The Buyer's Guide to Core HR Software

Curated from End-User Reviews on:

trustradius

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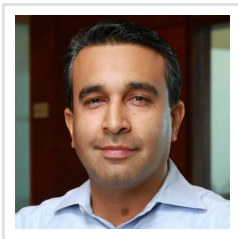
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Introduction

Why You Should Read This Core HR Software Guide - Vinay Bhagat, Founder & CEO, TrustRadius

TrustRadius is excited to publish our Buyer's Guide to Core HR Software. It provides practical guidance to help you find the best core HR software solution for your use case. Based on insights from real software users, it offers an in-depth exploration of the overall Core HR market and vendor profiles for the leading vendors. Our research team analyzed 290 reviews and ratings of Core HR software by authenticated users on trustradius.com, with the vast majority of reviews sourced independently of vendors.

About This Core HR Guide – Alan Cooke, Research Director, TrustRadius

This guide covers a range of products from pure-play Core HR systems to complete suite applications, but with a Core HR legacy. It does not include pure-play HR talent management vendors, which will be covered in a separate guide.

In the guide you will find:

» A primer on Core HR software for those new to the field

» Descriptions of various types of Core HR tools along with their advantages/ disadvantages and best-fit scenarios to help you understand the best choice for your use case

» Analyses (two-dimensional charts) we call TrustMaps™, showing the leading solutions based upon "Likelihood to Recommend" ratings and product evaluation frequency

» Product ratings across multiple factors such as usability and customer support from real user reviews

» A discussion of key market dynamics and trends

Core HR Software Overview

What is Core HR Software?

Core HR software, often referred to as HR Management System (HRMS), is software for managing the back-end administrative HR tasks, some elements of which are essential to the everyday running of an organization. Core HR systems are the employee systems of record and are fundamental to all human resource administrative processes.

Core HR is distinct from other HR technology categories with which it is sometimes confused. The following table gives an overview of the HR technology landscape and of the main categories of HR software, including Core HR.

CORE HR	WORKFORCE MANAGEMENT	TALENT MANAGEMENT	RECRUITMENT/ ATS	LEARNING MANAGEMENT
Employee records	Workforce scheduling	Corporate goal alignment	Requisition posting	Course creation
Payroll and benefits	Time and attendance	Competency management	Applicant tracking	Learning course administration
Leave and attendance	Productivity analysis	Employee performance appraisals	Social recruiting	Leadership development
Employee self-service	Labor cost optimization	Employee onboarding	Offer management	Testing
Jobs and positions		Succession planning	Onboarding	Certification

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Core HR software, as the employee system of record, is very closely connected to payroll tasks. Payroll is sometimes considered a separate activity and most (but not all) Core HR vendors also provide payroll capabilities. ADP is the giant in the payroll space, and many HR vendors integrate with ADP to manage payroll externally. There are dedicated payroll applications and also a universe of outsourcing companies who handle payroll on behalf of companies. These are not covered in this guide.

Common Capabilities of Core HR Software

The following section outlines the primary capabilities common to most Core HR software products:

Human Resource Management

The primary function of Core HR software is to provide a central database containing records for all employees and contractors, past and present. These records contain data on employee personal information, employment history, job profiles, workflow for transfers, promotions, pay raises, benefits information, etc.

Features related to Human Resource Management are:

» Ability to enter detailed demographic data for each employee

» Ability to track previous positions held

» Creation and management of job profiles with descriptions of specific jobs

» Workflow for transfers, promotions, pay raises

» Benefits information and management

» Ability to manage employees across multiple geographic locations, including internationally

» Ability to comply with federal workplace regulations like COBRA and OSHA by capturing all relevant data in database

Payroll Management

Payroll management capabilities provide for calculation of employee pay and benefits, in addition to managing direct deposit, salary revisions and payroll tracking.

Features related to Human Payroll Management are:

» Calculate employee pay including state and federal deductions

» Ability to integrate with external payroll vendors

» Ability to issue off-cycle checks

» Maintain payroll history for each employee

» Administration of health insurance plans, 401k plans and other benefits

» Ability to electronically transfer pay to an employee's personal bank account

» Payroll tracking and auditing

» Ability to modify individual employee pay increments or other modifications

» Statuary form management

Leave and Attendance Management

Leave and attendance management streamlines communication between HR and employees, and facilitates efficient management of employee leave including requisitions, approvals, balance calculation, and annual carry-forward.

Features related to Attendance Management are:

» Workflow process for approval of employee paid time-off requests

» Email notifications to employees regarding time off requests

» Maintaining paid time-off balance after request approval

» Enable unused paid time-off days to be carried forward to new year, or paid in cash

Employee Self-Service

Employee self-service is a portal allowing employees to view and update their personal information. This removes considerable administrative burden from HR staff.

Features related to Employee Self-Service are:

» Employee login to portal

» Ability for employees to view pay and benefit data and print pay stubs

» Ability for employees to update personal profile with change of address, dependents, etc.

» Ability to view personal job and performance history

» Access to company handbook, corporate policy documents

» Ability to view company news and information, organizational charts, etc.

» Ability to recognize or thank a team member for work well done

Asset Management

Some Core HR systems have the ability to keep a record of assets such as laptops, pagers, cell phones, etc. issued to employees. The record typically includes asset type, number, serial number and date of issuance.

Features related to Asset Management are:

» Ability to track laptops, pagers, phones, and other company equipment

» Asset issue and transfer management

» Asset return tracking

» Warranty and after-sales maintenance tracking

Reporting

HR reporting has come to be seen as more important than ever as HR data is now considered strategic to the running of any business. Some vendors build their own reporting capabilities, while others partner with BI vendors to embed 3rd-party functionality.

Features related to Reporting are:

» Ability to build custom reports via graphical user interface

» Pre-built reports on employee retention, and other key metrics

» Ability to bring data from external systems like CRM and combine with HR data. For example, sales performance metrics from a CRM system might be combined with data from the HR employee system of record to determine the relative performance of geographically dispersed sales teams.

Workforce Management

Workforce Management is often considered to be a Core HR capability and is designed to manage scheduling and optimization of a large contingent or hourly workforce.

Features related to Workforce Management are:

» Time and Attendance

» Employee Scheduling

» Absence Management

» Workforce Planning

Core HR Trends

HR Category Convergence

Core HR and Payroll products have largely comparable feature sets, but a strong trend towards category convergence, even among other HR categories such as Talent Management, has been underway for some years. Thus, the dividing lines between HR categories are blurring.

Most Core HR vendors offer at least some capabilities from adjacent categories in an attempt to broaden their offerings beyond mere back-end administrative and data entry systems, in order to capture some of the attention being given other HR technology categories, which are viewed as more strategic.

As corporations strive to capture strategic advantage through hiring and training top-quality staff, and aligning their work in pursuit of strategic corporate goals, talent management systems in particular have received enormous attention recently. Evidence of this can be seen in the quantity of M&A activity, with large enterprise vendors rushing to complete their HR offerings with these new talent capabilities. For example, SAP acquired SuccessFactors in 2011 for $3.4billion, while Oracle acquired Taleo two months later for $1.9 billion. Salesforce's acquisition of Rypple in 2011 even indicates some appetite for entering this space by vendors not traditionally associated with HR technology.

Emergence of Human Capital Management Suites

The debate between best-of-breed and complete suite solutions is a perennial one in many software categories, not just HR. But as customers increasingly look for product suites with a broad range of interconnected capabilities in order to avoid the difficulties of having to integrate software from different vendors themselves, the appeal of software suites is easy to understand. In the HR software world, convergence of capabilities has lead to the creation of a relatively new HR software category: Human Capital Management (HCM). Vendors from many different categories are attempting to broaden outwards from their core competency. Several traditional Core HR vendors are adding talent management capabilities, while a number of talent vendors are adding back-end Core HR functionality. For example Oracle, Ultimate Software, SAP, and ADP all offer some level of talent management capabilities. Conversely, SilkRoad, which started out as a talent management vendor, added Core HR functionality to the suite in 2009.

