The Buyer's Guide to Core HR Software

2016 Edition

Curated from End-User Reviews on:

trustradius™

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About the 2016 Edition

This guide is based upon a distillation of 1,107 in-depth reviews and ratings of Core HR software products contributed by end-users to TrustRadius, many of which were written or updated in the last year. In this updated 2016 edition, we've focused on the most recent reviews in order to provide buyers with current insights into leading products and vendors. Each reviewer was vetted and validated by a TrustRadius team member. The result is an independent analysis of 12 Core HR products, uninfluenced by vendors or anyone else with an agenda. As with our other buyer's guides, we hope this report will help you select the Core HR software that best fits your needs.

What is Covered in This Guide?

We cover a range of Core HR products not all of which have precisely the same set of capabilities or starting points. However, these are all suite products and typically include HR records, payroll, and benefits management at least. Many also include workforce management, recruiting, and/or talent management capabilities. Two HCM products included in our talent management guide are also featured here as they contain significant Core HR capabilities—in many cases, having begun life as HRMS or Payroll products—and are often considered alongside other solutions in both categories when procurement decisions are being made. Other products with talent management features noted on their profiles are not included in that guide because they focus on the lower end of the market, they don't compete against pure play talent suites, their talent modules are still very new, and/or we do not have sufficient reviewer feedback on the talent management pieces yet. On the other hand, Oracle HCM Cloud, which has robust capabilities across both Core HR and talent management, is not yet profiled in this guide because we don't have sufficient reviewer feedback around the Core HR piece. The dividing line between these categories is blurring and may vanish at some point in the future as vendors strive to offer a complete range of capabilities under one roof, or begin to open up applications and allow customers to mix and match via (in some cases pre-built) API integrations and partner ecosystems.

In the guide you will find:

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

» Detailed profiles of 12 Core HR systems along with their pros/cons, customer demographics, and best-fit scenarios to help you understand the best choice for your use case.

- » TrustMaps showing the best Core HR software for small businesses, mid-sized companies, and enterprises, based on user ratings and buyer research frequencies on TrustRadius.com.

- » End-user ratings across product attributes and features.

- » A discussion of key market dynamics and trends.

As always, we'd love to hear your feedback on the guide.

Emily Sue Tomac
Research Analyst
TrustRadius

ABOUT TRUSTRADIUS

TrustRadius is the most trusted review site for business technology, serving both buyers and vendors. We help buyers make better product decisions based on unbiased and insightful reviews. We also help vendors scale and harness in-depth reviews to accelerate sales. Unlike software directories, TrustRadius collects reviews that are structured and substantive, averaging more than 400 words. Every reviewer on TrustRadius is authenticated and every review vetted by our Research Team before publication. Founded by successful entrepreneurs and backed by the Mayfield Fund, TrustRadius is bringing transparency and efficiency to the $3.7 trillion business technology market.

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What is Core HR Software?

Core HR software, often referred to as HR Management Systems (HRMS), or, more archaically, HR Information Systems (HRIS), 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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However, it is important to note that HR is becoming less and less focused on back-office only. Vendors have developed employee self-service, wellness, and engagement features, as well as analytics dashboards for managers and executives, to drive adoption in the customer's company beyond HR administrators. Their goal or value proposition is often described, somewhat grandly,

as "changing the way people work" or "making work life better." In accordance with this trend, Core HR products are becoming less and less strictly systems of record, with a category-wide focus on things like mobile, actionable insights from big data and predictive analytics, and integrated workforce and/or talent management capabilities. So, while it is useful to distinguish between full best-of-breed solutions in these five categories, it is also true that many of the leading vendors are building HR suites that include features from multiple other categories.

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 large universe of PEOs (professional employer organizations), outsourcing companies who handle payroll and benefits on behalf of companies. PEOs work by technically hiring the employees of the client company, and co-employing them for tax and insurance purposes. For the most part these are not covered in this guide, except where they offer a technology platform with significant investment in Core HR, workforce management, and/or talent management features.

TriNet is the primary example of a PEO that also offers a cloud platform for Core HR; services are a much larger component of their offering than some of the other pure software vendors covered in this guide. We have included them because they are a major player in the growing, highly fragmented SMB market for HR technology, where buyers may want a Core HR platform but not have enough in-house resources to manage HR on their own. (Zenefits is another key example, though it is lighter weight technology-wise.) See our discussion of the emergence of Core HR for Small Businesses and Start-Ups for more information.

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, OSHA, and the Affordable Care Act (ACA) 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 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. It is also a major part of technology-enabled managed HR services offerings for small businesses (such as TriNet).

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

- » May also include things like personal wellness and productivity tracking, or features related to goals and professional development

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 & Analytics

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

» Ability to export data to external systems for further analysis

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

» Reports for auditing and data-cleanup

» 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.

» Dashboards for HR analysts, managers, and/or upper level management (particularly in products that focus on strategic HR and talent management or workforce optimization)

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 talent capabilities. For example, SAP acquired SuccessFactors in 2011 for $3.4 billion, 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, particularly as strategic analytics take off, and offering a smooth employee/candidate experience and employee self-service become table stakes. 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, Kronos, 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. Even on the small business side of the market, vendors like Namely and TriNet offer some talent management capabilities like performance management within their Core HR platforms, and are actively building out new features or acquiring small point solutions and building them into their platforms.

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. Workday's ambitions go beyond HR—their ultimate goal is to create a top-tier cloud ERP platform that may compete 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. Ultimate Software and Workday HCM are included in both this guide and our Buyer's Guide to Talent Management, as their HCM products are robust enough to compete on both fronts, and we have substantial reviewer feedback on both their talent management and Core HR features. Oracle

HCM Cloud, which includes full Core HR and Talent Management capabilities as well, is featured in that guide as well—we plan to incorporate them into future editions of this guide as well once we collect more reviewer feedback on their Core HR functionality. However, note that neither Ultimate Software nor Workday sells talent management as a standalone product; though their talent management offerings are evaluated alongside pure-play talent suites, they are only available along with Core HR, as integrated HCM platforms.

End-to-End HCM vs. App Ecosystems and Open APIs

System connectivity has become essential, but companies are achieving connectivity in different ways, depending on company size and business needs. On the one hand, having an end-to-end platform for all areas of Talent Management, Core HR, or both continues to be a strong value proposition, particularly for global enterprise use cases. On the other hand, vendors are opening up their platforms with APIs so that customers can set up integrations between systems more easily, or offering app networks of pre-built partner integrations (in some cases to "competing" functionality) that can be turned on right away. One example is ADP Workforce Now, which has its own recruiting module, but also offers a Jobvite app through the ADP Marketplace that can be used instead. Experts see this proliferation of options and approaches as a win for buyers, and don't necessarily think the market will settle down anytime soon.

