describes all vendor capabilities that are evaluated in the Human Capital Management - Enterprise software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.

Business Value Created	The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization’s needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.
Breadth of Features	Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.
Quality of Features	Feature quality is just as important as quantity. Software needs to do what you’re purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.
Product Strategy and Rate of Improvement	Purchasing software can be a significant commitment, so it’s important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don’t stay on top of emerging needs and trends won’t enable you to meet your business goals. Use the data in this section to separate innovators from imposters.
Usability and Intuitiveness	End user learning curves cost the organization money. Pay attention to your end users’ technical ability to determine how important UX is in your purchase.

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

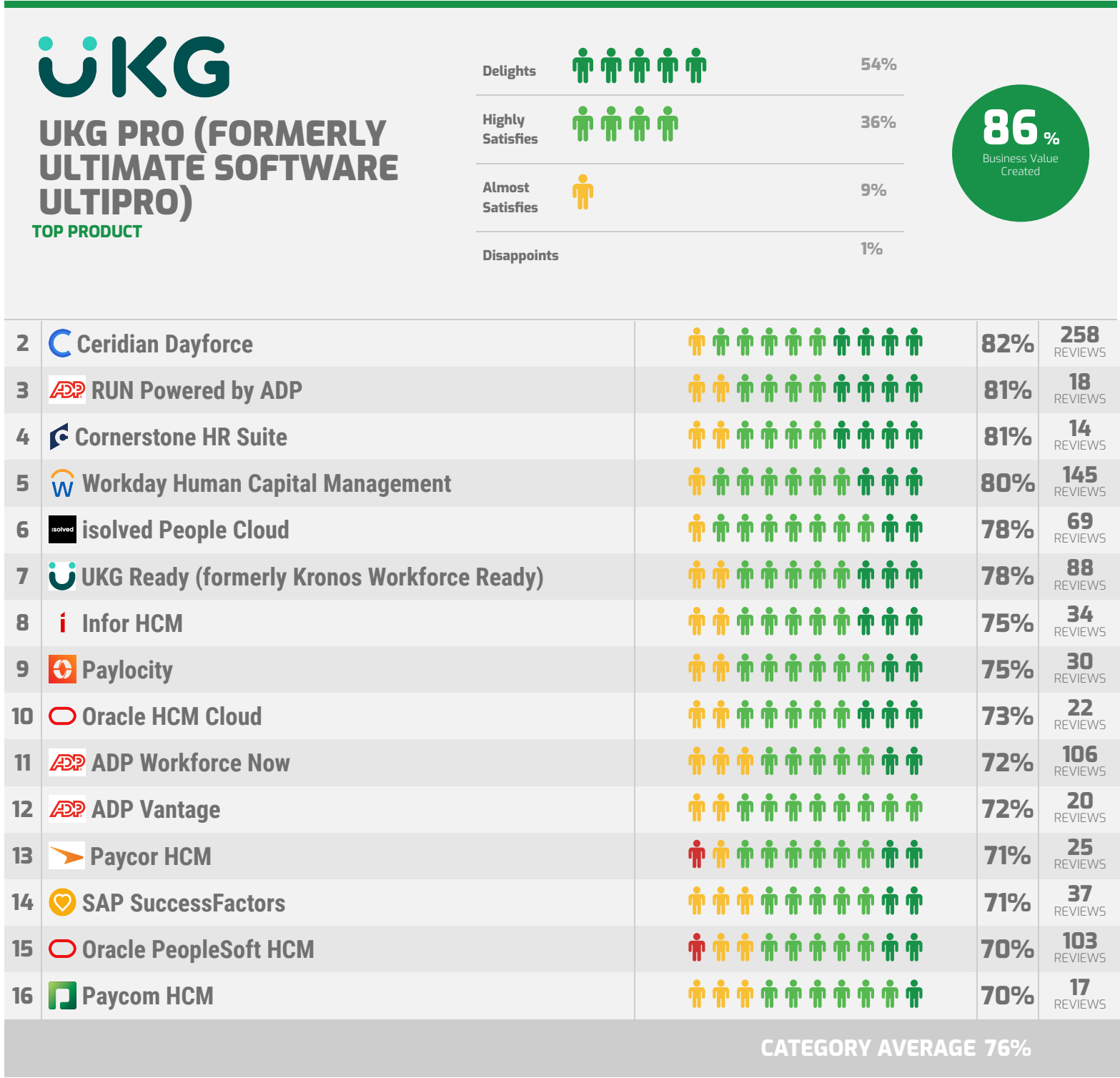
Vendor Support	The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support.
Ease of Data Integration	The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.
Ease of IT Administration	Administrative interfaces don’t get the same attention as those built for end users, but they shouldn’t be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.
Ease of Customization	Out-of-the-box functionality often isn’t enough, especially for niche or industry-specific software, and the reason you’re buying rather than building is to save time and money in the first place. Don’t get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.
Availability and Quality of Training	Effective and readily available training enables users to get the most out of the software you’ve chosen. Use this section to make sure your vendor’s training programs and materials measure up.
Ease of Implementation	Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

Vendor Capability Satisfaction

Business Value Created

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization’s needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.

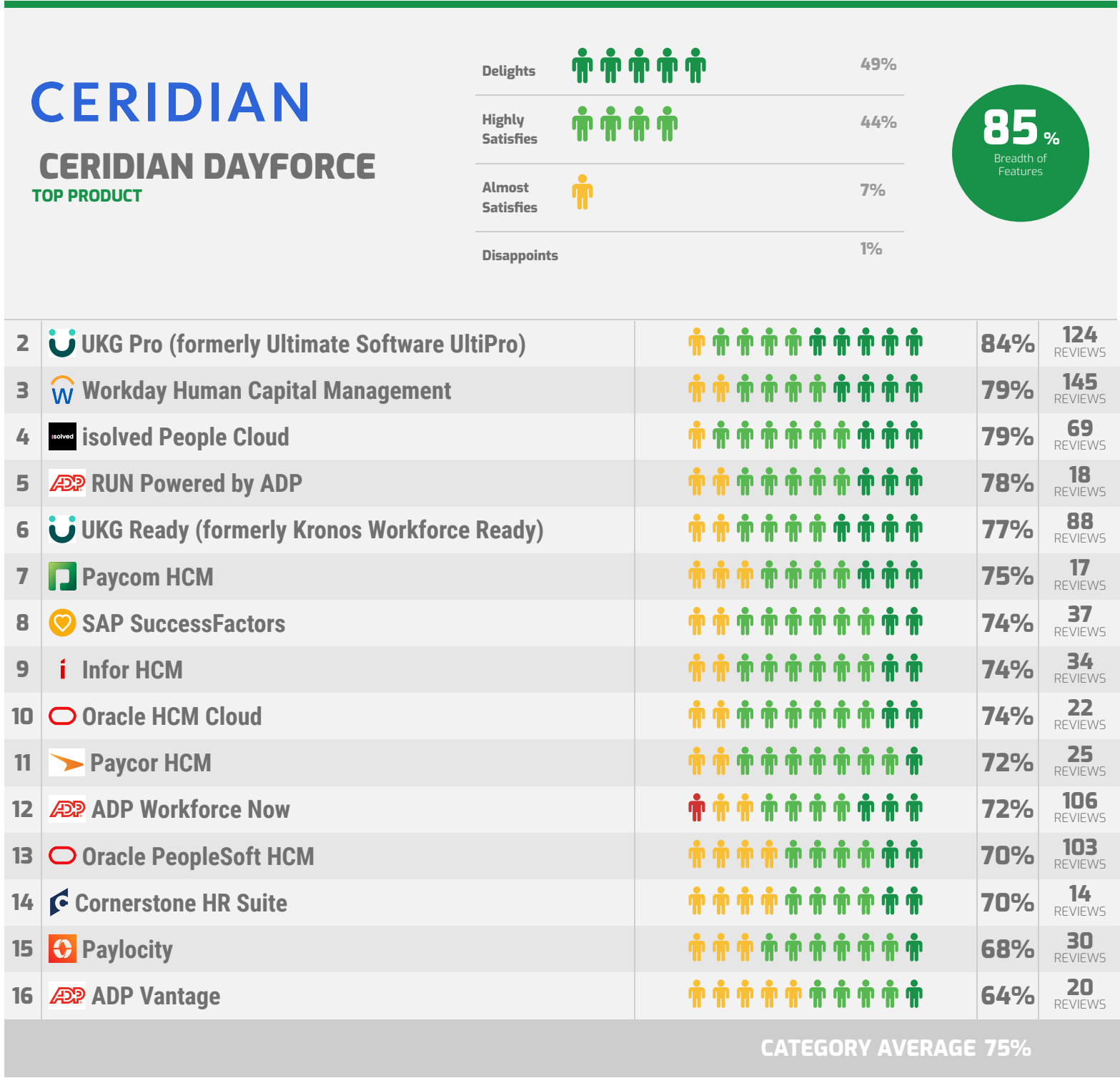
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Vendor Capability Satisfaction