Workday integrates all elements of HR and financials into a single cloud-based ERP application. Integration with financials, enables financial metrics to be included in HR planning so that, for example, during the annual planning and goal alignment process, employees goals can be aligned to support the overall corporate goals, and financial targets can be included as a part of this planning process. There is also some evidence that Workday's ambitions go beyond just HR, and that the ultimate goal is to create a top-tier ERP platform that competes with SAP and Oracle.

Human Capital Management systems increasingly span the entire spectrum of capabilities from back end administrative HR to talent management capabilities, and even including Applicant Tracking Systems (ATS) and Learning Management Systems (LMS). Few HCM suite platforms provide equally strong capabilities in all areas, but convergence is nonetheless a real phenomenon.

Factors to Consider when Selecting Core HR Software

On-premise vs On-Demand or SaaS

Traditionally, on-premise licensed software was the most common deployment model for this category of products, but more recently the cloud deployment model has become pervasive. Workday was originally architected as a cloud solution, and Ultimate Software made the switch from on-premise to cloud technology in 2002 by completely re-architecting their product, making them the first vendor to deliver HR and Payroll solutions in the cloud. But virtually all other vendors including Oracle, SAP and ADP now offer cloud solutions, even if their offerings tend to be a patchwork of on-premise and cloud solutions without the advantage of having designed their systems specifically for the cloud.

The advantages of cloud software are well understood:

- » No CapEx expense: No outlay for infrastructure and software. Instead, software is paid for monthly on a pay-as-you-go plan

- » Access the software from anywhere: Users can access the software from anywhere they have an internet connection

- » Document control: Software acts as a central repository for all documents, regulatory forms, etc.

- » No upgrade or patch worries: Vendor updates the software and all customers are automatically on the latest version

User experience

Many users of back-end HR systems, such as payroll and benefit administrators, may not have a technical orientation, and it is vitally important that these systems be very intuitive and easy to learn and use. User experience has become a key buying criterion, and companies like Ultimate Software are bringing cutting-edge science and usability engineering techniques, such as eye-tracking technology, into the design process in order to deliver engaging and enjoyable user experiences. Newer products like Workday have the advantage of building from the ground up with a consumer-like user interface that non-technical staff can learn on their own with very little training.

The idea of switching from "systems of record" to "systems of engagement" was initially proposed by Geoffrey Moore, but has now become mainstream as vendors endeavor to build products that people will actually want to use.

There is no escaping the fact that Core HR and Payroll systems are fundamentally systems of record used for back-office administration, mainly by members of the HR department. However, even within these systems there is increasing focus on employee empowerment through self-service abilities delivered through employee portals. Products are increasingly being designed around a user engagement model that makes people want to use them rather than simply having to use them. Josh Bersin wrote in an article on this subject that in a recent survey "58% of surveyed organizations said that they would consider Workday because of its user interface"[1]. Another example of this focus is Ceridian Dayforce, which introduced Engage in 2013 as a new "social" user interface designed to encourage collaboration and a much better user experience. Yet one more example is Ultimate Software, which is building all its solutions to be mobile-ready using responsive design to match the experience to the type of device being used whether it's a laptop, tablet or smartphone.

User interface design will grow more and more important as consumer-like expectations become the norm in business product decisions.

HR Data and Analytics

Another recent trend is the importance of HR data, and an increased focus on reporting tools. The data revolution has probably affected almost every facet of modern business except for the HR department. HR has been slow to understand the value of data, but as the shift from administrative support to strategic leadership continues, data has become more and more crucial as a lever of competitive advantage. Many of the major HR technology vendors like SAP, Oracle, Ultimate Software and, more recently, Workday have made strides in building powerful data analysis capabilities, sometimes even incorporating predictive analytics, to help HR leaders make decisions informed by good data. Ultimate Software has set up a predictive analytics tool that identifies an employee's flight risk and performance potential. Just as in other business functions, new vendors are starting to pop up focused entirely on HR analytics. HR analytics allow HR staff to analyze data to see, for example, a list of promotions for a particular division over the last two quarters at the press of a button. More broadly, HR analytics are vitally important in quantifying the bottom line impact of HR processes and identifying workforce trends like employee turnover before they negatively impact the organization.

HR Staff Size

The HR staff required by a company depends entirely on the size of the company. Companies typically do not even think about hiring an HR leader until they have more than 50 employees. The kind of software required

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[1] http://www.forbes.com/sites/joshbersin/2012/08/16/the-move-from-systems-of-record-to-systems-of-engagement/

is strongly related to number of employees. Talent management is probably less critical for small, growing companies than the ability to handle pay and benefits for each employee. But small, growing companies need some level of talent management functionality, particularly recruiting automation. Conversely, smaller companies, may outsource pay and benefits to a specialist HR pay and benefits provider. But eventually many companies bring these back-office functions in-house once they reach a certain size. For this reason, there is a wide range of Core HR products serving different segments of the market. For example, Paylocity customers tend to be considerably smaller than Workday customers'. Having a clear sense of what features and functions are required is the first step to choosing a solution appropriate to the size of organization. Payroll management is the most basic function for all companies, but leave management and asset management might not be necessary for a 100-person company.

Mobile

Mobile capabilities are becoming mainstream in the HR sector after a relatively slow start. Many Core HR vendors are building tablet and smart phone apps allowing employees to submit time-off requests, and even punch in and out. Some apps also provide access to payroll and HR data, employee directories, and expense report submission.

Some of the more innovative uses of mobile in the HR sector are in the area of performance management, where managers can send kudos to an employee, which is automatically logged in the performance management system. For example, Ultimate Software's partnership with Yammer allows employees to praise peers in Yammer and have it automatically display in in the Talent Management solution for managers to use during performance reviews. Learning management systems present another good use case for mobile access, where content can be downloaded to a tablet for study at home or when traveling.

Recruitment, is the area getting the most attention as recruiting processes are gradually moving to a mobile environment. A large percentage of job seekers now use mobile devices to search for jobs, and companies are starting to use mobile as a candidate sourcing strategy and connecting mobile candidate outreach to more traditional applicant tracking systems.

Product capabilities

The following table summarizes the capabilities offered by each product across a few HR categories.

PRODUCT NAME	SEGMENT CONCENTRATION*	CORE HR CAPABILITIES			ADDITIONAL CAPABILITIES	
		HR MANAGEMENT	PAYROLL & BENEFITS	WORKFORCE MANAGEMENT	RECRUITING	TALENT MANAGEMENT
ADP Vantage	Enterprise	✓	✓	✓	✓	✓
ADP Workforce Now	Mid-Market	✓	✓	✓	✓	✓
Ascentis	Mid-Market	✓	✓	✓	✓	✓
Ceridian Dayforce	Mid-Market	✓	✓	✓	✓	✓
Oracle PeopleSoft	Enterprise	✓	✓	✓		✓
Paylocity WebPay	Mid-Market	✓	✓			
Ultimate Software's UltiPro	Enterprise	✓	✓	✓	✓	✓
Vibe HCM	Enterprise	✓	✓	✓	✓	✓
Vista HRMS	Mid-Market	✓	✓		✓	
Workday	Enterprise	✓	✓	✓	✓	✓

*Based on number or reviews in each segment

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The Best Core HR Software for Small and Medium-Sized Businesses (<1,000 employees)

SMB Core HR Software TrustMap™

TOP RATED

Median 3.8

Average User Rating

5.0
4.5
4.0
3.5
3.0
2.5

VistaHRMS
CERIDIAN
workday.
Ultimate SOFTWARE
paylocity
Ascentis
ADP WorkforceNow

0   160   320   480   640   800

Estimated Evaluation Frequency by SMB Companies
(Number of Monthly Unique Pageviews x SMB Segment Focus)