> **One major trend seems to be toward marketplaces. Oracle's actually done this for a while, through a preferred partner program. A lot of these vendors (this is categorically true of HR tech companies), because they are a back-side venture and are expected to grow, rather than build a longterm product, are plugging capability holes with point solutions, through marketplace models. They're starting to take the tack of integrating other solutions through an API, not a one-off custom-built integration. It's kind of plug and play. They're able to then offer themselves like a palate or suite, where you're able to also work with all of your other vendors with a single sign on. This move to marketplaces is changing the dynamic, especially of how people select the core software, because a product doesn't need to check every box on an RFP as long as it integrates with other software that will.**

Matt Charney
Executive Editor at Recruiting Daily

> **Every business has unique needs, and I am an advocate of collaboration between HR professionals and HR technology vendors to determine what makes sense. But HR professionals shouldn't let the market dictate their choices. Is it an open API-based ecosystem? Is it an end-to-end platform? If you ask me to bet one a future, I will decline the bet. I think it's a false choice.**

Laurie Ruettimann
Founder of LFR LLC (HR, marketing, and technology trends consultancy)

> **The debate about Core HR vs. Talent Management vs. HCM sounds a lot like the conversation about platforms vs. point solutions. I think that choice will be irrelevant in a few years. I don't see any real examples of a platform vendor who can do payroll all the way to learning at a best of breed level. So when you go for a suite, you're making a decision to focus on a certain area. The decision to do that has been because companies didn't want to deal with integration, and working with a single vendor meant less moving parts. It used to be that integration was incredibly difficult—a customer to customer project—but now we're living in an API world. So the customers have really won, not the point solutions or the platforms. One of the biggest frustrations historically for HR users has been that platforms don't talk to each other. Technology has finally caught up to where newer products, launched after 2010, generally came to the market with a more open approach to getting data in and out. That's something that puts the power in the buyer's hands.**

George LaRocque
Principal Analyst & Founder, #HRWins

All of these solutions address the reality that siloed people data is now considered an unacceptable roadblock to HR productivity. Note that solutions are not yet perfect, but user expectations are rising and reviewers are particularly harsh about difficult to configure integrations, an inability to report on combined data from different areas of HR, or forced bundling of features they don't want to use.

Core HR for SMBs and Start-Ups

Several of the products included in this 2016 edition are aimed primarily at SMBs and/or start-up companies. This market is much newer than the enterprise and mid-market segments, which have long been using HRMS or HRIS solutions, and the small business TrustMap is new to this edition of the guide. These are all online SaaS products. Many products have received quite a bit of funding recently, and the space is extremely fragmented, with point solutions like Gusto (formerly ZenPayroll) and Zenefits, which both provide HR management, payroll, benefits, and services, though Gusto is stronger on the payroll side and Zenefits is stronger on the benefits side, gaining enormous traction with both investors and the SMB market. Gusto was founded in 2011 and has raised $155M and has 30,000 small business customers so far; Zenefits was founded in 2013, has raised $583.6M and has over 10,000 customers so far. Many other point solutions under the HR technology blanket have cropped up as well, focused on learning, performance, scheduling, or analytics.

However, some experts have observed that HR technology start-ups are feeding primarily off of their investor networks—meaning that start-ups choose to use software from other start-ups funded by the same investors, sometimes selecting products they wouldn't have otherwise considered (either because they wouldn't have bought an HR platform at all, or because they might have gone with a more established vendor). This is not to say that those solutions are less valuable, innovative, or noteworthy, but buyers should be aware that some of the hype around them may be

investor-led, and that there are always risks involved in working with emerging products/companies who may still be developing their business model.

There is also an important distinction in this segment between pure software vendors (like Namely) and technology-enabled services vendors (software + PEO, like TriNet or Zenefits). Pure software products require companies to have in-house HR administrators, and tend to serve the upper end of the SMB and mid-market segment. Depending on the level of HR resources in house, the complexity of the company's HR-related policies and processes, and the desire for employees to interact with an HR technology platform (either as admins or self-service users), it may make sense to select a vendor that offers robust services in addition to an online platform. Some reviewers said this kind of product is a particularly good fit for startups in growth phases.

Scalability is key for companies that expect to grow, in terms of number of employees the system can handle and features available to add in the future as their use case becomes more complex. While many of these products serve both small businesses and mid-sized companies, a company will likely have to switch to a more heavy-duty product as it approaches the 500-1,000+ employee range. Buyers should also pay attention to pricing structure around this topic, and make sure to ask vendors about the brackets for increasing cost around technology and/or services.

We have already collected enough data to compile full profiles on TriNet, Paylocity, Paycor, APS, and Namely, which are included in this guide.

We do not yet have enough data to cover other interesting products in the SMB segment, like BambooHR, TribeHR, Paycom, and Zenefits, in great detail, but we have included ratings data and some initial reviewer feedback below. Note that this early summary is based on very limited data and may not be representative of all customer use cases.

BambooHR ★★★★½ (19)   trScore 8.6 out of 10

» **Strengths:** Onboarding, user-friendliness, and basic reporting

» **Areas for improvement:** Setting up more complex tasks, approvals, custom reports, and printable org charts

TribeHR ★★★☆☆ (2)

» **Strengths:** Time tracking, employee social recognition, organizing company policies

» **Areas for improvement:** Notifications and reminders

Paycom ★☆☆☆☆ (3)

>> **Strengths:** Payroll management

>> **Areas for improvement:** User-friendliness, training, custom reporting, and talent functionality

Zenefits ★★★½☆ (7)   **tr**Score 7.4 out of 10

>> **Strengths:** Intuitive UI, attentive support, pre-made reports

>> **Areas for improvement:** Kinks in new feature releases, re-hiring, and having one centralized employee profile

Many of these solutions are built around simplicity, following the thinking that small companies with limited resources are managing only the basics of payroll and benefits as well. However, some HR professionals at SMBs are starting to take a more strategic approach to talent, and think about how systems of engagement beyond payroll and records management—rather than being a nice-to-have, or an enterprise luxury—can actually help with their primary objectives, such as scalability and employee retention. For example, Mike Cilla, formerly an HR generalist at Victory Marketing Agency and now Learning and Development Manager at GasPedal, has experience with various Core HR products, including TriNet and Namely (read his review here). In an interview, Cilla shared some advice for peers, based on his experience using Core HR tools as an HR department of one:

> **"In my opinion, the number one thing buyers should ask themselves while evaluating HR technology is: 'Is this going to help me with my job?' My top priorities right now are talent strategy and company culture—a big part of this is employee engagement. Especially if you're an HR department of one, getting employees to use the platform is important, because it drastically cuts down the amount of work you have to do. In an HR department of one, people often talk about compliance as one of their top priorities—but in my opinion, if you have a good Core HR solution, that should be managing all of it for you."**

Mike Cilla, Learning and Development Manager at GasPedal

Cilla also said that at Victory, where he managed HR for a company with mostly millennial employees, having a platform for employee self-service with a more social feel, and where payroll, benefits, tax info, and performance records were combined, made a big difference in employee satisfaction. Beyond Cilla's own productivity, using a more talent and engagement-focused product improved employees' perception of the company overall, as well as their relationship to the HR department.

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. For example, Workday and Kronos Workforce Ready were 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, though some of their offerings are 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.

» Fewer upgrade or patch worries: Vendor updates the software and all customers are automatically on the latest version. However, for buyers making a switch from on-premise or in-house solutions to a cloud product, reviewers say adjusting to these updates and to the lower volume of documentation/control over them, can be somewhat of a shock—although it is a net-positive, there can be negatives along the way, such as new feature roll outs before granular user permissions can be set.

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. Oracle has invested in end-user labs and focus groups to hone the HCM Cloud's updated, consumer-like interface as well. 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's a running joke in HR tech - how often do you really change your address or add a life event? Although some vendors talk about their employee self-service features as having an engagement benefit, the truth is that Core HR platforms do not have a significant impact for most employees at a company, because they don't use them very often. In general, getting people to adopt technologies that are not part of their normal workflow is a tough ask. There are some exceptions, such as platforms that allow employees to recognize their peers, or provide some other kind of immersive, social experience to the user.**

Steve Boese
HR Technology Conference Co-Chair and Technology Editor at LRP Publications

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. Oracle HCM Cloud has similar social and collaboration features embedded into its new UI. Namely is notable here, too, for its especially modern UI that some reviewers described as social media-esque, likening it to Facebook. 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. Though HR administrators too are beginning to demand more mobile admin functionality, across the category mobile is most important for employee self-service and manager dashboards/approval features.