Breadth of Features

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Epicor HCM

71%

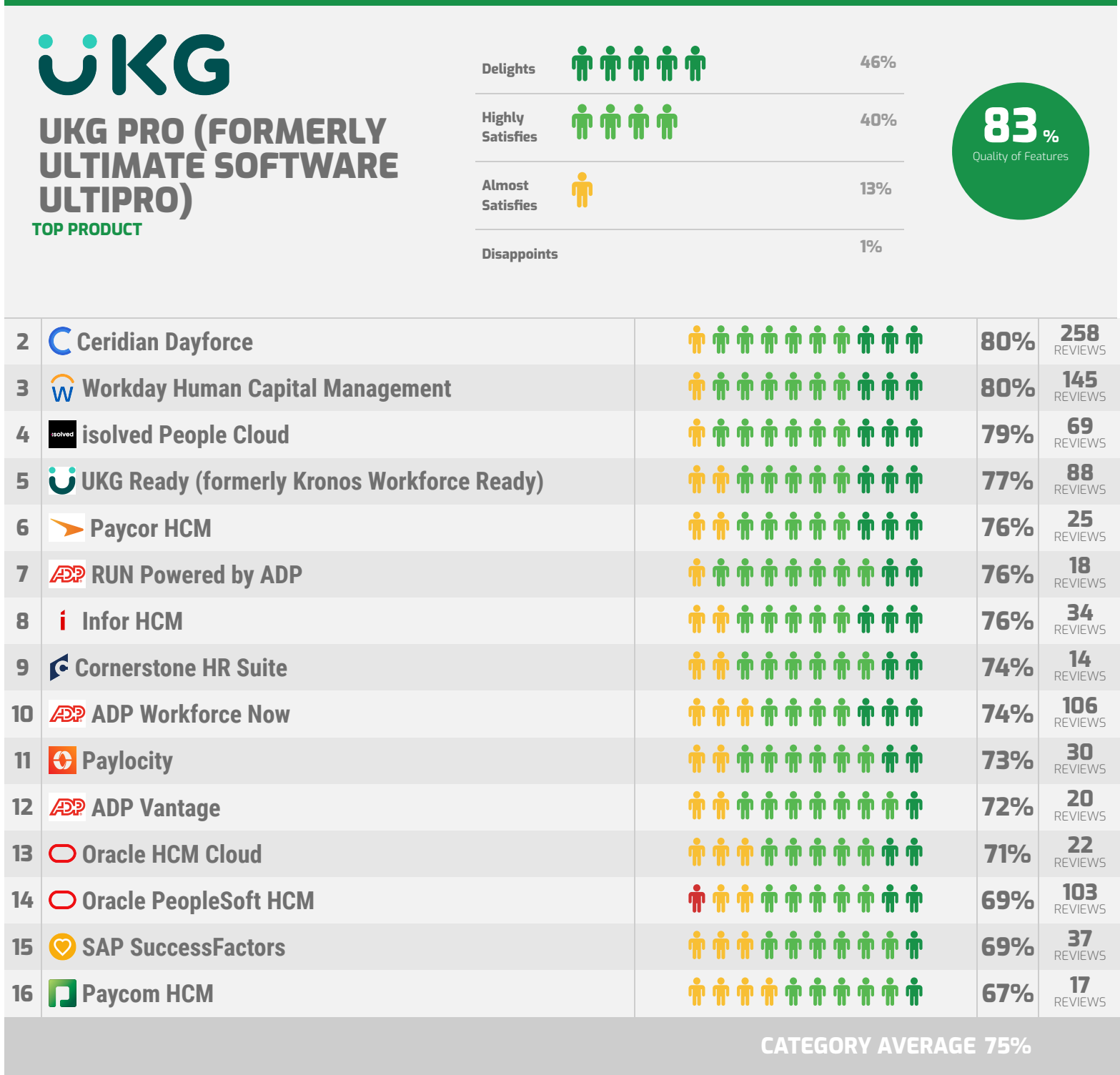
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REVIEWS

Vendor Capability Satisfaction

Quality of Features

Feature quality is just as important as quantity. Software needs to do what you’re purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

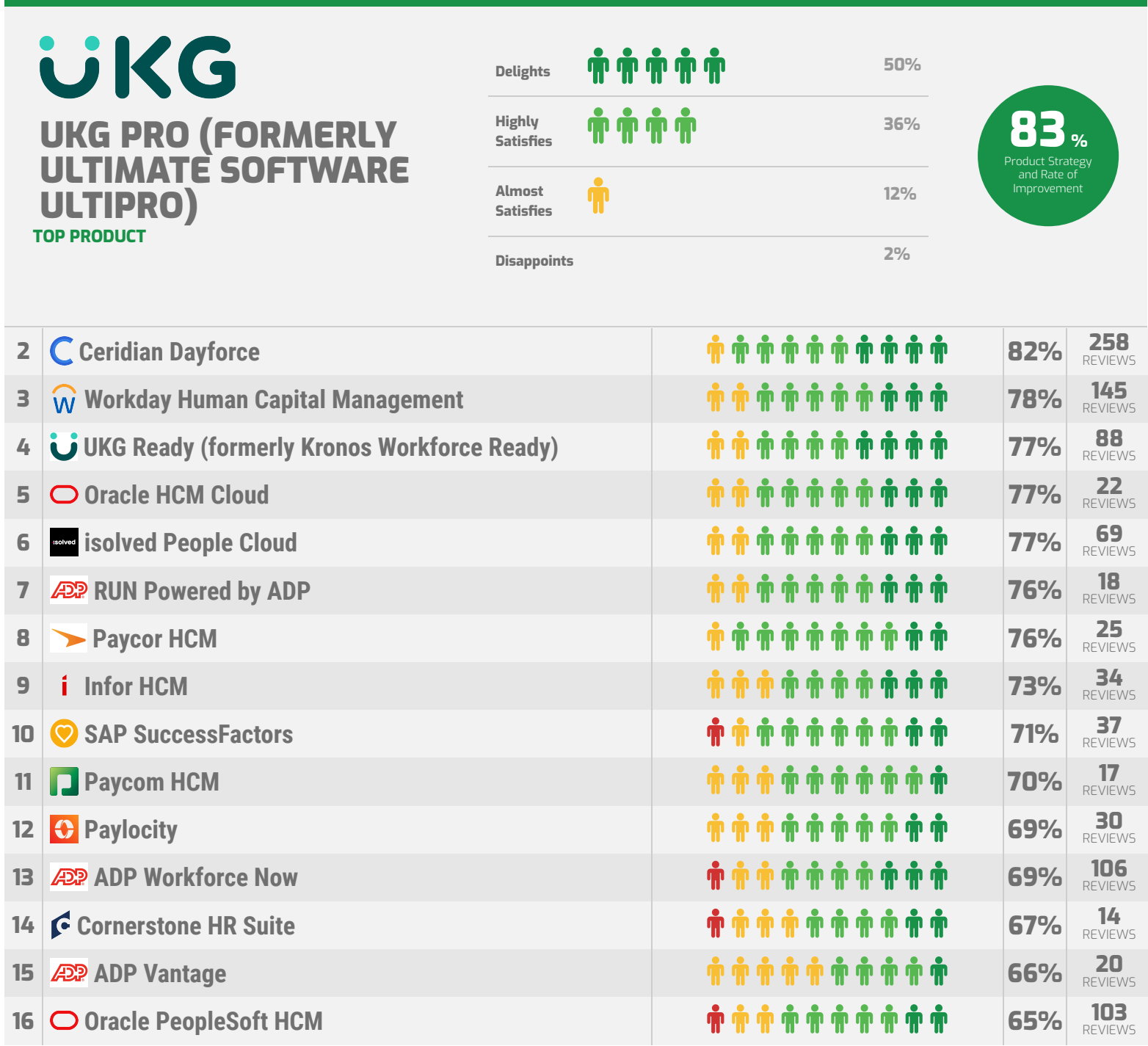


Vendor Capability Satisfaction

Product Strategy and Rate of Improvement

Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.