Based on ratings and reviews on TrustRadius.com as of 2/15/2015

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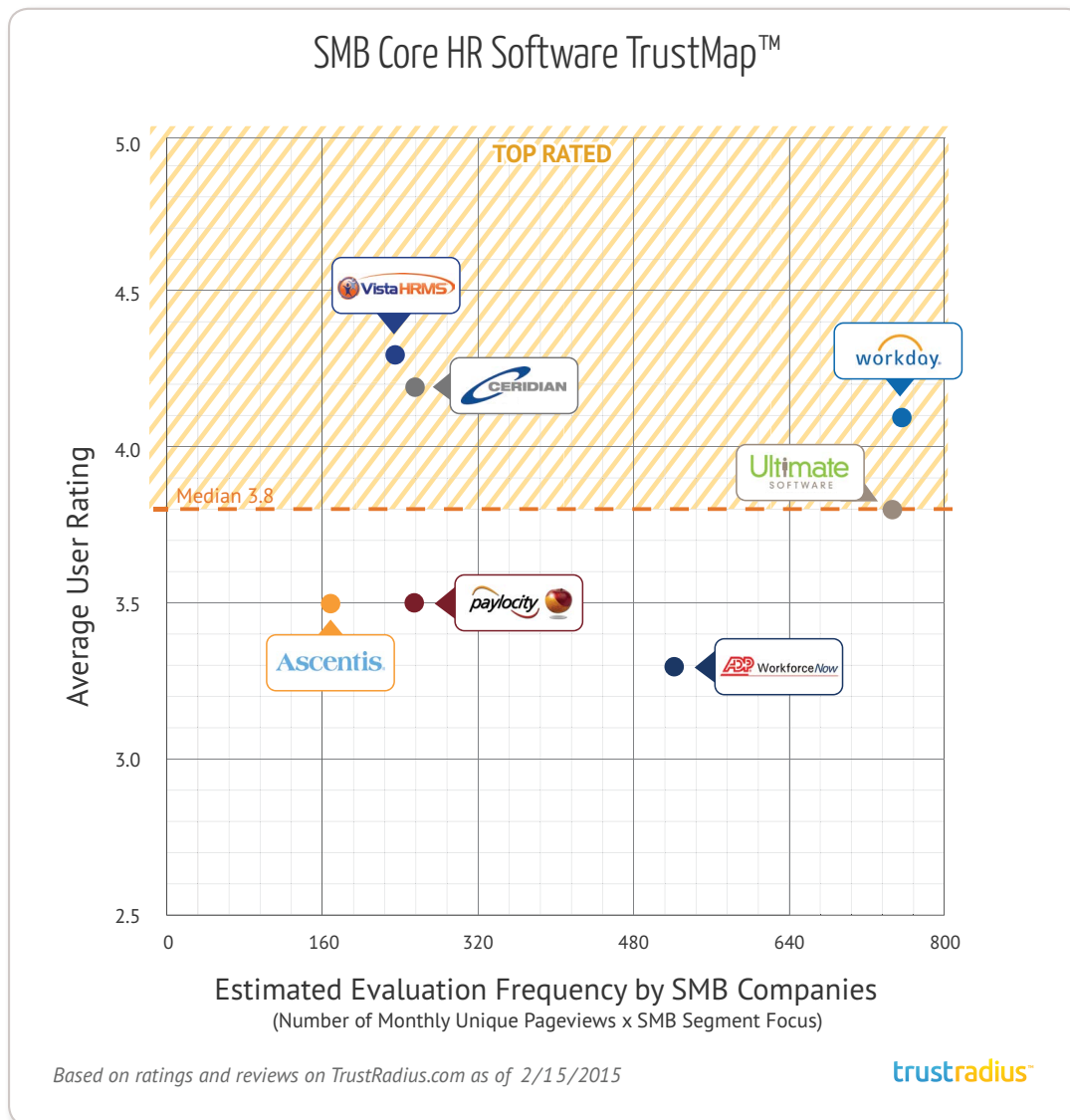
The Top Rated Core HR software products among small and medium-size companies (those with 51-1,000 employees) are VistaHRMS, Ceridian Dayforce HCM, Ultimate Software and Workday. Of these four products, Vista HRMS is the only one that is not featured in the enterprise segment, with 81% of its customer base being SMBs, per the mix of reviews and ratings on TrustRadius.

The Best Core HR Software for Enterprises (>1,000 employees)

Enterprise Core HR Software TrustMap™

Average User Rating (y-axis, 2.5 to 5.0)

TOP RATED

Median 4.0

Estimated Evaluation Frequency by Enterprise Companies
(Number of Monthly Unique Pageviews x Enterprise Segment Focus)

x-axis: 0, 384, 768, 1152, 1536, 1920

CERIDIAN, vibe HCM, ORACLE, workday, ADP WorkforceNow, Ultimate SOFTWARE, ADP Vantage HCM™

Based on ratings and reviews on TrustRadius.com as of 2/15/2015

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The Top Rated Core HR software products among enterprise companies (those with more than 1,000 employees) are Ceridian Dayforce HCM, Vibe HCM, Oracle PeopleSoft and Workday. Oracle's PeopleSoft is a legacy product with a very large enterprise user base, but it is approaching end of life. Oracle has been encouraging customers to migrate to Oracle HCM Cloud, which is a cloud ERP suite including human capital management, financial management and CRM. We will include that product in a future version of this guide, pending adequate review density.

Methodology

The TrustMaps™ compare Core HR software products, based on end-user satisfaction ratings and evaluation frequency.

In order to be included in a TrustMap™ and in this guide, there must be at least 10 reviews and ratings of a product on TrustRadius.com. All ratings and reviews come from authenticated end-users of the software, and the vast majority of reviews are sourced independently of vendors.

For this guide, we have segmented ratings and reviews by the size of the company using the product, based on number of employees. Our market segments are:

» Small to Medium-sized Companies: Up to 1,000 employees

» Enterprises: More than 1,000 employees

Our goal was to create an objective visual depiction of which core HR tools offer the leading solutions in each market segment. We have created each TrustMap™ on two dimensions:

1. **Average User Rating:** The average "Likelihood to Recommend" rating - a representation of overall satisfaction - by users within each market segment who have written reviews on TrustRadius.

2. **Estimated Evaluation Frequency:** This metric indicates how often a product is evaluated on TrustRadius by a particular market segment. It is measured by unique page views of pages associated with a given product - product descriptions, reviews and comparisons and is multiplied by the percentage of customers within that market segment. This percentage is calculated based on the mix of user reviews and ratings on TrustRadius. Products with large installed bases or those experiencing significant growth momentum are evaluated more frequently.

The red dotted line depicts the median user rating. All products above the red line are classified as "Top Rated". Products further to the right on the graphic are those products that are most frequently searched for on TrustRadius. High search volumes may indicate either positive or negative sentiment – people evaluating a product either to select or replace.

Satisfaction ratings are one factor to consider in your search for a Core HR solution. It's also important to consider your feature requirements and the particular strengths and weaknesses of each product. The rest of this report provides an evaluation of each software product, including pros and cons, market segment focus, and other insights gleaned from end-user reviews on TrustRadius.
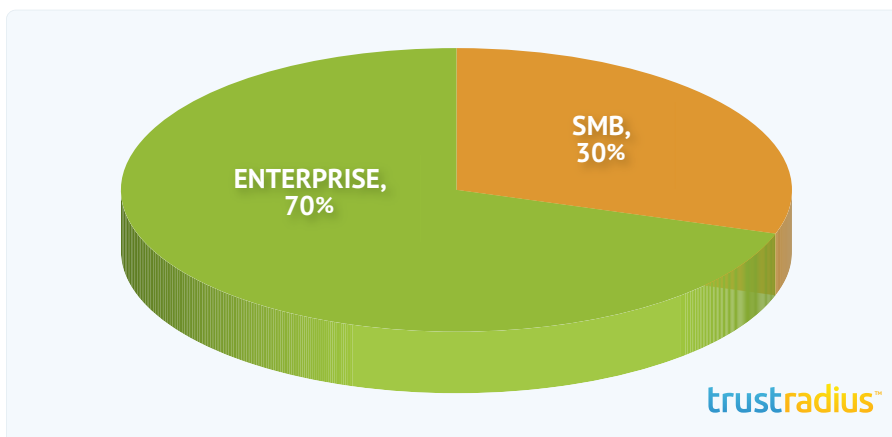
ADP Vantage HCM
Core HR Software

Software Profile & Review Summary

ADP is a very large public company with a broad range of human resource software offerings. The company that eventually became ADP was founded in 1949 as a manual payroll processing business. The company went public in 1961 and has grown to be one of the largest technology companies in the US with over 60,000 employees and annual revenue above $10 billion. Although primarily known as a payroll-processing vendor, the company provides a payroll and very broad range of HR software for all HR functions and for all company sizes.