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.

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

HR technologies are pushing data boundaries to provide companies with more coherent, useful analytics that connect data from across different Core HR and talent management pillars, linking payroll, benefits, performance, etc., as well as combining internal and external data. 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 a predictive analytics tool that identifies an employee's flight risk and performance potential; Oracle, too, offers flight risk predictions and performance forecasting for individuals/teams.

In a different vein, Kronos is building analytics to help recruiters and hiring managers make better hiring decisions—for example, utilizing location data of terminated employees to calculate turnover percentages based on distances, and display data on current applicant map using a heat layer map. Generally, the trend across the category is toward data for decision-making. Insights are being surfaced earlier, more clearly, and to a broader group of roles (like line managers, hiring managers, and executives).

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. According to vendors, more prospects have started to ask about predictive analytics in sales conversations recently; however, utilization of these tools is still relatively limited across their existing customer bases.

The next step already being taken by some vendors is towards more actionable insights that leverage machine learning—for example, not only predicting flight risk but recommending what steps to take to prevent it. Experts have pointed out that testing this kind of technology is a long game investment, since a) the algorithms are designed to improve over time and b) the impact will be unclear until the recommendations and results have had a chance to play out at an individual and aggregate level.

> " The two most interesting things I've seen in this realm this year are: contextual benchmark analytics and recommendations. For example, one big provider with access to lots and lots of data—because they are cloud based, with many customers—is doing interesting things with anonymizing data and then extracting insight and providing decision support more in line with the business process, in context of decision opportunities. If I was about to extend an offer to an accounting manager in Boston, the tool provides me with benchmark data on what should be in that offer, in terms of compensation, bonuses, etc. based on thousands or millions of available data records. The shift here is that practitioners are able to apply insights proactively, rather than after the fact, and it doesn't force them to go to some other place in order to try to leverage that insight, because the data is surfaced in context of the offer letter creation. Longer term, that's the key to organizations having more success with data. It needs to be more a part of the process flow, inside transactions.
>
> The second trend I've seen are platforms trying to move beyond just presenting data and numbers, and on to presenting recommendations. For a while there have been predictive analytics on metrics like likelihood for churn, etc. Recently I've seen specific recommendations around what to do to mitigate that flight risk, once you know it exists. Should I provide development opportunities, a raise, or move the employee to a new group? Now some vendors are trying to use machine learning to understand and suggest interventions. But in terms of how well these interventions work, the software will have to learn over time—so it's a long tail play, because companies will need a feedback loop in sufficient volume that trends in the data are relevant.

Steve Boese
HR Technology Conference Co-Chair and Technology Editor at LRP Publications

As HR analytics becomes more complex and far-reaching, experts predict concerns about data privacy will grow, from both ethical and legal standpoints. HR technology vendors and HR professionals will need to be wary of how collecting employees' personal data may influence trust between the employee and the employer, and whether external data sources are reliable. They will also need to stay on top of international data governance regulations (i.e. Safe Harbor), especially as they attempt to use big data to inform a unified global HR strategy.

> " Personally, I'm afraid that HR collects too much personal data that has no applicability to the business world. We are scanning resumes, reviewing LinkedIn profiles, managing benefit plans, and trying to quantify performance to justify salaries. At some point, the data security levee will be breached. HR will have to answer why we're stalking the workforce like the NSA and why we've been collecting unreliable and invalid web-based data on applicants, candidates, and employees.
>
> There are great vendors out there with bold ideas, but at the time of this guide, nobody has figured out a way to predict the human heart.

Laurie Ruettimann
Founder of LFR LLC (HR, marketing, and technology trends consultancy)

> **"** Increasingly, as companies are going global they are buying global solutions—that's a change, because normally a guy in India is going to buy a separate instance and then figure out how it works with the corporate office in Sunnyvale. Data privacy/integrity is going to become the next big thing, because historically HR companies have sucked at that. There have been high note breaches and denials of service with major vendors, combined with global growth. While vendors seem to be adding new data streams and more predictive capabilities, is the information in the cloud secure? How do we make this as secure as the rest of your proprietary data? I think these companies are going to run into trouble with data governance, as they combine information from different systems in the cloud, like CRM + Marketing Automation + HR. Different data is governed quite differently. Localized data storage laws, like Safe Harbor in Europe and Brazil, for example, are going to be tricky in global situations. Companies need to plan more for that. Vendors are aware of this problem and are taking precautions, but I know of a couple of issues in the works where users and/or vendors may get dinged on data storage laws.

Matt Charney
Executive Editor at Recruiting Daily

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 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.

As discussed in the Core HR for SMBs and Start-Ups section above, tools like TriNet, Paycor, Paylocity, and Namely are geared towards companies with very small HR departments (often an HR department of one), or companies that don't have any dedicated HR resources in house—especially in a start-up context, HR-related things may be managed by a co-founder, CFO, or office manager who has other responsibilities as well. Vendor expertise in the form of customer success about issues like multi-state tax compliance, managing international employees, etc. is important to companies of this size. Scalability is also important, because growing companies do not have time to evaluate new HR technology and migrate platforms. So Core HR tools for small businesses often

serve a mix of small and mid-sized use cases. While the transition from being a mid-sized company to an enterprise certainly warrants a more complex HR management system, companies with fewer than 500 employees are usually more hesitant to make a switch.

Mobile

Mobile capabilities are becoming mainstream in the HR sector after a relatively slow start. But even still, vendors are at very different stages with their mobile development and are taking different approaches to mobile. Some are starting to design everything mobile-first, others are thinking about how to integrate with mobile apps (like a Calendar) that people already use regularly, and many are building dedicated tablet and smartphone apps that allow employees to submit time-off requests, and even punch in and out. Kronos Workforce Ready is an example of a product with strong mobile timeclock capabilities, according to reviewers. 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. For systems that include time and attendance, and depending on the industry, users consider good mobile functionality absolutely vital—for example, for employees that need to clock in at different sites, or for managers that need to approve timesheets from a factory floor.

Recruitment is perhaps 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 jobs, fill out applications, and even attend video interviews, so companies are starting to use mobile as a candidate sourcing strategy and connecting mobile candidate outreach to more traditional applicant tracking systems.

When evaluating product profiles, it is important to keep in mind that user expectations are often ahead of product development around mobile, since mobile is table-stakes for users (candidates, employees, and HR professionals) in most other aspects of their lives. Where vendors do not offer fully mobile-friendly solutions, they will certainly get dinged in user feedback—mobile is one of the top areas for improvement across products. Simultaneously, experts caution that vendors who tout their mobile capabilities may be over-compensating, either because they lagged in development but have now realized it needs to be a priority, or because they've invested a huge amount of time and money in developing a mobile solution and now feel compelled to "sell" it as a value point.