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CATEGORY AVERAGE 73%

--  Epicor HCM



76%

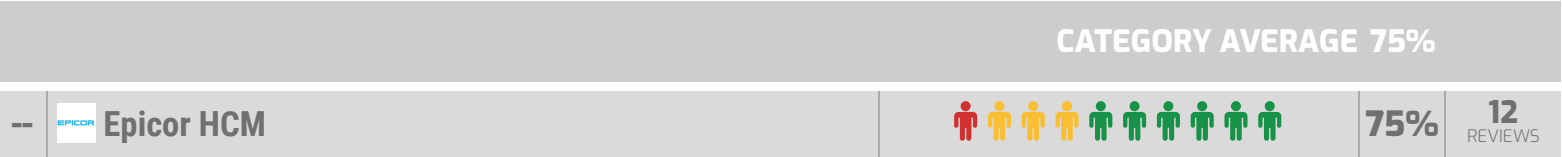
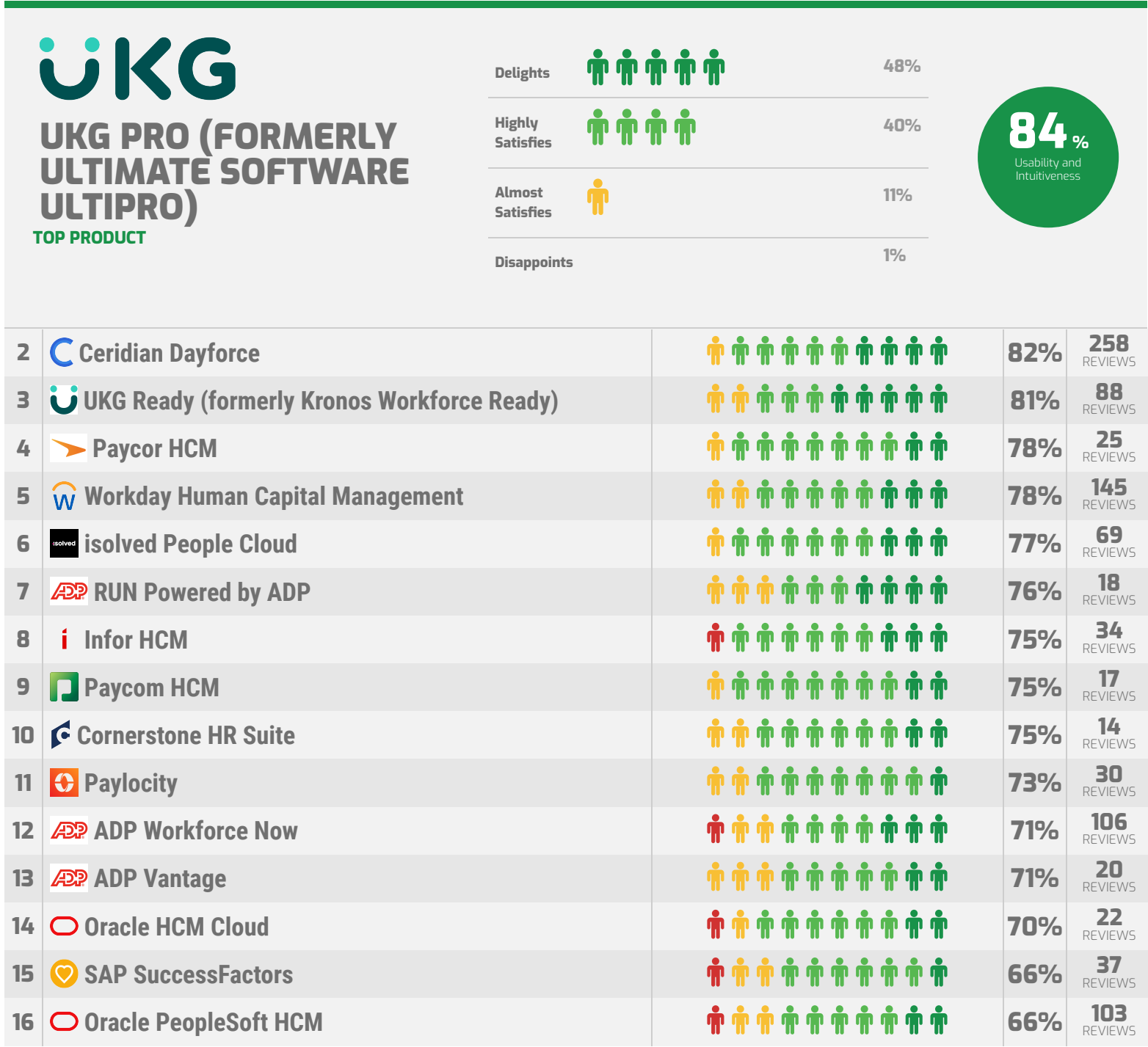
12
REVIEWS

Vendor Capability Satisfaction

Usability and Intuitiveness

End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.

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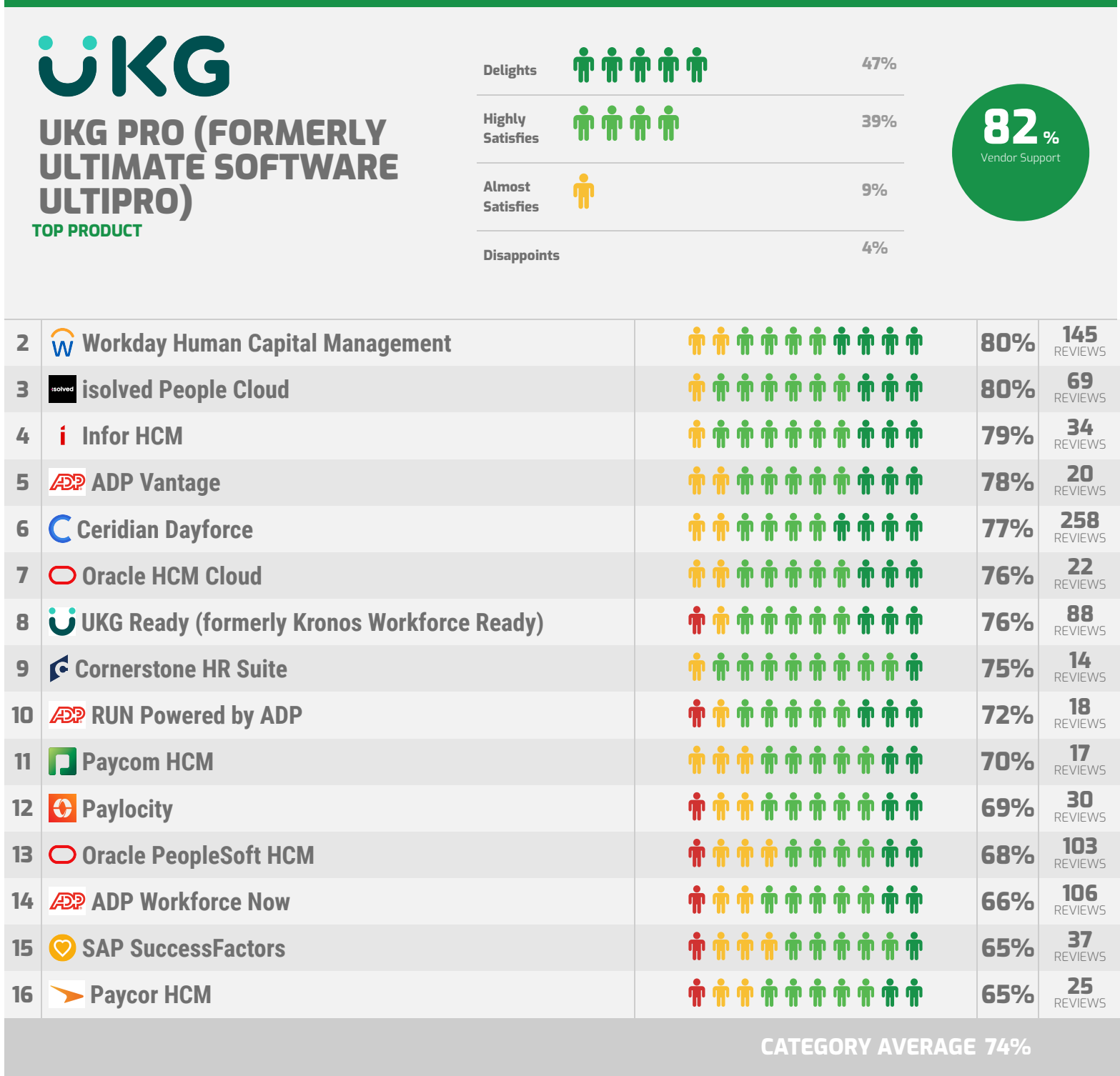


Vendor Capability Satisfaction

Vendor Support

The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-serve their product and which will offer quality support.