ADP Vantage HCM is a SaaS-based platform integrating core HR, payroll, benefits administration, workforce management and talent management capabilities. It's targeted to U.S.-based multinationals ranging in size from 1,000 to 10,000+ employees. Recent improvements have been made to analytics, mobile and user experience. ADP Vantage HCM clients can also leverage the ADP Document Cloud.

Company Status	Public
2014 Revenue	$11billion + (entire company)
Revenue Growth 2013-14	8%
Customers	610,000 (entire company)
Employees	52,000 (entire company)

ADP Vantage Customer Distribution

Source: (10) User reviews of ADP Vantage on TrustRadius

Aggregate User Ratings of ADP Vantage on TrustRadius

RATING ATTRIBUTE	ADP VANTAGE	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	CORE HR CATEGORY AVERAGE
Likelihood to recommend	5.8	8	7.82
Likelihood to renew	6.3	3	7.19
Product usability	N/A	N/A	8.54
Product availability	N/A	N/A	9.00
Product performance	N/A	N/A	8.30
Support	N/A	N/A	8.88
In-person training	N/A	N/A	7.80
Online training	N/A	N/A	7.50
Implementation satisfaction	N/A	N/A	7.28

Source: (10) User reviews of ADP Vantage on TrustRadius

Summary of ADP Vantage HCM Reviews

ADP VANTAGE PROS	ADP VANTAGE CONS
Feature set The combined HR, payroll and benefit and employee self-service software eliminates paper-based processes.	**Updates** Product updates can interfere with current setup.
Cloud-based Cloud-based system removes load from IT department.	**Deployment** Implementation project management weak.
Reporting Reports and dashboards provide critical real-time data.	**Module integration** Various different product modules are not well integrated, with different browser and java plugin requirements.
User interface User interface gets mixed reports, with some users reporting ease of use, while one reviewer feels that the UI is antiquated and the system is rigid and hard to use.	

Source: (10) User reviews of ADP Vantage on TrustRadius

ADP Vantage Response to Reviewer Feedback
N/A

ADP Workforce Now
Core HR Software

Software Profile & Review Summary

ADP is a very large public company with a broad range of human resource software offerings. The company that eventually became ADP was founded in 1949 as a manual payroll processing business. The company went public in 1961 and has grown to be one of the largest technology companies in the US with over 60,000 employees and annual revenue above $10 billion. Although primarily known as a payroll-processing vendor, the company provides a payroll and very broad range of HR software for all HR functions and for all company sizes.

ADP Workforce Now is designed for smaller customers with over 50 employees. The product is built on a single database and includes payroll, human resources administration, time and attendance, benefits administration and ACA compliance solutions, recruitment, performance management and compensation planning. It also includes a reporting tool.

Company Status	Public
2014 Revenue	$11 billion+ (entire company)
Revenue Growth 2013-14	8%
Customers	610,000 (entire company)
Employees	52,000 (entire company)

ADP Workforce Now Customer Distribution
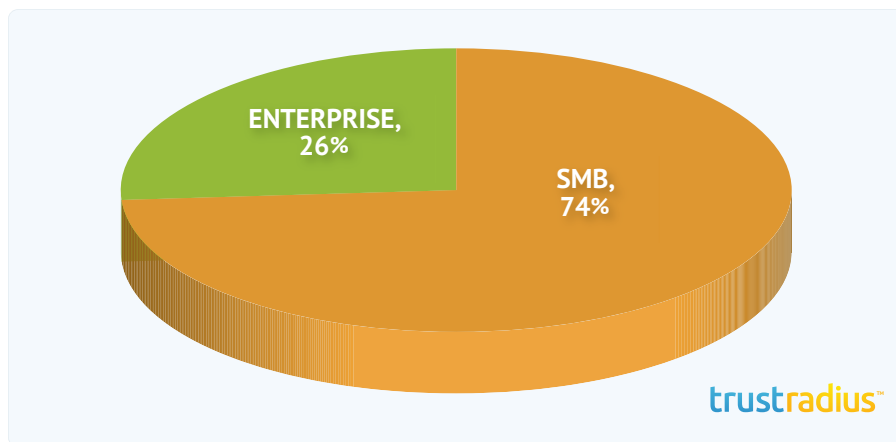
Source: (32) User reviews of ADP Workforce Now on TrustRadius

Aggregate User Ratings of ADP Workforce Now on TrustRadius

RATING ATTRIBUTE	ADP WORK-FORCE NOW	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	CORE HR CATEGORY AVERAGE
Likelihood to recommend	7.0	22	7.82
Likelihood to renew	6.5	18	7.19
Product usability	8.5	2	8.54
Product availability	N/A	N/A	9.00
Product performance	N/A	N/A	8.30
Support	6.3	4	8.88
In-person training	N/A	N/A	7.80
Online training	8.0	1	7.50
Implementation Satisfaction	5.5	2	7.28

Source: (32) User reviews of ADP Workforce Now on TrustRadius

Summary of ADP Workforce Now Reviews

ADP WORKFORCE NOW PROS	ADP WORKFORCE NOW CONS
Reporting Very easy to use with nicely formatted Excel output. (**Note:** This is the predominant, but not unanimous view).	**Time and attendance** Time and attendance is difficult to set up correctly. Some users report bugs.
Self-service portal Very easy for employees to change W-4's etc. Time-off requests also well handled.	**Browser support** Some issues with support for new browser versions, particularly IE.
Customer Service High quality customer service with knowledgeable teams, although little cross-function knowledge.	**HR/Payroll separation** These two sides of the product are very independent with their own reports and support teams. It would be beneficial if they were more integrated.
Payroll/ Benefits Very strong payroll and benefits features. This is the area where ADP excels with some reviewers reporting flawless performance.	**Talent Management** Talent management capabilities are generally immature.

Source: (32) User reviews of ADP Workforce Now on TrustRadius

ADP Response to Reviewer Feedback

N/A

Ascentis
Core HR Software

Ascentis®

Software Profile & Review Summary

Ascentis provides small and medium sized businesses with a platform for core HR, benefits, payroll, talent management, recruiting and time and attendance software. The software is offered in a SaaS deployment model. Ascentis HR (originally HROffice) was founded in 1994 in Bellevue, Wash. Ascentis Payroll (originally EBS Online) was founded in 1980 in San Mateo, Calif. The two companies and products were merged as one organization in 2007 to create a fully integrated HCM platform. Ascentis is VC funded with the last round of $7 million raised in 2014. The company has taken a first step into the talent management arena by acquiring Starfield TMS, a talent management vendor, in July of 2014.