> **As a consumer, do you ever ask for a 'mobile solution'? No. I think the industry is not up to consumer expectation. A simple responsive design built in HTML5, which is now 5-8 years old, is very easy to do and normally involves pushing a button. If vendors are selling an app or mobile solution, if users have to have special software for mobile, I have serious questions because it probably means that the product doesn't have a very flexible code base—and who knows what kind of devices we'll need to be programming for in two years? I think mobile is de facto. Vendors who are selling mobile are usually doing it because they've put a lot of money into reinvigorating a poor code base. Otherwise, they're way past mobile and it's just a diagnostic. That talking point has basically become the new 'Cloud,' now HR buyers just expect it's there.**
>
> **The one mobile category, though, that I think no one has paid much attention but to that's going to change everything is virtual reality. That could completely take away the need for workplace assessments or situational interviews, because you can actually have candidates or employees do the job. It could also take away the need for onsite visits, performance reviews, etc. That's the 'mobile' climate companies need to start preparing for, as opposed to just building an app for the iStore.**

Matt Charney
Executive Editor at Recruiting Daily

Moving forward, experts say HR users will at least expect to be able to do everything they might do from the online or desktop interface, including complex things like reporting and running payroll, from their mobile phones.

As vendors are already aware, mobile functionality for employee self-service and for managers (with performance reviews/continuous feedback, for example) is crucial to facilitating adoption across the organization, which in turn ensures that the system captures high quality data. This is really important for vendors' value propositions as they look to increase traction and be part of the way employees work on a day-to-day basis, rather than just limited to administrative functions within the HR department – or "trapped in a window-less basement," as one vendor put it to me in an interview.

Product Capabilities

The following table summarizes the capabilities offered by each product across a few HR categories.
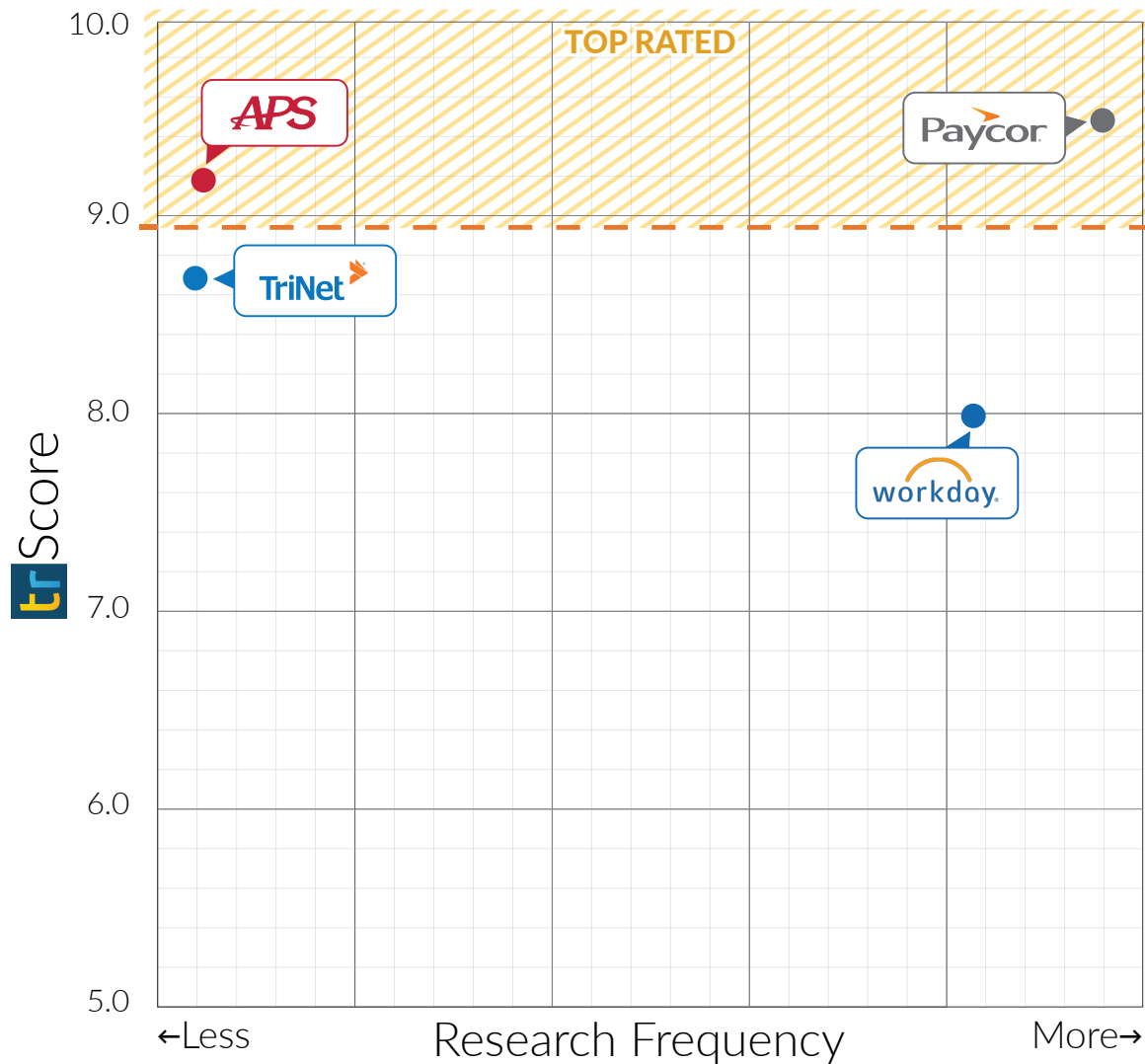
PRODUCT NAME	SEGMENT CONCENTRATION*	CORE HR CAPABILITIES			ADDITIONAL CAPABILITIES	
		HR MGMT.	PAYROLL & BENEFITS	WORKFORCE MGMT.	RECRUITING	TALENT MGMT.
ADP Vantage	Enterprise	✓	✓	✓	✓	✓
ADP Workforce Now	Mid-Market	✓	✓	✓	✓	✓
APS	Mid-Market	✓	✓		✓	✓
Ceridian Dayforce HCM	Mid-Market	✓	✓	✓	✓	✓
Epicor HCM	Mid-Market	✓	✓	✓	✓	✓
Kronos Workforce Ready	Mid-Market	✓	✓	✓	✓	✓
Namely	Mid-Market	✓	✓			✓
Oracle HCM Cloud	Enterprise	✓	✓	✓	✓	✓
Paycor	Mid-Market	✓	✓	✓	✓	
Paylocity	Mid-Market	✓	✓			
TriNet	Small Business	✓	✓		✓	✓
UltiPro	Enterprise	✓	✓	✓	✓	✓
Workday HCM	Enterprise	✓	✓	✓	✓	✓

*Based on number or reviews in each segment

trustradius™

The Best Core HR Products for Small Businesses

Core HR Software TrustMap™
for Small Businesses (1-50 employees)

TOP RATED

APS

Paycor

TriNet

workday.