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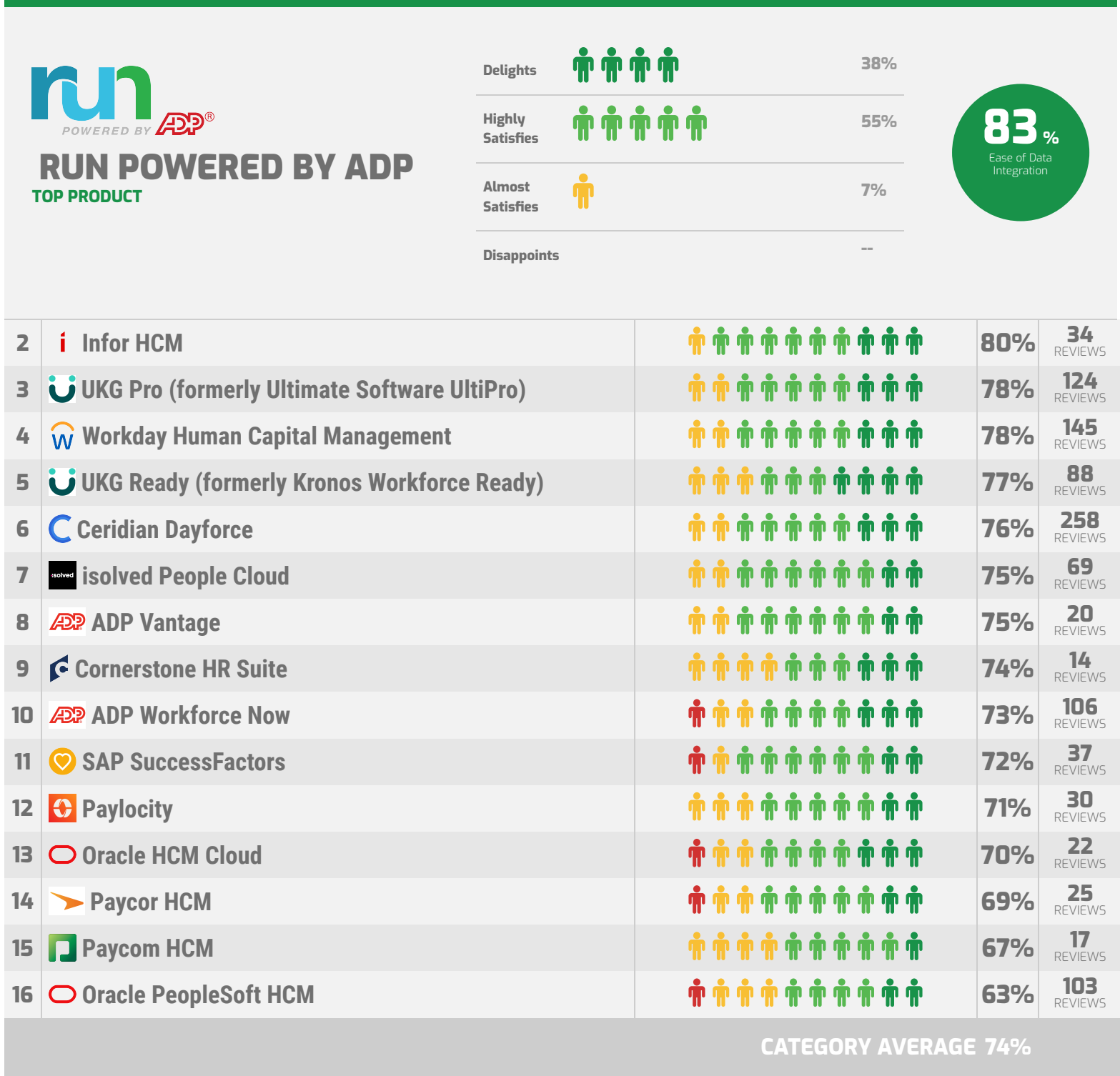


Vendor Capability Satisfaction

Ease of Data Integration

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.

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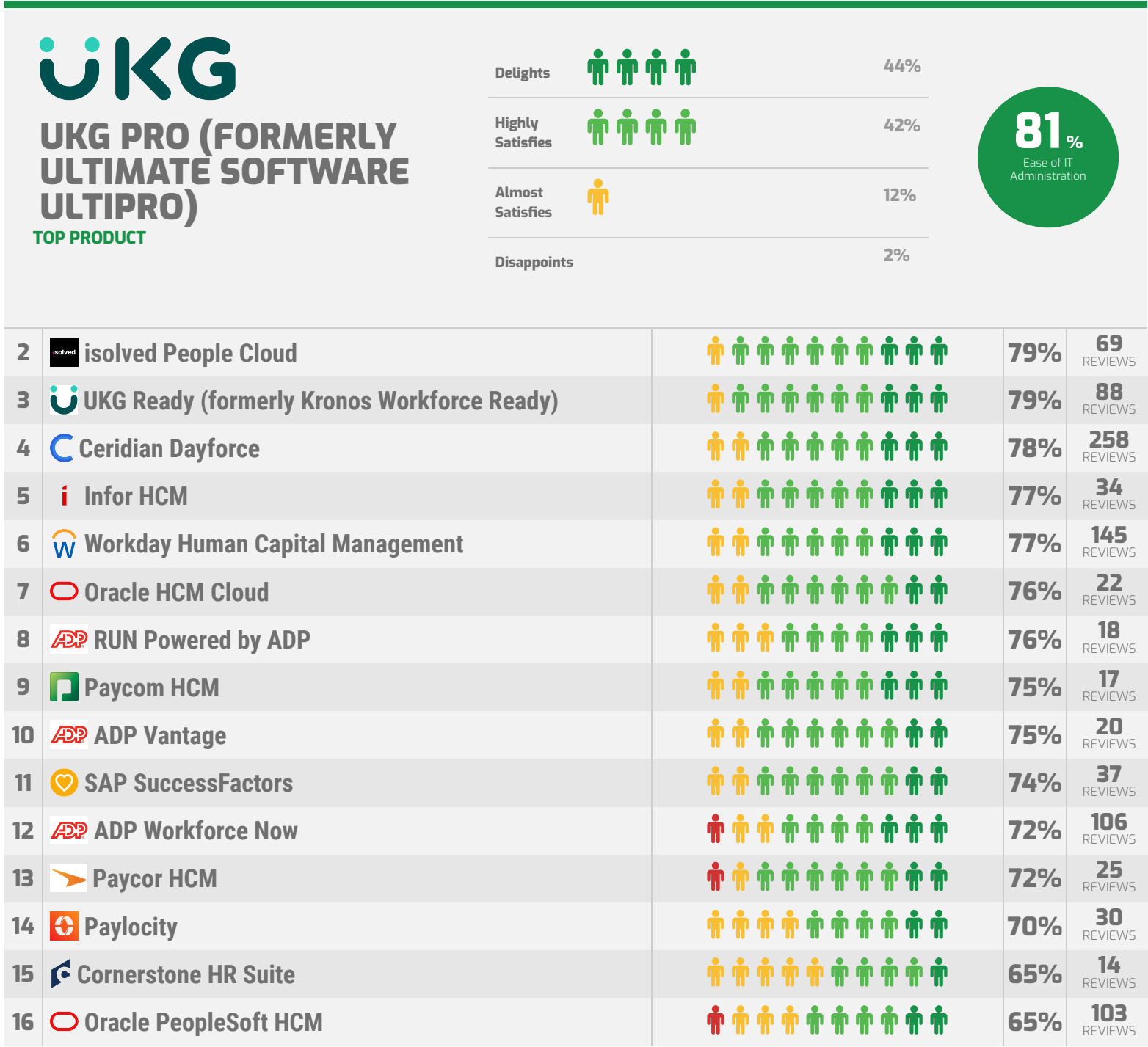