Company Status	Private
2014 Revenue	Not disclosed
Revenue Growth 2013-14	Not disclosed
Customers	1,200+
Employees	137 (from LinkedIn)

Ascentis Customer Distribution
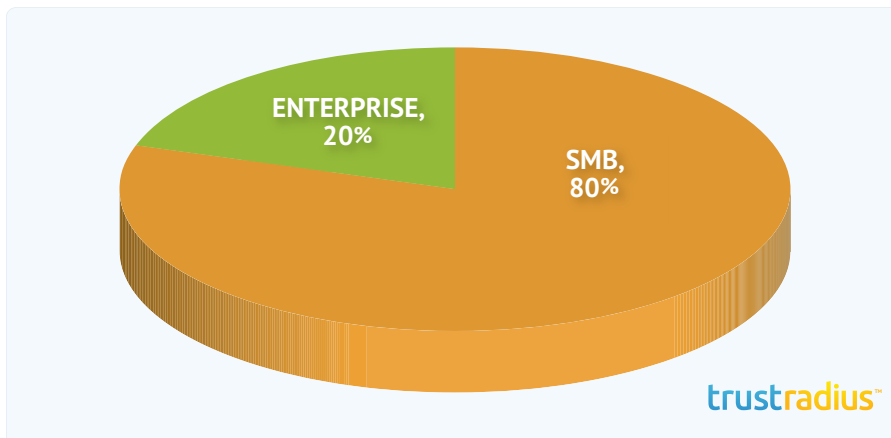
Source: (12) User reviews of Ascentis on TrustRadius

Aggregate User Ratings of Ascentis on TrustRadius

RATING ATTRIBUTE	ASCENTIS	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	CORE HR CATEGORY AVERAGE
Likelihood to recommend	7.4	9	7.82
Likelihood to renew	6.5	4	7.19
Product usability	N/A	N/A	8.54
Product availability	N/A	N/A	9.00
Product performance	N/A	N/A	8.30
Support	9.0	1	8.88
In-person training	N/A	N/A	7.80
Online training	N/A	N/A	7.50
Implementation satisfaction	9.0	1	7.28

Source: (12) User reviews of Ascentis on TrustRadius

Summary of Ascentis Reviews

ASCENTIS PROS	ASCENTIS CONS
Benefits Administration Excellent administration of employee benefits offering seamless communication with external benefits companies.	**Time Module** Not flexible enough regarding shift rules/differentials and sometimes slow.
Reporting Very robust with hundreds of canned reports and very easy to use to create ad hoc reports.	**Integration with other systems** Interface to outside payroll systems and other systems is cumbersome.
Customer service Customer service is admirable with quick and knowledgeable service.	**Corporate structure** The company is somewhat siloed between HR, Payroll, Recruiting and Time Keeping, with no single support point of contact.
Payroll engine Payroll engine is very effective and reliable.	**Organization mapping** One reviewer complains that there is no ability to link positions to departments or divisions. Each employee must be mapped individually.
Self-service capabilities Self-service features for employees are very user friendly and customizable.	

Source: (12) User reviews of Ascentis on TrustRadius

Ascentis Response to Reviewer Feedback

Ascentis as a company is not "siloed," but our support services are segmented to focus support on different products so that our clients receive the most thorough and in-depth solution to their situation as possible. Instead of expecting a software support person to be somewhat knowledgeable in all products, we choose to train product-centric support reps to be deeply knowledgeable and focused in their dedicated solution. We have found that clients benefit more from this approach, then trying to train all reps to support all things in all products, as there is much complexity in each discipline. What this means is that our payroll support team has many certified payroll experts that have at least 10 years of deep payroll experience, which includes best practices and compliance requirements. This degree of knowledge and experience is mirrored in support for our other product lines. This does mean that clients with multiple products may talk to more than one support rep, depending on what their questions or needs are at the time. That said, all clients call in to the same support phone number, and are then routed appropriately.

The inability to link positions to departments or divisions has been fixed in a soon-to-be released new version of the software.
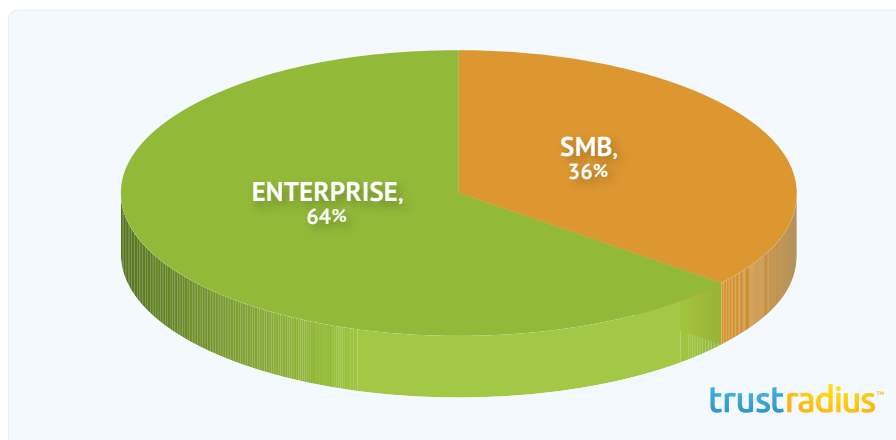
Ceridian Dayforce HCM
Core HR Software

Software Profile & Review Summary

Ceridian was a public company descended from Control Data Corporation, but was taken private after acquisition in 2007 by two financial organizations. Ceridian acquired the Toronto-based Dayforce in 2012 marking a pivot from a service bureau to a cloud technology platform offering a single application on a single database and one source code. Dayforce has a strong legacy of workforce management, Core HR, payroll, and analytics. Ceridian has been expanding the platform with new recruiting, performance management, and compensation capabilities. In 2015, Ceridian introduced Dayforce Go, which offers a streamlined implementation process for SMBs.

Company Status	Private
2014 Revenue	$914m
Revenue Growth 2013-14	N/A
Customers	100,000+ (entire company)
Employees	~5,000 (entire company)

Ceridian Dayforce HCM Customer Distribution

Source: (12) User reviews of Ceridian Dayforce on TrustRadius

Aggregate User Ratings of Ceridian Dayforce HCM on TrustRadius

RATING ATTRIBUTE	CERIDIAN DAYFORCE HCM	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	CORE HR CATEGORY AVERAGE
Likelihood to recommend	9.0	9	7.82
Likelihood to renew	9.2	6	7.19
Product usability	8.0	1	8.54
Product availability	N/A	N/A	9.00
Product performance	N/A	N/A	8.30
Support	N/A	N/A	8.88
In-person training	N/A	N/A	7.80
Online training	N/A	N/A	7.50
Implementation satisfaction	N/A	N/A	7.28

Source: (12) User reviews of Ceridian Dayforce on TrustRadius

Summary of Ceridian Dayforce Reviews

CERIDIAN DAYFORCE HCM PROS	CERIDIAN DAYFORCE HCM CONS
Customer service Many avenues for assistance including service delivery execs, account managers and support.	**Customer support** Support team response times can be lengthy and team could be better trained.
Payroll processes Streamlined and accurate payroll processes with excellent built-in security governing who has access to data.	**Training** Training is all instructor led. Some reviewers say they would like access to self-paced webinars, etc. *Note: The vendor says they do offer webinars.*
Employee self-service Self-service capability for time off requests, life changes, benefit elections, open enrollment etc. are very effective.	**Calculation of complex benefits** One reviewer mentions this as a shortcoming is sometimes lacking.
Scheduled reports Scheduled reports functionality is very useful for monthly processing.	**Reporting** Some users complain that standard reporting does not provide sufficient detail. New BI capabilities have gone some way to addressing this.
User Interface Intuitive user interface for all levels of users.	

Source: (12) User reviews of Ceridian Dayforce on TrustRadius

Ceridian Dayforce Response to Reviewer Feedback

N/A

Oracle PeopleSoft
Core HR Software

Software Profile & Review Summary

David Duffield and Ken Morris founded PeopleSoft in 1987. The initial focus was an HRMS platform. In 1997, the company began to release broader ERP functionality including Financial Management and Supply Chain Management. In 2003, the company acquired JD Edwards which produced a similar product but for mid-market customers. PeopleSoft was acquired by Oracle in 2005 in a hostile takeover. PeopleSoft is approaching end of life and Oracle has been encouraging customers to migrate to Oracle HCM Cloud which is a cloud ERP suite including financial management and CRM, in addition to human capital management, and is based on the best of PeopleSoft, JD Edwards Oracle eBusiness Suite, and Siebel Systems platforms.
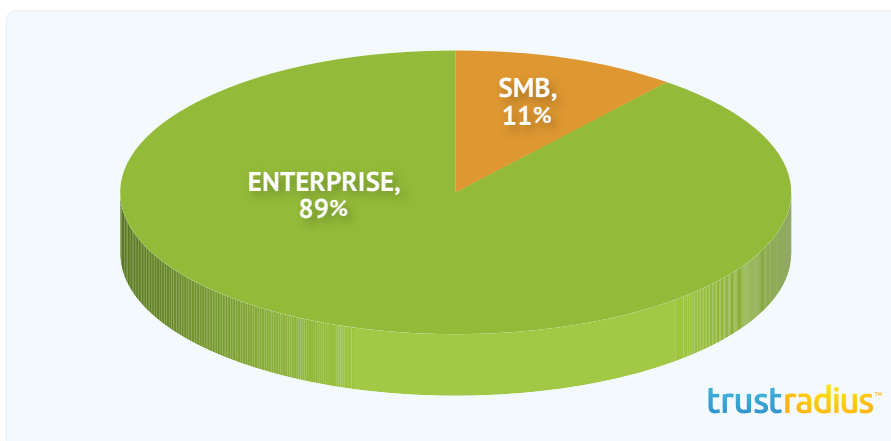
Company Status	Public
2014 Revenue	~$3billion at time of acquisition by Oracle*
Revenue Growth 2013-14	N/A
Customers	N/A
Employees	11,600 at time of acquisition*