tr Score

Research Frequency
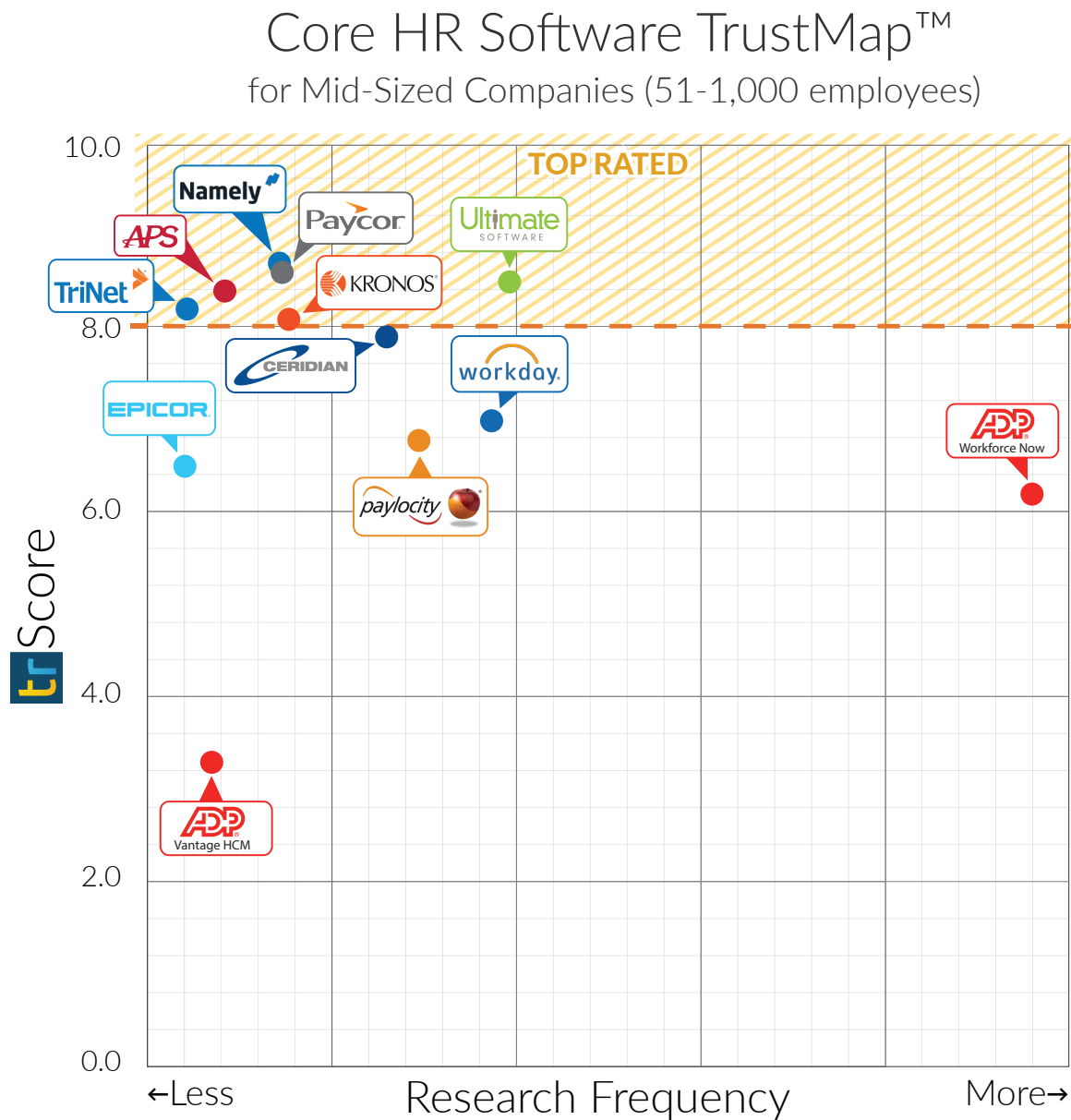
←Less   More→

10.0
9.0
8.0
7.0
6.0
5.0

Based on 59 ratings and trailing 30 days of pageviews on TrustRadius.com through 8/25/2016.

trustradius™

Top Rated Products for Small Businesses

» Paycor

» APS

The Best Core HR Products for Mid-Sized Companies

Core HR Software TrustMap™
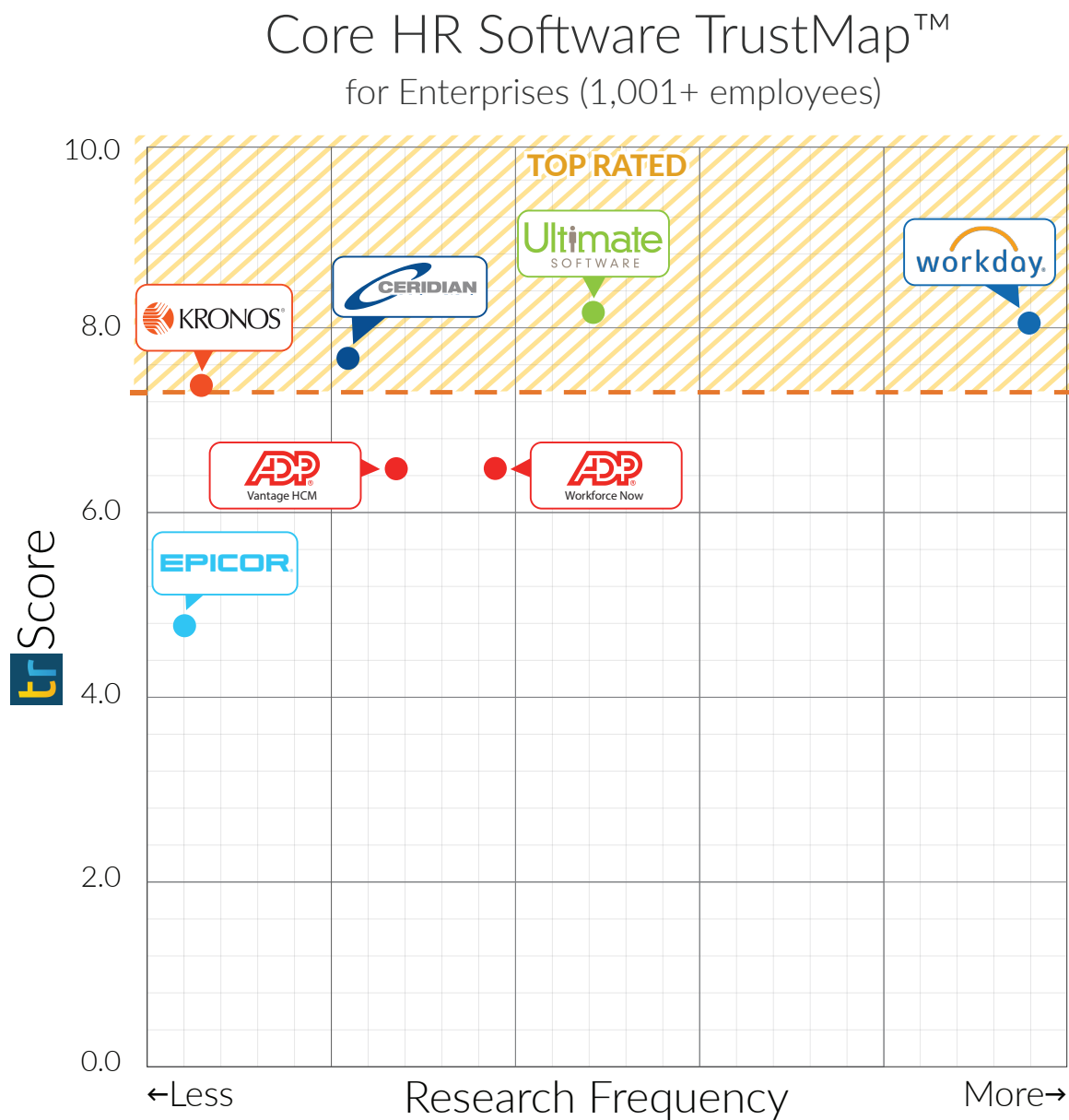### for Mid-Sized Companies (51-1,000 employees)

Based on 507 ratings and trailing 30 days of pageviews on TrustRadius.com through 8/25/2016.

trustradius™

Top Rated Products for Mid-sized Companies

» UltiPro

» Kronos Workforce Ready

» Paycor

» Namely

» APS

» TriNet

The Best Core HR Products for Enterprises

Core HR Software TrustMap™
for Enterprises (1,001+ employees)

TOP RATED

Ultimate SOFTWARE

workday.