Vendor Capability Satisfaction

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CATEGORY AVERAGE 74%

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 Epicor HCM



80%

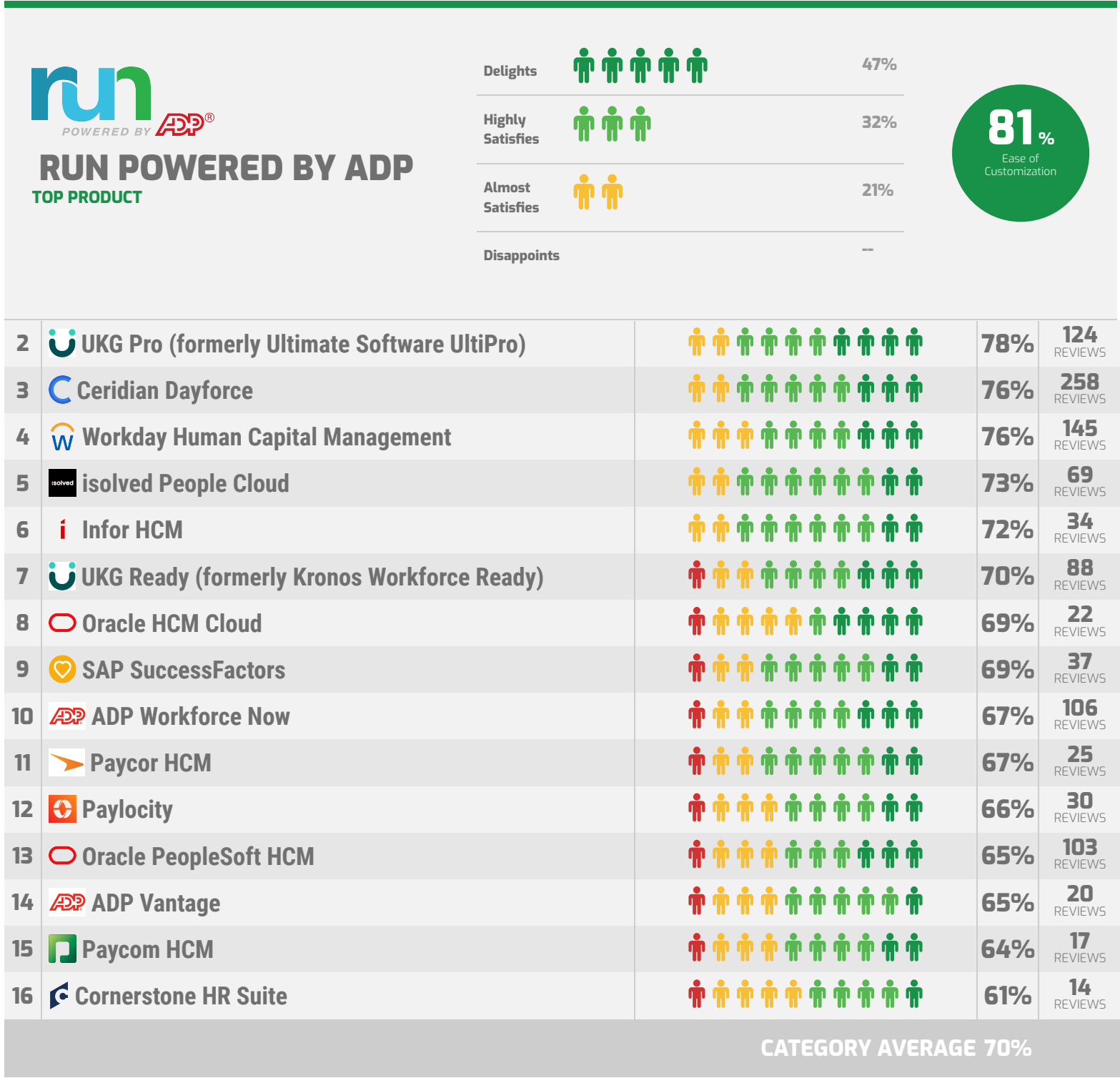
12
REVIEWS

Vendor Capability Satisfaction

Ease of Customization

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.

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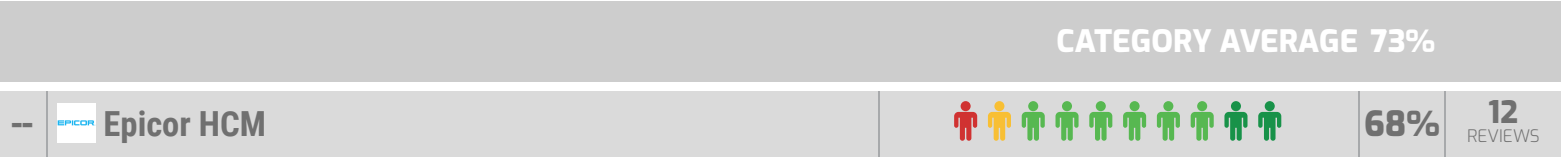
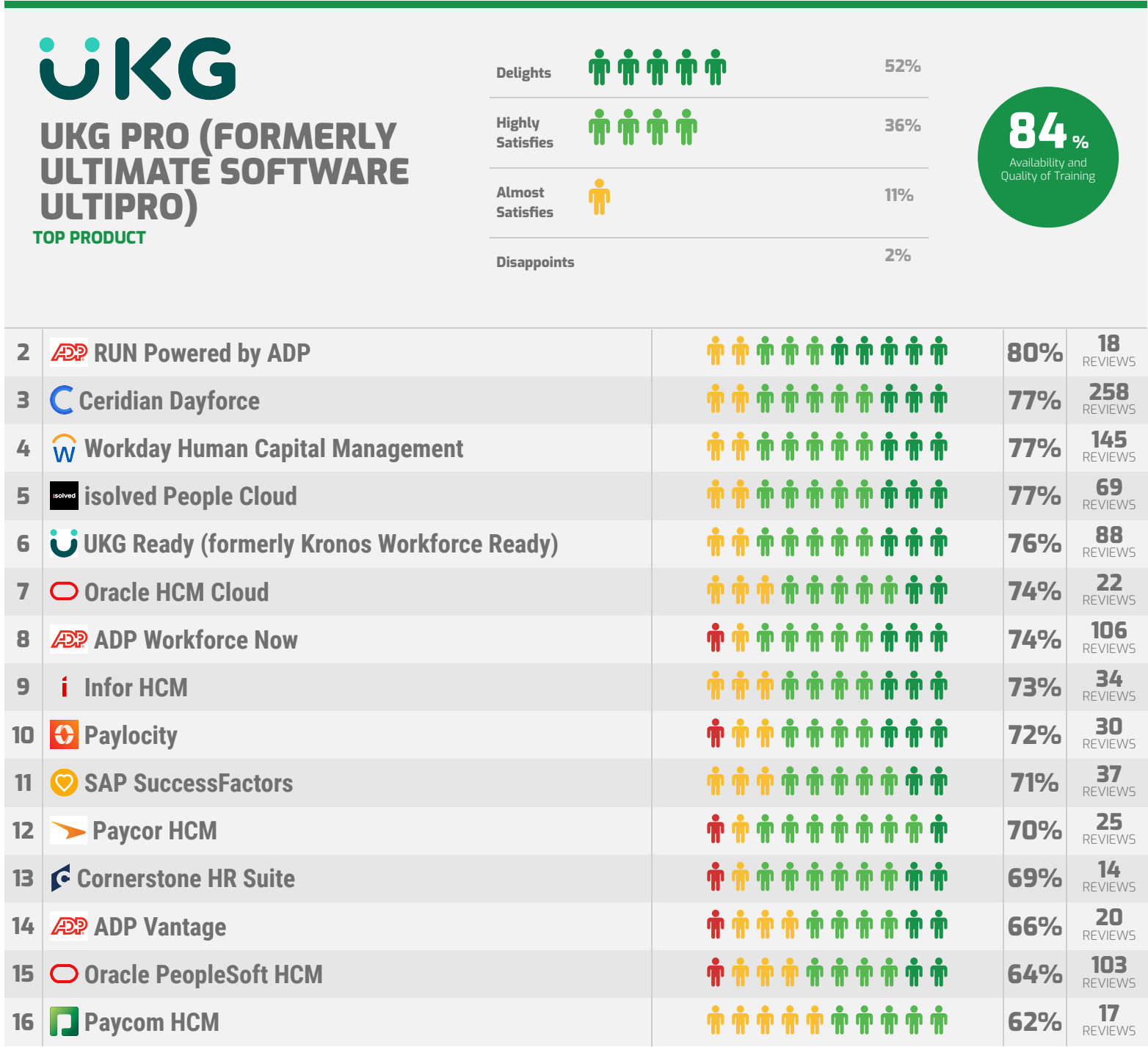