*http://www.wsj.com/articles/SB110293586982698273

Oracle PeopleSoft Customer Distribution

Source: (21) User reviews of Oracle PeopleSoft on TrustRadius

Aggregate User Ratings of Oracle PeopleSoft on TrustRadius

RATING ATTRIBUTE	ORACLE PEOPLESOFT	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	CORE HR CATEGORY AVERAGE
Likelihood to recommend	8.2	11	7.82
Likelihood to renew	8.3	8	7.19
Product usability	N/A	N/A	8.54
Product availability	N/A	N/A	9.00
Product performance	N/A	N/A	8.30
Support	N/A	N/A	8.88
In-person training	N/A	N/A	7.80
Online training	N/A	N/A	7.50
Implementation satisfaction	N/A	N/A	7.28

Source: (21) User reviews of Oracle PeopleSoft on TrustRadius

Summary of Oracle PeopleSoft Reviews

ORACLE PEOPLESOFT PROS	ORACLE PEOPLESOFT CONS
Reporting System uses Cognos BI for reporting and variety of canned reports available is large. But no single query interface across modules.	**Paid Time-off Tracking** Vacation time tracking does not work properly. People can submit time but system does not track balance.
Employee/Job Data Good employee system of record for employee and job data. System generally quite user friendly.	**Lack of Module Integration** Various modules are not well integrated causing data sync issues and disconnected look and feel. For example, data does not flow seamlessly between modules.
Core HR functionality strong Payroll, open enrollment, vendor self-service capabilities all get good grades from users.	**Browser Support** Some users complain of that Internet Explorer is required to benefit from all functionality.
Audit Trail Very detailed electronic transaction logging capabilities.	**Talent Management Weak** Performance management and recruiting capabilities are relatively weak with major gap regarding goal setting and alignment.
Community Excellent, very active user community with high volume of information sharing.	**Salary planning and budgeting** The Salary planning and budgeting add-on is difficult to set up and use.
	Customer support Support is of variable to poor quality. Many support reps do not know the system well and cases take a long time to resolve.

Source: (21) User reviews of Oracle PeopleSoft on TrustRadius

Oracle PeopleSoft Response to Reviewer Feedback

N/A

Paylocity Web Pay
Core HR Software

Software Profile & Review Summary

Paylocity was founded in 1997 and was originally known as Ameripay Payroll. The company went public in 2014 raising $119m in its IPO. The company focuses on small and medium-sized organizations, which they define as those having between 20 and 1,000 employees. Paylocity offers a full suite of SaaS Core HR capabilities in addition to online payroll, including onboarding, employee service management, and time and labor. Beyond Core HR, the company also provides performance management and applicant tracking capabilities.

Company Status	Public
2014 Revenue	$108.7m*
Revenue Growth 2013-14	41%*
Customers	Approx. 8500 (from vendor)
Employees	Approx. 970 (from vendor)

*http://investors.paylocity.com/releasedetail.cfm?releaseid=866339

Paylocity Web Pay Customer Distribution

SMB, 100%
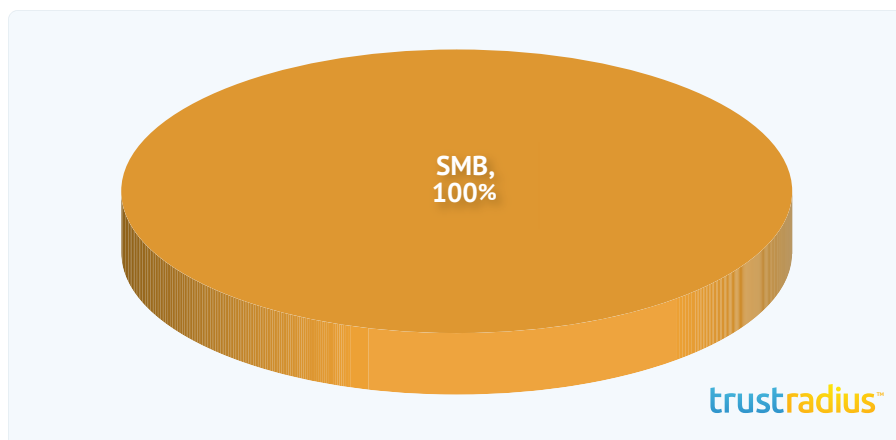
Source: (18) User reviews of Paylocity Web Pay on TrustRadius

Aggregate User Ratings of Paylocity Web Pay on TrustRadius

RATING ATTRIBUTE	PAYLOCITY WEB PAY	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	CORE HR CATEGORY AVERAGE
Likelihood to recommend	7.1	17	7.82
Likelihood to renew	9.0	5	7.19
Product usability	10.0	2	8.54
Product availability	9.0	1	9.00
Product performance	N/A	N/A	8.30
Support	8.0	1	8.88
In-person training	N/A	N/A	7.80
Online training	N/A	N/A	7.50
Implementation satisfaction	10.0	1	7.28

Source: (18) User reviews of Paylocity Web Pay on TrustRadius

Summary of Paylocity Web Pay Reviews

PAYLOCITY PROS	PAYLOCITY CONS
Integrated Suite All-in-one system for payroll, HRIS, applicant tracking, onboarding, benefits, timekeeping.	**Benefits Module** Benefits module is not well integrated with Web Pay.
HR System of record Very reliable system of record for all payroll and administration HR tasks for small or medium companies.	**No International functionality** Payroll and benefits functionality restricted to US.
Cost Excellent value for money – the cost is a fraction of the price of some other similar systems.	**User Interface** User interface is dated, but not difficult to use.
Open enrollment Open enrollment benefits wizard is very helpful.	**Reporting** Reporting capabilities could be more flexible with more display options.
Custom fields Very good custom fields capability – 140 available.	
Customer Support Support gets mixed reviews with some customers reporting prompt and helpful service, while others experience lack of timeliness in answering questions.	

Source: (18) User reviews of Paylocity Web Pay on TrustRadius

Paylocity Response to Reviewer Feedback

Paylocity recently released several product updates that have improved much of the functionality of the WebBenefits platform. As a result, all benefit updates and information flow seamlessly into the Payroll / HR data. Additionally, the user-interface of the Benefit Enrollment platform has been significantly improved giving users a very consumer-like feel. With the use of the Self-Service portal and Mobile App, users can easily complete all benefit enrollment tasks from their mobile devices. All of this information automatically integrates with the Client's Payroll and HR data. The entire User-Interface has been recently updated to provide a streamlined, consumer-like feel. Additionally, Paylocity's mobile app has been completely updated to provide a clean, user-friendly look. Paylocity provides over 100 standard reports as well as the ability to create custom reports. Any additional reporting requirements can be custom-built based on client request.

UltiPro
Core HR Software

Software Profile & Review Summary

Ultimate Software was, founded in 1990 by Scott Scherr, and was taken public in 1996. The core product, UltiPro is a cloud HCM platform delivering HR system of record functionality for managing employee data and payroll. Talent management capabilities began to be introduced in 2008, and include employee onboarding, performance management, succession management and recruiting (a new version of which was launched in 2014).