CERIDIAN

KRONOS

ADP Vantage HCM

ADP Workforce Now

EPICOR

tr Score

10.0
8.0
6.0
4.0
2.0
0.0

←Less   Research Frequency   More→

Based on 506 ratings and trailing 30 days of pageviews on TrustRadius.com through 8/25/2016.

trustradius™

Top Rated Products for Enterprises

» Workday HCM

» UltiPro

» Ceridian Dayforce HCM

» Kronos Workforce Ready

On our TrustMaps, we group reviewer company sizes into three buckets: small businesses (1-50 employees), mid-sized companies (51-1,000 employees), and enterprises (1,001+ employees). However, it can be useful to drill down to a more granular level, especially when comparing company size distribution across products. The needs and resource constraints of a 5-employee business differ from those of a 50-employee business, just as the use case complexity for a 2,500-employee enterprise may be much less than the complexity of a 25,000-employee enterprise's use case.

Source: The Buyer's Guide to Core HR Software - 2016 Edition

trustradius™
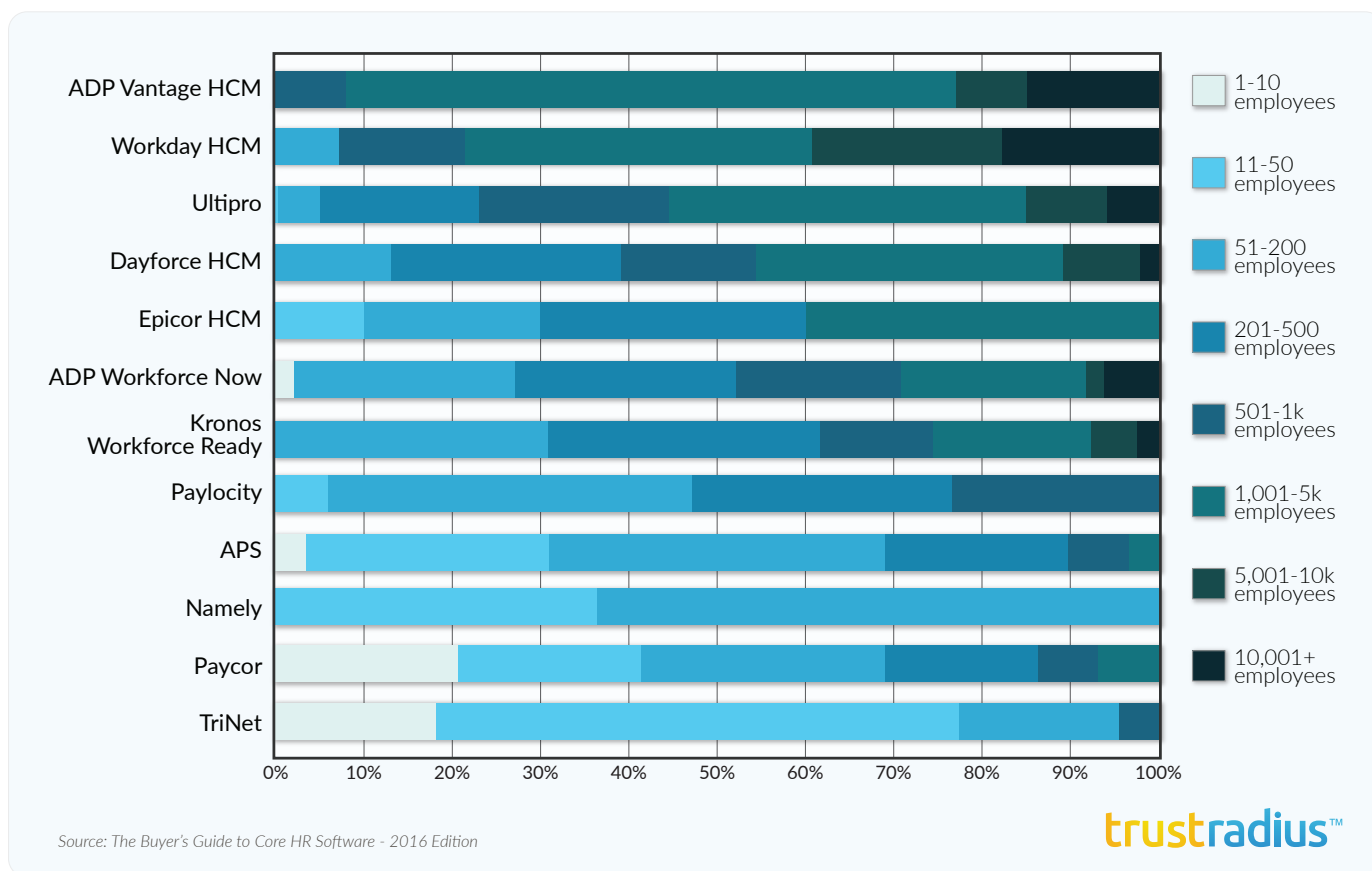
In the chart above, we show a breakdown of reviewer company sizes by product—from least complex reviewer base on the left, to most complex reviewer base on the right. As you compare products on the TrustMaps and evaluate product profiles, keep these use case distributions in mind. For example, while TriNet and Paycor are both highly rated for small businesses and mid-sized companies, Paycor's reviewer base spans a greater range of company sizes, up through small

enterprises (1,000-5,000 employees). Similarly, while Workday, UltiPro, Dayforce, and Kronos serve a mix of mid-sized companies and enterprises, ADP Vantage's reviewer base is almost entirely enterprises. It is also useful to look at the range of company sizes represented for each product, because this can be an indicator of how well/to what size the product will be able to scale with your company.

Methodology

The TrustMap™ compares Core HR software products, based on end-user satisfaction ratings and research frequency.

To be included on a particular TrustMap™, a product must have 5+ reviews and ratings in that segment. Most have many more. Additionally, at least 15% of the product's ratings and reviews must come from reviewers in that segment (to show sufficient segment focus).

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

- » Small Businesses: 1-50 employees
- » Mid-Size Companies: 51-1,000 employees
- » Enterprises: More than 1,000 employees

We have created each TrustMap on two dimensions:

1. **trScore:** The overall 'likelihood to recommend' rating - a representation of overall satisfaction - by users who have written reviews on TrustRadius.

2. **Research Frequency:** This metric reflects how often a product is researched on TrustRadius. It is measured by monthly unique page views of pages associated with a given product, including product descriptions, reviews and comparisons. Products with large installed bases or those experiencing significant growth momentum are evaluated more frequently.

The orange dotted line depicts the median user rating. All products above the orange 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.

About TrustRadius reviews

All of the reviews on TrustRadius are from authenticated end-users of the product. Before a review is published, a TrustRadius researcher verifies each reviewer's LinkedIn profile to ensure they are a real user, and vets the review itself to ensure it offers detailed insights about the product. TrustRadius will not publish any review from a vendor's current or former employees or those of any competitors.

In addition to checking the quality and legitimacy of each individual review, TrustRadius is also focused on making sure our data is representative. Vendor-led efforts to invite only known promoters to review them can artificially inflate average ratings and introduce a positive selection bias. Thus, rather than using a simple average for ratings, we have developed a more meaningful, weighted average called the trScore. More information on how the trScore works can be found here.

TrustRadius acquires reviews in a few different ways, including:

» Direct Outreach: TrustRadius scours the Internet, identifies potential reviewers with experience in products of interest, and reaches out directly.

» Community Contribution: Those who have used TrustRadius to research software products give back to the community by writing their own review.