Vendor Capability Satisfaction

Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

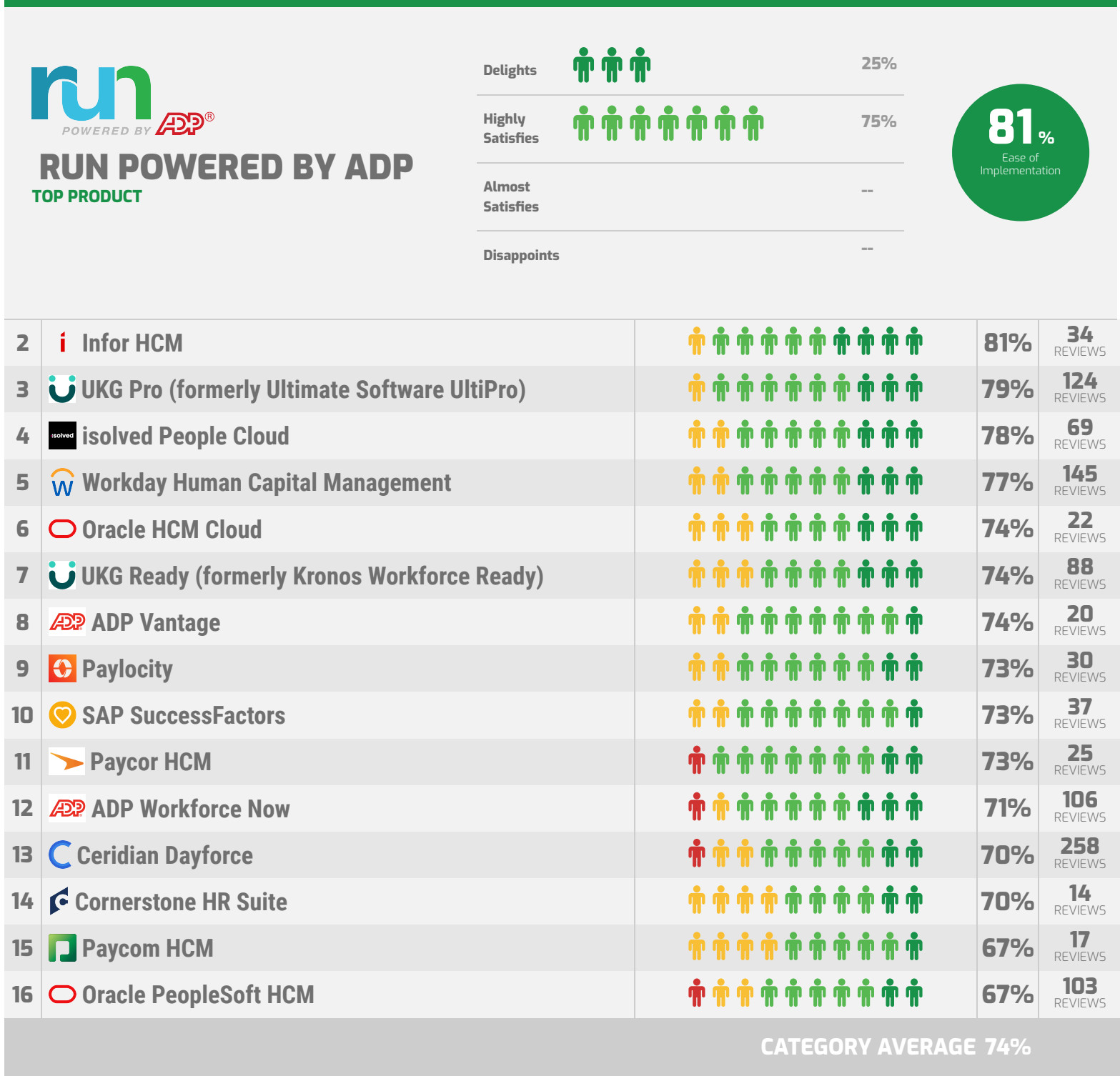


Vendor Capability Satisfaction

Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

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Product Feature Summary

MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

VENDOR	OVERALL FEATURE SATISFACTION	BENEFITS ADMINISTRATION	COMPENSATION MANAGEMENT	EMPLOYEE RECORD	LEARNING AND DEVELOPMENT	PAYROLL ADMINISTRATION	PERFORMANCE MANAGEMENT	POSITION MANAGEMENT	TALENT ACQUISITION	TALENT MANAGEMENT	TIME AND ATTENDANCE	WORKFORCE PLANNING
Ceridian Dayforce	83%	83%	83%	87%	79%	87%	82%	80%	80%	81%	86%	82%
RUN Powered by ADP	81%	82%	77%	83%	73%	87%	82%	78%	83%	75%	88%	80%
UKG Pro (formerly Ultimate Software UltiPro)	80%	80%	77%	87%	77%	86%	81%	80%	80%	80%	75%	79%
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Workday Human Capital Management	78%	77%	80%	81%	75%	79%	78%	77%	79%	79%	79%	77%
Paycor HCM	75%	76%	74%	82%	68%	77%	73%	74%	80%	73%	80%	73%
UKG Ready (formerly Kronos Workforce Ready)	74%	76%	69%	82%	68%	78%	70%	73%	67%	71%	83%	72%
Infor HCM	74%	77%	77%	76%	78%	80%	79%	75%	78%	76%	77%	75%
Cornerstone HR Suite	73%	75%	70%	74%	70%	77%	72%	77%	80%	76%	72%	69%
ADP Vantage	73%	78%	78%	76%	69%	77%	81%	73%	67%	72%	71%	69%
CATEGORY AVERAGE	75%	78%	79%	82%	75%	82%	77%	76%	77%	76%	79%	77%

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SAP SuccessFactors	70%	75%	72%	81%	66%	77%	71%	74%	88%	75%	76%	76%
Oracle PeopleSoft HCM	69%	73%	69%	75%	71%	72%	73%	71%	73%	67%	69%	69%
Paycom HCM	68%	73%	74%	72%	68%	70%	75%	65%	74%	74%	73%	70%
CATEGORY AVERAGE	75%	78%	79%	82%	75%	82%	77%	76%	77%	76%	79%	77%

VENDORS WITH INSUFFICIENT DATA												
Epicor HCM	76%	83%	69%	74%	84%	74%	75%	75%	87%	81%	77%	80%

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Product Features

This table lists and describes all the features that are evaluated in the Human Capital Management - Enterprise software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

Mandatory Features	
Benefits Administration	Employee participation in benefits programs such as paid time off, medical/dental/life insurance policies, 401k/RRSP participation, as well as self-service.
Compensation Management	Software provides ability to track and measure employee compensation
Employee Record	Includes workforce and employee data such as contact information, address, phone, employee identifiers, employment history, hire and release dates, etc.
Learning and Development	All aspects of learning management systems, content and curriculum development, development plans, skills databases, certifications, and reporting.
Payroll Administration	Includes basic payroll, taxes and other deductions, check runs, deposits, and pay stubs.

Performance Management	Includes all aspects of performance appraisals and review design: rollout, conducting, tracking, measurement, and goal attainment.
Position Management	Ability to control attributes of job and position titles, org structure and charting, job descriptions, roles and responsibilities, and succession planning.
Talent Acquisition	Supports the process of sourcing and recruiting employees in alignment with organizational needs.
Talent Management	Includes recruiting and Application Tracking Systems functionality such as candidate tracking, job posting, advertising, background checks, and onboarding.
Time and Attendance	Includes time tracking, attendance tracking, vacation tracking, PTO, sick and necessary leave tracking, and alert mechanisms.
Workforce Planning	Includes employee scheduling, shift tracking, adequate staffing level planning and alerts, location tracking and projects, and other tracking and reports.

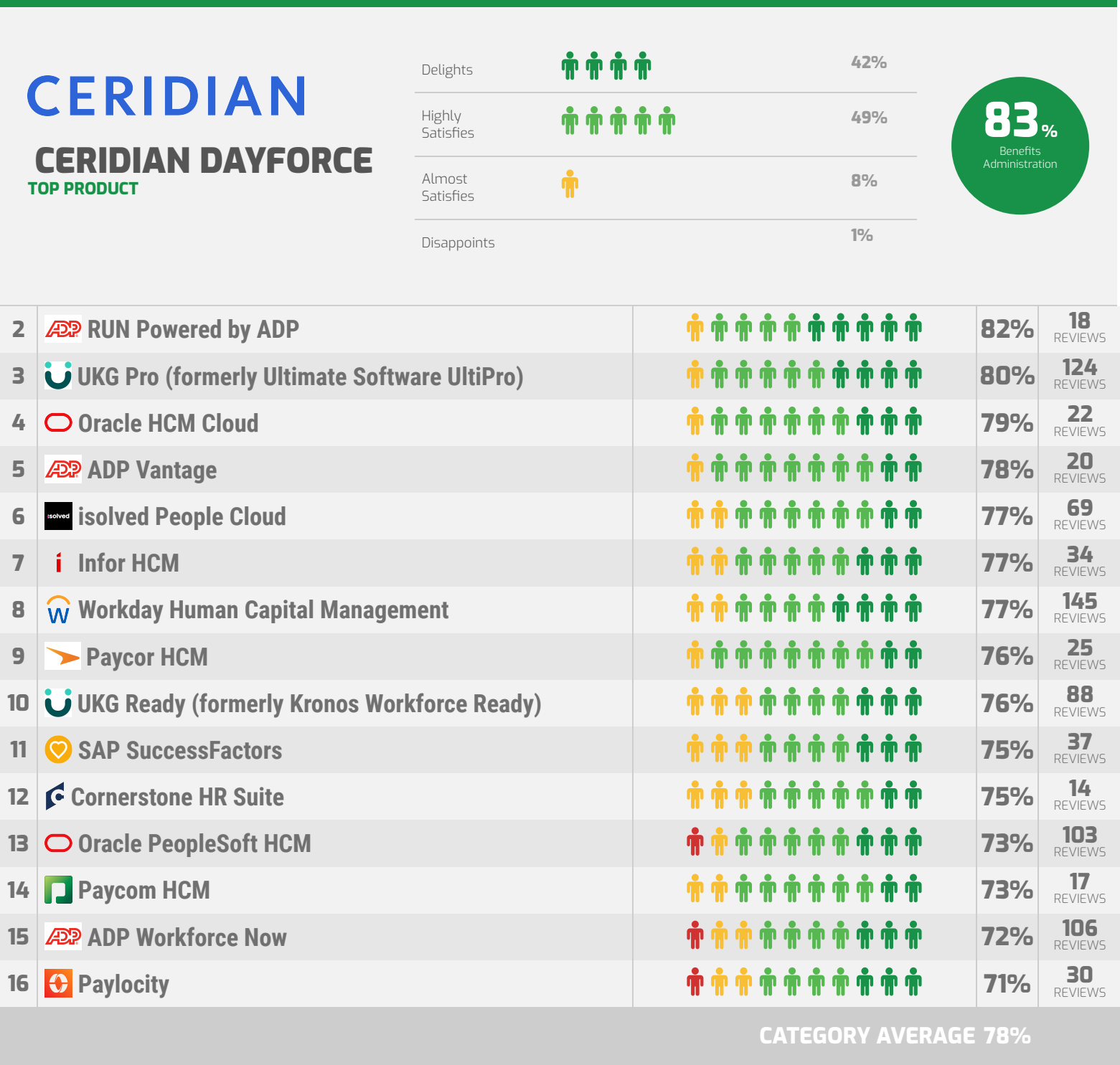
Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Benefits Administration