Company Status	Public
2014 Revenue	$505.9m
Revenue Growth 2013-14	25%
Customers	2,800
Employees	2,300

UltiPro Customer Distribution

ENTERPRISE, 56%

SMB, 44%
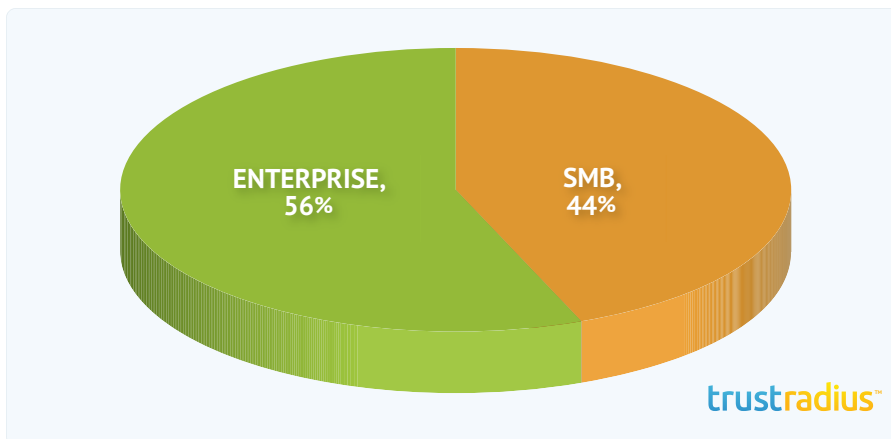
Source: (13) User reviews of UltiPro on TrustRadius

Aggregate User Ratings of UltiPro on TrustRadius

RATING ATTRIBUTE	ULTIPRO	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	CORE HR CATEGORY AVERAGE
Likelihood to recommend	7.6	123	7.82
Likelihood to renew	8.2	114	7.19
Product usability	7.5	10	8.54
Product availability	9.0	5	9.00
Product performance	7.3	3	8.30
Support	4.9	8	8.88
In-person training	N/A	N/A	7.80
Online training	6.5	4	7.50
Implementation satisfaction	5.1	7	7.28

Source: (13) User reviews of UltiPro on TrustRadius

Summary of UltiPro Reviews

ULTIPRO PROS	ULTIPRO CONS
Reporting System uses Cognos BI for reporting and variety of canned reports available is large. But no single query interface across modules.	**Paid Time-off Tracking** Vacation time tracking does not work properly. People can submit time but system does not track balance.
Employee/Job Data Good employee system of record for employee and job data. System generally quite user friendly.	**Lack of Module Integration** Various modules are not well integrated causing data sync issues and disconnected look and feel. For example, data does not flow seamlessly between modules.
Customer support Support is of variable to poor quality. Many support reps do not know the system well and cases take a long time to resolve.	**Browser Support** Some users complain of that Internet Explorer is required to benefit from all functionality.
Core HR functionality strong Payroll, open enrollment, vendor self-service capabilities all get good grades from users.	**Talent Management Weak** Performance management and recruiting capabilities are relatively weak with major gap regarding goal setting and alignment.
Audit Trail Very detailed electronic transaction logging capabilities.	**Salary planning and budgeting** The Salary planning and budgeting add-on is difficult to set up and use.
Community Excellent, very active user community with high volume of information sharing.	

Source: (13) User reviews of UltiPro on TrustRadius

UltiPro Response to Reviewer Feedback

Ultimate Software operates with a commitment to put people first, always. This idea permeates our culture to its core and it drives the strategy behind designing our products and services. As a result, we enable our customers to put their people first — helping them build the people-centric environments they need to grow and meet their business goals. Seamless integration with other business solutions is a key component of Ultimate's overall technology strategy. We believe in simplifying complex integrations and empowering the business user to manage these. Ultimate is excited to announce a brand new self-service Integration tool within UltiPro, the Integration Studio, is available in early 2015. Business users can easily create and manage timely, secure, and reliable integrations between UltiPro and other business systems and seamlessly exchange data.

Delivering a compelling candidate experience, Ultimate's new UltiPro Recruiting solution – released in 2014 – transforms talent acquisition to a dynamic and personal experience that engages potential and existing employees.

Ultimate believes it's important to have confidence that you are effectively compensating your people and that your compensation decisions are aligning employee performance with your overall business objectives. UltiPro's Compensation Management solution — released in Spring 2014 — enables companies to easily navigate through allocating rewards to their people; Ensures employees, regardless of their country, understand their compensation and have visibility into the factors that drive it; Enables managers to make informed compensation decisions based on talent insight and the use of analysis tools; And aligns employee compensation with corporate objectives while staying within budget and guidelines.
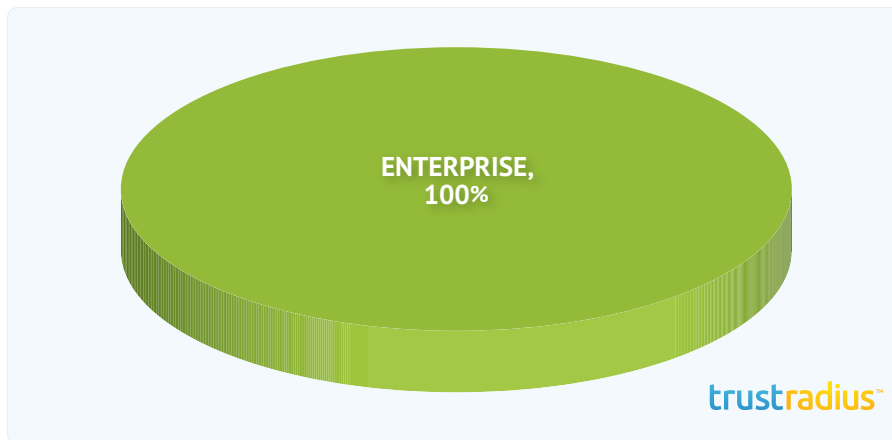
Vibe HCM
Core HR Software

Software Profile & Review Summary

cfactor Works is a small Canadian company founded in 1999 as Cronus Technologies. cfactor's flagship product, Vibe HCM, is an HR technology suite delivered on an on-demand SaaS platform. Vibe HCM's components, which include Onboarding, HRMS, Talent, Workforce Insight, Social Intranet and HR Service Delivery, are offered on a modular basis or as an integrated suite. Vibe HCM serves mid-large sized organizations from a variety of industries and geographies.

Company Status	Private
2014 Revenue	Not disclosed
Revenue Growth 2013-14	Not disclosed
Customers	1,000+ (from vendor)
Employees	65 (from vendor)

Vibe HCM Customer Distribution

Source: (8) User reviews of Vibe HCM on TrustRadius

Aggregate User Ratings of Vibe HCM on TrustRadius

RATING ATTRIBUTE	VIBE HCM	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	CORE HR CATEGORY AVERAGE
Likelihood to recommend	9.1	8	7.82
Likelihood to renew	N/A	N/A	7.19
Product usability	N/A	N/A	8.54
Product availability	N/A	N/A	9.00
Product performance	N/A	N/A	8.30
Support	N/A	N/A	8.88
In-person training	N/A	N/A	7.80
Online training	N/A	N/A	7.50
Implementation satisfaction	N/A	N/A	7.28

Source: (8) User reviews of Vibe HCM on TrustRadius

Summary of Vibe HCM Reviews

VIBE HCM PROS	VIBE HCM CONS
User interface Excellent user interface. Very intuitive for users.	**Notifications** Email notifications could be easier to manage (one user).
Customer service A great company to work with. Very collaborative and responsive to customer needs. Excellent customer service.	**Integration** Integration to other external HR systems could be easier (one user).
Automation Strong automation of HR processes with workflow.	
Configurable Very configurable and flexible platform.	
Engagement Corporate intranet encourages engagement.	
Secure Very secure product making it suitable for use in regulated industries.	