» Vendor Solicitation: Some vendors invite their own customers to write reviews. These reviews are marked "Invited by: Vendor" on TrustRadius. When vendors introduce positive selection bias by inviting only known advocates to write reviews, our trScore adjusts for this bias.

» Review Programs: TrustRadius offers paid review management programs where TrustRadius works with vendors directly to invite their customer base to review them on TrustRadius. These reviews are subject to the same rules and procedures as any other reviews on TrustRadius, and subject to the same trScore requirements in terms of sample representativeness.

In many cases, small incentives are used to increase broad participation and motivate reviewers to write more comprehensive, in-depth reviews. TrustRadius has found that the use of incentives yields reviews from a more diverse set of users (e.g., beyond strong advocates or detractors). Incentives are never tied to a particular response in the review. More information on TrustRadius reviews can be found here.

Beyond ratings

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, customer demographics, and other insights gleaned from end-user reviews on TrustRadius.

ADP Vantage HCM
Core HR + Talent Management Software

ADP Vantage HCM is a relatively new offering from one of the giants in HR services and technology. It is designed to be an end-to-end HCM platform for acquiring, developing, and maintaining talent. (Note that with the exception of recruiting, ADP does not sell Vantage talent management as a standalone product, only as an add-on to Core HR modules.) The product is targeted at companies with over 1,000 employees, with the sweet spot being the 3-10K employee space, according to the vendor. Vantage is available in 56 countries. On average, customers use Vantage to manage employees in 1 or more countries, and use 4.1 modules— meaning they attach 3-4 things like time tracking, talent management, benefits management, etc. to the platform's payroll core. In addition to the software platform, like other ADP payroll products, Vantage HCM has a services-oriented business model.

Vantage HCM

★★★☆☆ (34)

trScore   6.4 out of 10

Company status	Public (ADP)
Customers	375
Employees on LinkedIn	49,032 (all of ADP); ~200 working on Vantage
Headquarters	Roseland, NJ
Founded	1949 (ADP); 2012 (Vantage)

Recently the vendor has focused on opening up the platform with an app marketplace of plug-and-play integrations, as well as the option to use a development kit to build your own integrations. In addition to the connectivity trend, the product is also adapting to the employee engagement trend. In April 2016, ADP launched a full redesign of the Vantage user experience, with a focus on employees and managers. One example is the new onboarding tool, which the vendor says uses video to create a more human, employee-centric experience for introductions to company culture, brand advertising, and messages from managers. The vendor continues to develop their DataCloud product, to expand from the currently available reporting, analytics, and benchmarking, with predictive analytics, embedded analytics, and a data exchange in trial. ADP leverages 3 pedobytes of data from their >600K client base, which the vendor says is the largest HCM data set available.
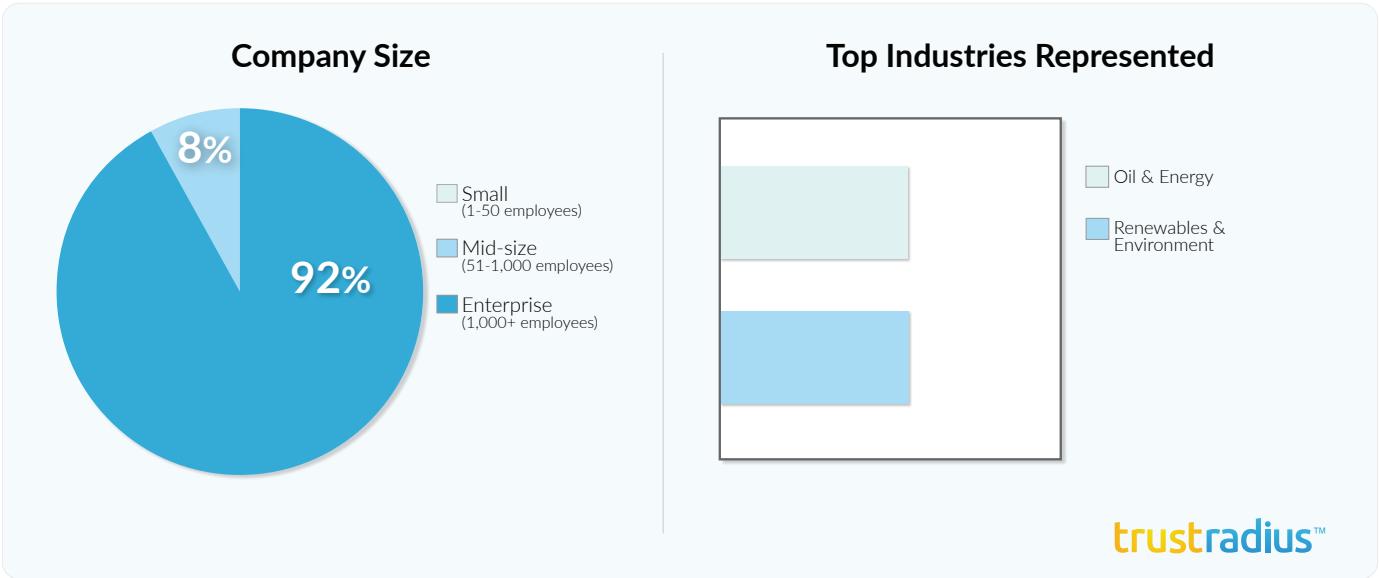
Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, ADP Vantage HCM is:

A good fit for: U.S.-based enterprises that want to work with a single HR technology vendor, where payroll and employee self-service are priorities

Most compared to: Workday HCM, ADP Workforce Now, UltiPro, and Dayforce HCM

Find detailed user ratings of Vantage HCM's Core HR and talent management features here.

ADP Vantage HCM Customer Demographics*

Company Size

8%

92%

Small
(1-50 employees)

Mid-size
(51-1,000 employees)

Enterprise
(1,000+ employees)