Mandatory Feature

Employee participation in benefits programs such as paid time off, medical/dental/life insurance policies, 401k/RRSP participation, as well as self-service.



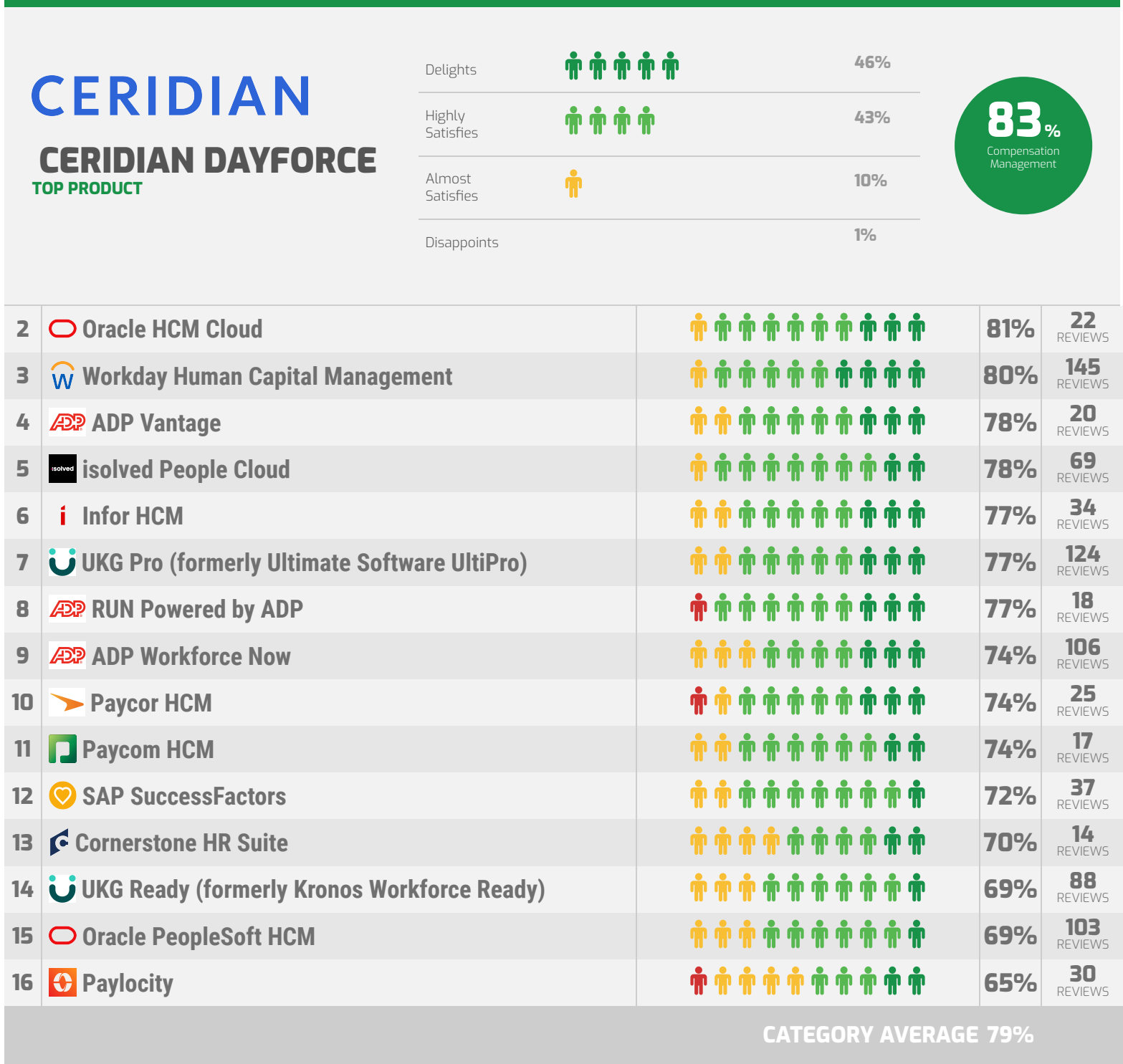
Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Compensation Management

Mandatory Feature

Software provides ability to track and measure employee compensation



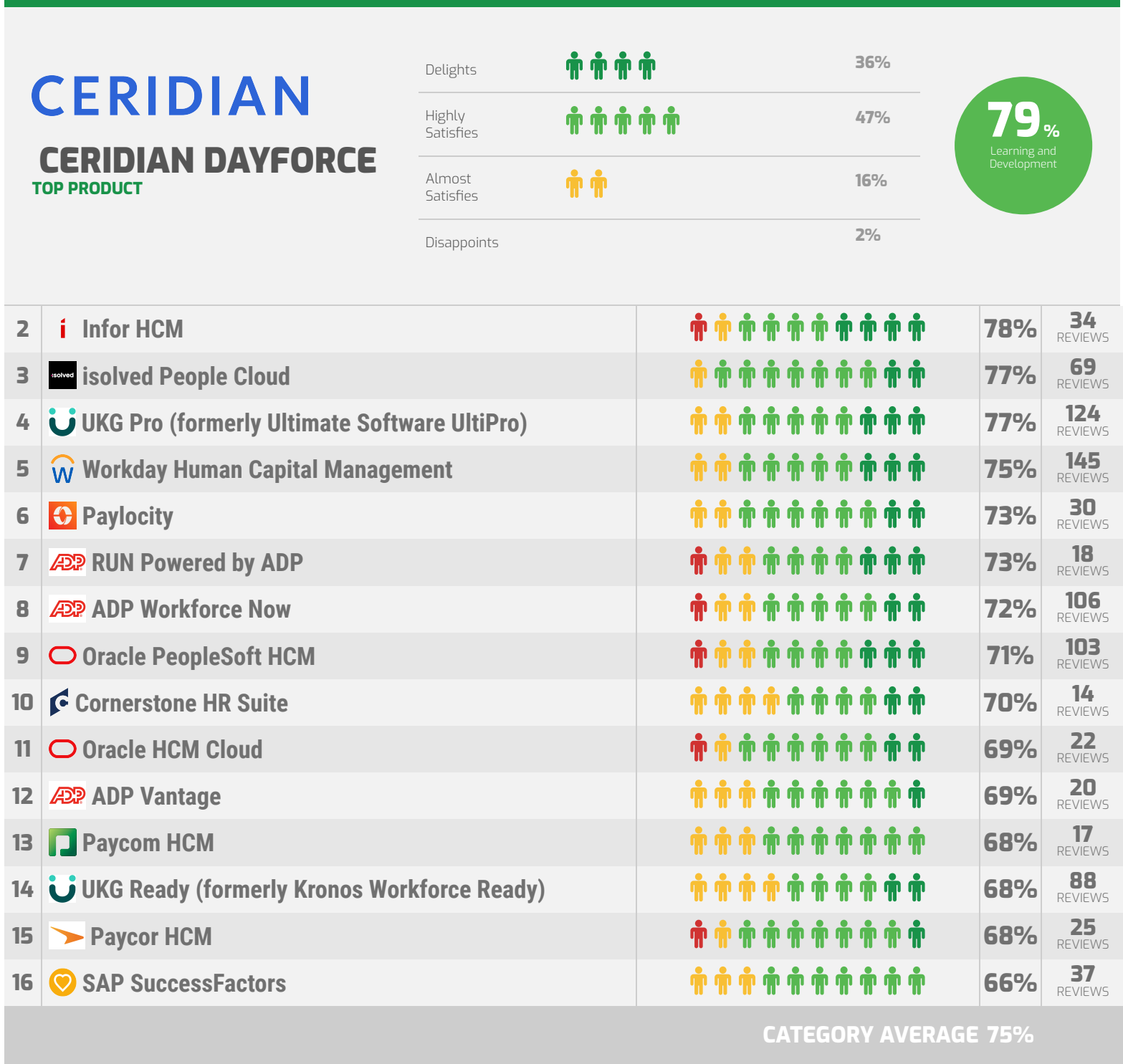
Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Learning and Development

Mandatory Feature

All aspects of learning management systems, content and curriculum development, development plans, skills databases, certifications, and reporting.