Source: (8) User reviews of Vibe HCM on TrustRadius

Vibe HCM Response to Reviewer Feedback

Vibe HCM offers multiple integration options to 3rd party systems, from batch files to real-time and everything in between. Integration capabilities are only restricted / limited by the capabilities of the 3rd party system(s).
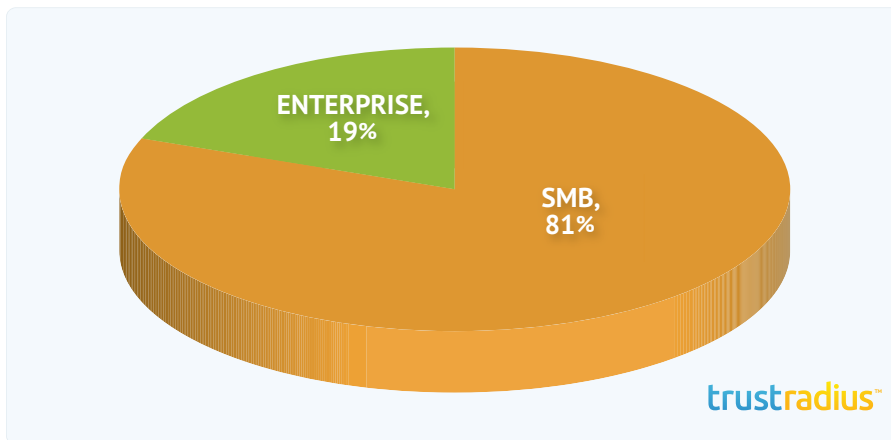
Vista HRMS
Core HR Software

Software Profile & Review Summary

Vista HRMS from PDS is a human resource, benefits and payroll provider. The company was founded in 1974 and focuses uniquely on Core HR and payroll functionality. PDS partners with Halogen to offer its customer base a full suite of talent management functionality as a complement. Vista is offered to customers as traditional on-premise software and in a hosted option, which allows users database access to their own instance. In 2012, they offered a SaaS version of the software for the first time, but the vast majority of new license revenue is still on-premise.

Company Status	Private
2014 Revenue	Not disclosed
Revenue Growth 2013-14	68%
Customers	N/A
Employees	52 (according to vendor)

Vista HRMS Customer Distribution

Source: (16) User reviews of Vista HRMS on TrustRadius

Aggregate User Ratings of Vista HRMS on TrustRadius

RATING ATTRIBUTE	VISTA HRMS	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	CORE HR CATEGORY AVERAGE
Likelihood to recommend	8.7	15	7.82
Likelihood to renew	8.5	6	7.19
Product usability	N/A	N/A	8.54
Product availability	N/A	N/A	9.00
Product performance	N/A	N/A	8.30
Support	N/A	N/A	8.88
In-person training	N/A	N/A	7.80
Online training	N/A	N/A	7.50
Implementation satisfaction	N/A	N/A	7.28

Source: (16) User reviews of Vista HRMS on TrustRadius

Summary of Vista HRMS Reviews

VISTA HRMS PROS	VISTA HRMS CONS
User friendly Overall well designed and user-friendly application. Very easy to navigate for all staff. Self-service capabilities are very easy for employees to understand.	**Reporting** Reporting requires knowledge of Crystal Reports. Some users report difficulty extracting data from the system.
Payroll/Benefits Product has strong payroll and benefits management capabilities, which work very well together.	**Recruiting module** Needs work to become a true ATS. This is still a work in progress.
Customer service Very helpful and responsive customer support team. Excellent overall customer service.	**Time Module** Very manual and cumbersome.
Security Very flexible data security capabilities.	**Excel data** Difficult to export or import Excel data. Excel files have to be converted manually.
Highly customizable Open, customizable architecture provides lots of flexibility and integration options.	**Documentation** It would be nice to have a user's guide documenting all the features. Help screens are not always updated.

Source: (16) User reviews of Vista HRMS on TrustRadius

Vista HRMS Response to Reviewer Feedback

PDS offers training courses and workshops to increase customers' skill sets on using Crystal Reports, and has also introduced EasyAsk, a natural language query tool to generate reports or extract data to Excel. The Recruiting module is being enhanced in response to user feedback, and enhancements will be available in next release. Similarly, the Time module is being enhanced, including better integration to Vista Time, a more sophisticated Workforce Planning solution. Excel import / export is being enhanced to make it less cumbersome. Additionally, documentation will soon be deployed via the Support Site to simplify access, and a video library of demos in functional areas will be rolled our throughout 2015.

Workday
Core HR Software

Software Profile & Review Summary

David Duffield, former CEO of PeopleSoft, and Aneel Bhusri founded workday in March 2005. The company went public in 2012 and has a current market capitalization of $15 billion. The workday platform is fundamentally different to every other product in the category in that it is effectively an ERP platform with Financials in addition to Core HR functionality and talent management. It is a pure multi-tenant SaaS system and is a highly disruptive product in the large enterprise segment of the market and it has already made significant waves in the marketplace.
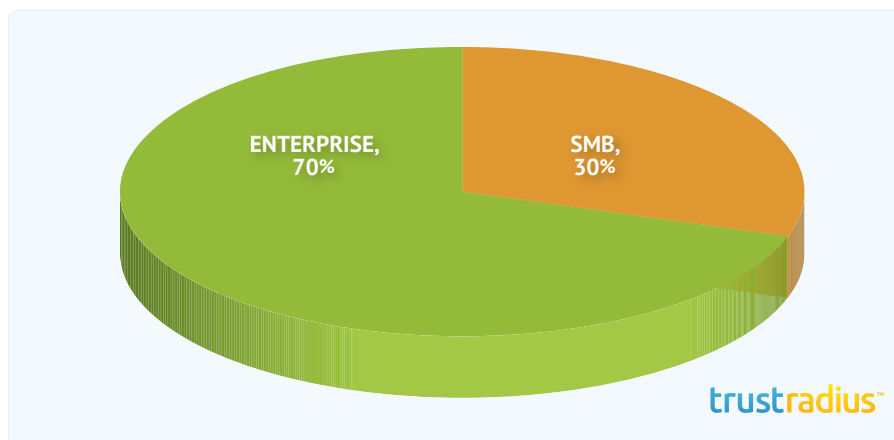
Company Status	Public
2014 Revenue	$469m*
Revenue Growth 2013-14	71%*
Customers	700**
Employees	3,900 est.

*http://www.workday.com/Documents/pdf/investor/workday-announces-fourth-quarter-and-full-year-fiscal-2014-financial-results.pdf
**http://diginomica.com/2014/08/28/workday-q2-fy2015-blows-past-revenue-forecast-ups-full-year-estimate/

Workday Customer Distribution

Source: (30) User reviews of Workday on TrustRadius

Aggregate User Ratings of Workday on TrustRadius

RATING ATTRIBUTE	WORKDAY	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	CORE HR CATEGORY AVERAGE
Likelihood to recommend	8.3	24	7.82
Likelihood to renew	9.4	15	7.19
Product usability	8.7	9	8.54
Product availability	9.0	6	9.00
Product performance	9.3	4	8.30
Support	7.3	8	8.88
In-person training	7.8	6	7.80
Online training	8.0	6	7.50
Implementation satisfaction	6.8	8	7.28

Source: (30) User reviews of Workday on TrustRadius

Summary of Workday Reviews

WORKDAY PROS	WORKDAY CONS
User interface The UI is exceptionally intuitive and dynamic.	**Reporting** Reporting is complex and burdensome. Many smaller customers require technical consultants or IT support.
Organization charts Organization chart mapping capabilities are presented in very visual, dynamic way.	**Documentation** Inadequate documentation on updates. Far less documentation that customers are used to with on-premise software.
Updates Very frequent product enhancements for bug fixes and in response to customer requests.	**Implementation** Deployment/support are outsourced for smaller customers.
Cloud Pure multi-tenant SaaS system with high availability and few outages.	**System Management** System management very difficult. Object-oriented database is fast but presents some challenges due to unfamiliarity.
Mobile Very strong mobile experience on iPad and iPhone.	**Data import** Mass import tool very difficult to use.
Customer Support Support team is responsive and knowledgeable.	**No LMS** Absence of an LMS is a major product gap.

Source: (30) User reviews of Workday on TrustRadius

Workday Response to Reviewer Feedback

N/A