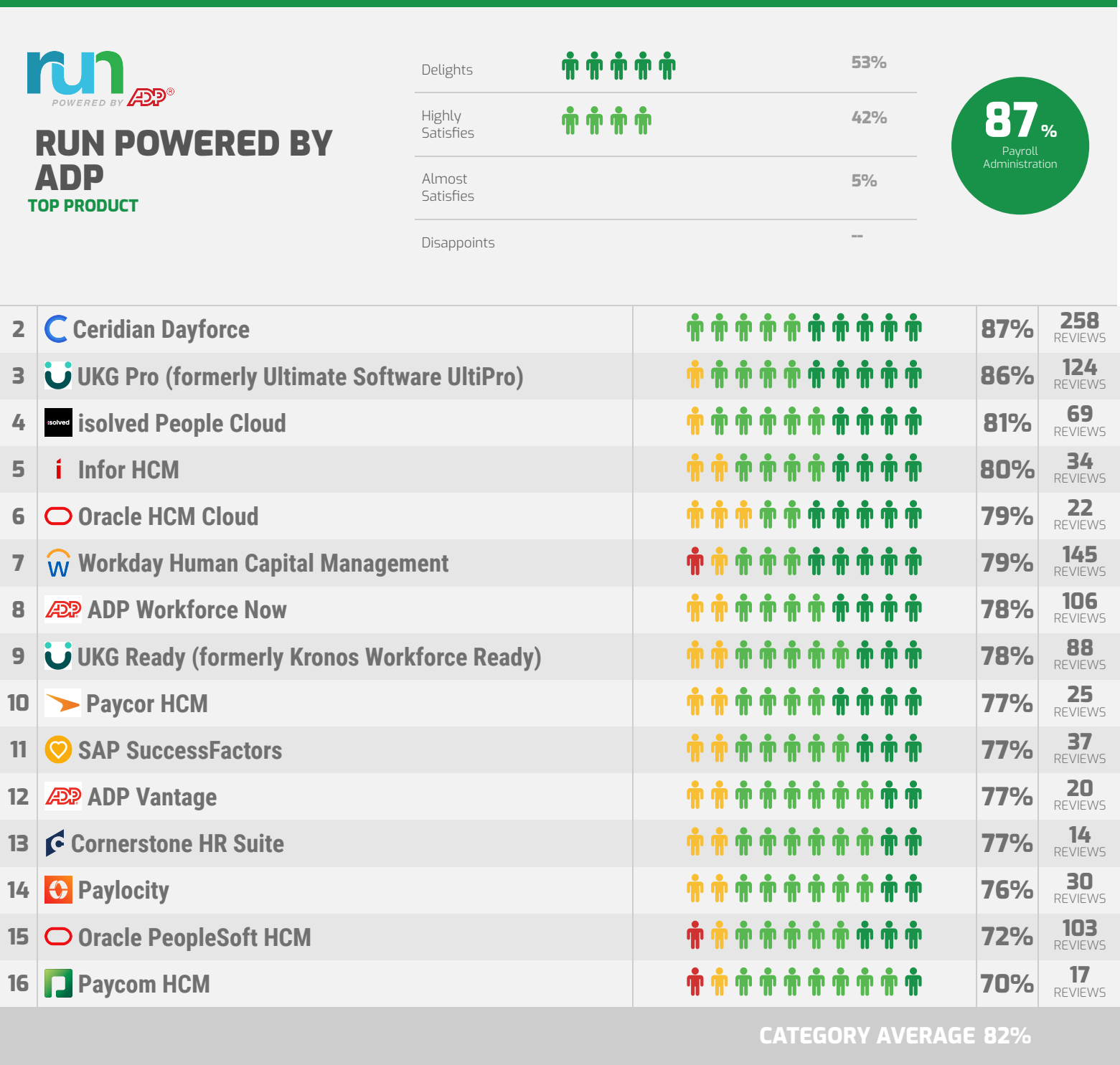
Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Payroll Administration

Mandatory Feature

Includes basic payroll, taxes and other deductions, check runs, deposits, and pay stubs.



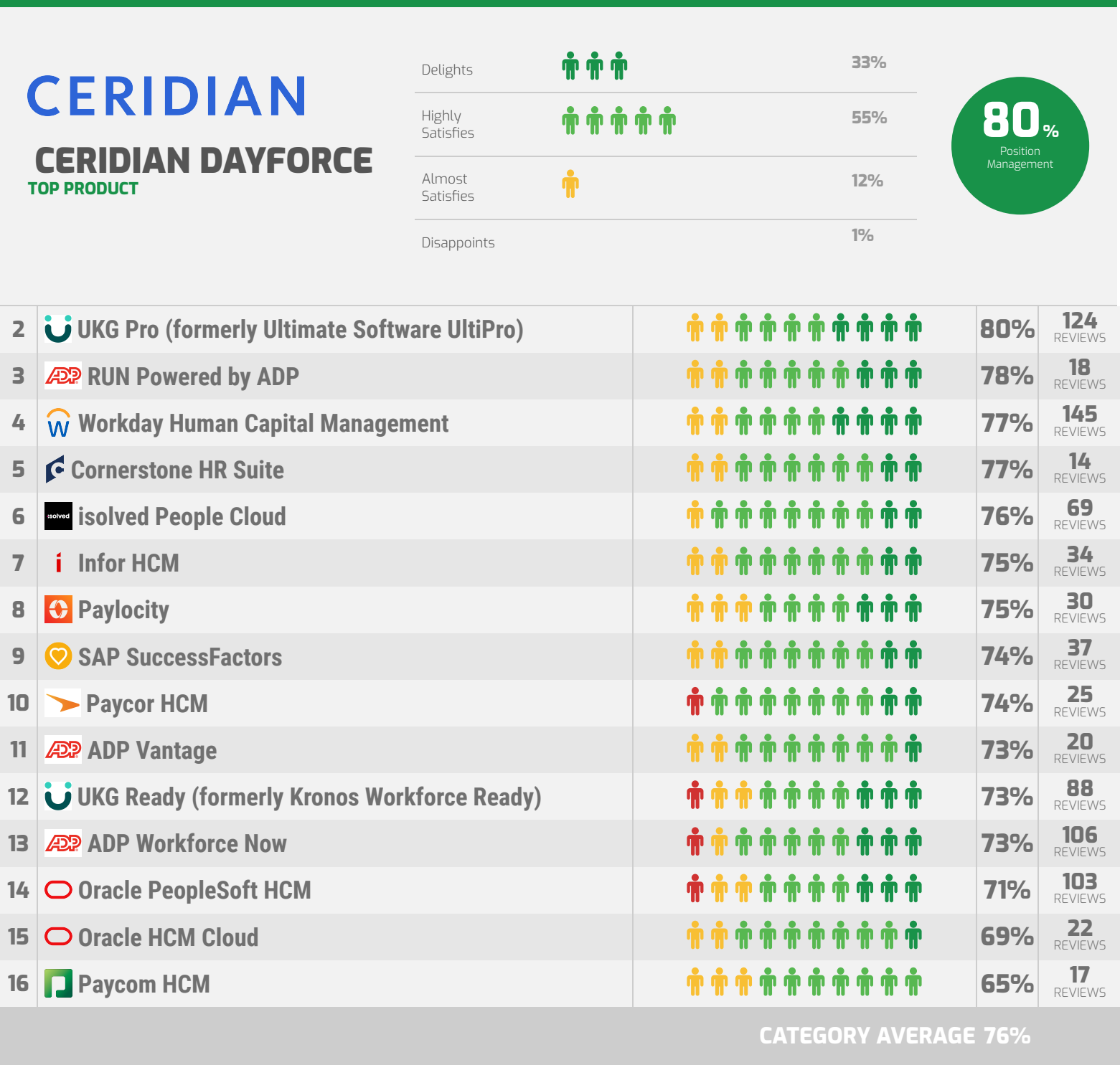
Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Position Management

Mandatory Feature

Ability to control attributes of job and position titles, org structure and charting, job descriptions, roles and responsibilities, and succession planning.



Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Talent Management

Mandatory Feature

Includes recruiting and Application Tracking Systems functionality such as candidate tracking, job posting, advertising, background checks, and onboarding.