Top Industries Represented
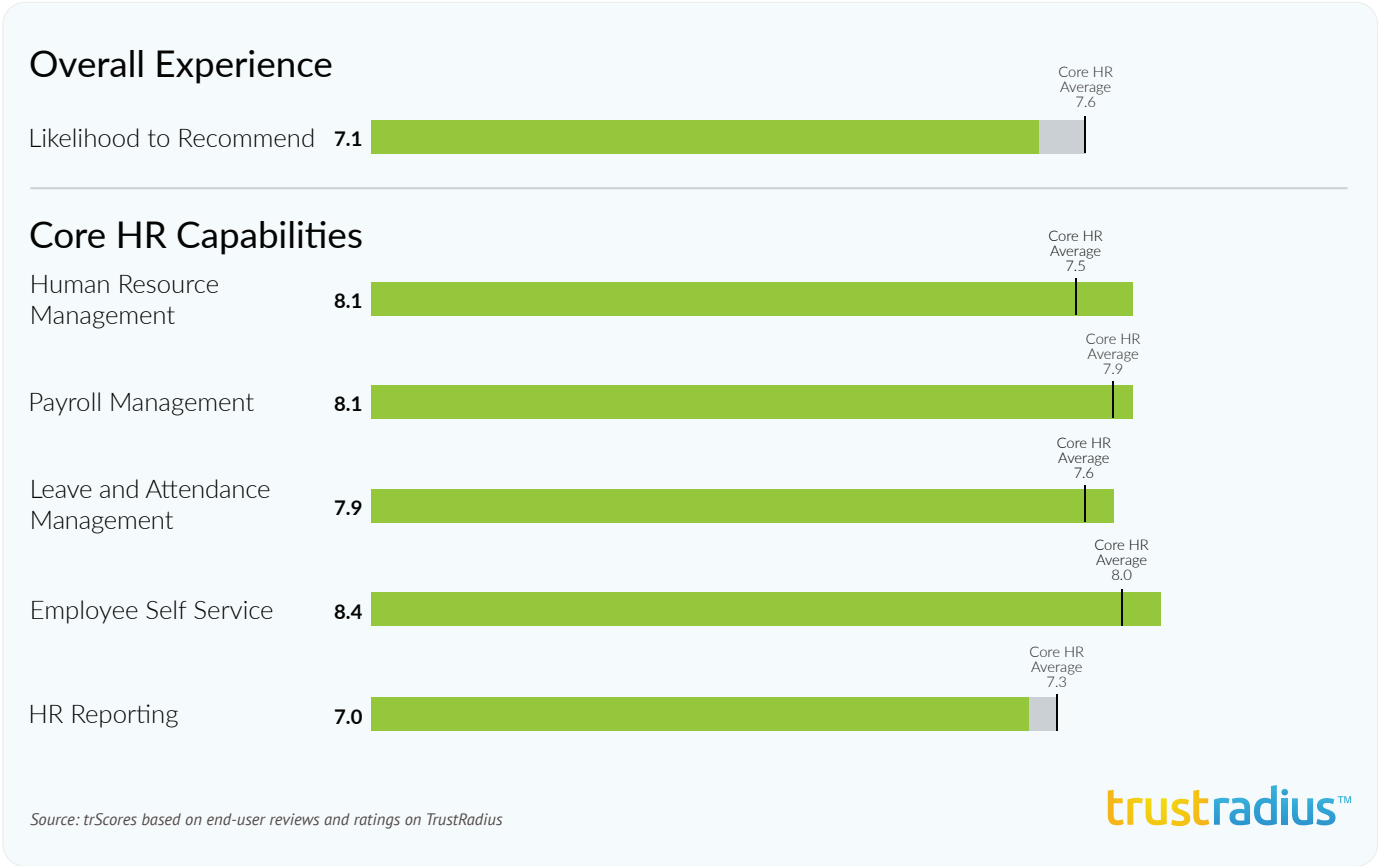
Oil & Energy

Renewables & Environment

trustradius™

*Customer demographics data is drawn from User profiles and User reviews of ADP Vantage HCM on TrustRadius. Data may not be available for all reviewers.

Summary of ADP Vantage HCM Reviews

VANTAGE HCM PROS	VANTAGE HCM CONS
Payroll » Payroll (both administration and processing services) is strong, as this is ADP's core competency.	**Still new, with room for improvement** » Vantage HCM is still a relatively new solution, compared to other ADP products and competing HCM platforms from other vendors. » Users would like to see additional R&D, both in terms of polishing existing features and adding new functionality. » A few users mentioned that Vantage has been improving, and that ADP does a good job of incorporating customer feedback into the product roadmap.
Employee self-service » Employees can update their own information and easily access tax forms, pay stubs, etc. Self-service saves time on employee requests to HR admins.	**Requesting time off** » According to users, the interface for requesting and viewing time off could be more user-friendly and simpler to navigate
Flexibility » Workflows are configurable, and users like that tasks, approvals, changes, etc. are tracked within the system. » Users also like the flexibility to add modules as needed.	**Side effects of updates** » Sometimes updates have unexpected or undesirable side effects; users would like more advance notice or the ability to prepare for these side effects. For example, users would like to be able to pre-set user permissions for new features.
Integrated HCM » Users described the Vantage HCM platform as a "one stop shop" for HR technology, since it includes integrated modules for benefits, payroll, time and labor, recruiting, performance management, learning, and compensation. » Although in the past, integration between modules has been an area for improvement, recent reviews highlight the value of Vantage's integrated HCM modules, especially compared to using multiple ADP products, or different Core HR and talent management vendors.	**Implementation** » Users would like to see a more refined implementation process. For example, more testing phases during implementation would be helpful, and there could be a smoother, more in-depth handoff process to post-implementation service reps.
User interface » The UI is user-friendly for employees, fairly user friendly for administrators (with some training and/or familiarity with other ADP products), and can be branded.	**Not optimized for complex, global organizations** » According to users, Vantage HCM is not designed for very diverse, complex organizations, and is not an optimal solution for global HCM use cases. For example, users said Vantage HCM is hard to set up with multiple subsidiary companies and/or locations, and the limitation in number of characters for employee names may not be appropriate for some cultures.

Source: (13) User reviews of ADP Vantage HCM on TrustRadius, (6) updated or written in the last year

Aggregate User Ratings of ADP Vantage HCM on TrustRadius

Overall Experience

Likelihood to Recommend **7.1**

Core HR Average 7.6

Core HR Capabilities

Human Resource Management **8.1**

Core HR Average 7.5

Payroll Management **8.1**

Core HR Average 7.9

Leave and Attendance Management **7.9**

Core HR Average 7.6

Employee Self Service **8.4**

Core HR Average 8.0

HR Reporting **7.0**

Core HR Average 7.3

Source: trScores based on end-user reviews and ratings on TrustRadius

trustradius™

Source: (13) User reviews of ADP Vantage HCM on TrustRadius, (6) updated or written in the last year

ADP Response to Reviewer Feedback

ADP continues to make significant investment in Vantage HCM in concert with clients through Product Advisory Councils and significant user research. Our focus is on continuing to enhance and simplify the user experience for all users. We plan to introduce within the next 3-6 months some incredible new features for the practitioner and administrator. In the area of implementation, we have recently introduced new tools and processes that simplify the experience and reduce implementation timeframes for our clients with more coming by the end of 2016. We also continue to expand our global footprint with over 56 countries available within Vantage and our clients have the ability to integrate with ADP Streamline for countries that are not currently available or require increased complexity. Vantage HCM offers clients not only the breadth of a complete HCM offering but also depth of product and expertise across all the pillars of HCM. We continue to invest heavily in areas like Talent (Acquisition & Management) and Benefits Administration to fulfill the complete HCM needs of our clients.

ADP Workforce Now
Core HR + Talent Management Software

Workforce Now

★★★½ (137)

tr Score 6.5 out of 10

ADP Workforce Now has four main modules: Payroll + Tax, HR & Benefits (with ACA add-on), Talent (recruiting, compensation, performance management), and Time & Labor Management. According to the vendor, 80% of customers are using more than one module. ADP also offers a DataCloud (analytics and benchmarking), Document Cloud, the ADP Marketplace, and ancillary solutions such as Retirement Services (401k), COBRA, health & spending accounts, and commuter benefits packages, which can be used with WFN.

In addition to the cloud-based software platform, WFN includes access to ADP's provides professional services network, with experts who can consult with customers around compliance issues like the Affordable Care Act. WFN is targeted towards mid-market companies with 50-999 employees.

Company status	Public
Customers	65,000+ (WFN)
Employees on LinkedIn	49,032 (all of ADP)
Headquarters	Roseland, NJ
Founded	1949 (ADP); WFN launched in 2009

The vendor says there are 6 main areas of product development underway: improving the user experience, making reporting more interactive and leveraging the vendor's mountain of big data for things like benchmarking, staying on top of changing compliance regulations, increasing connectivity across modules and with third-party tools, upgrading talent management features, and making customers less reliant on the services organization with easier implementation and more self-service pieces. The vendor says their WFN product roadmap is especially aggressive around the mobile application, and consumerization of the user experience is a theme throughout.

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, ADP Workforce Now is:

A good fit for: Mid-sized companies (with more than 100 employees but that are not too large and complex) that wish to upgrade from a paper system, payroll-only software, or other ADP products
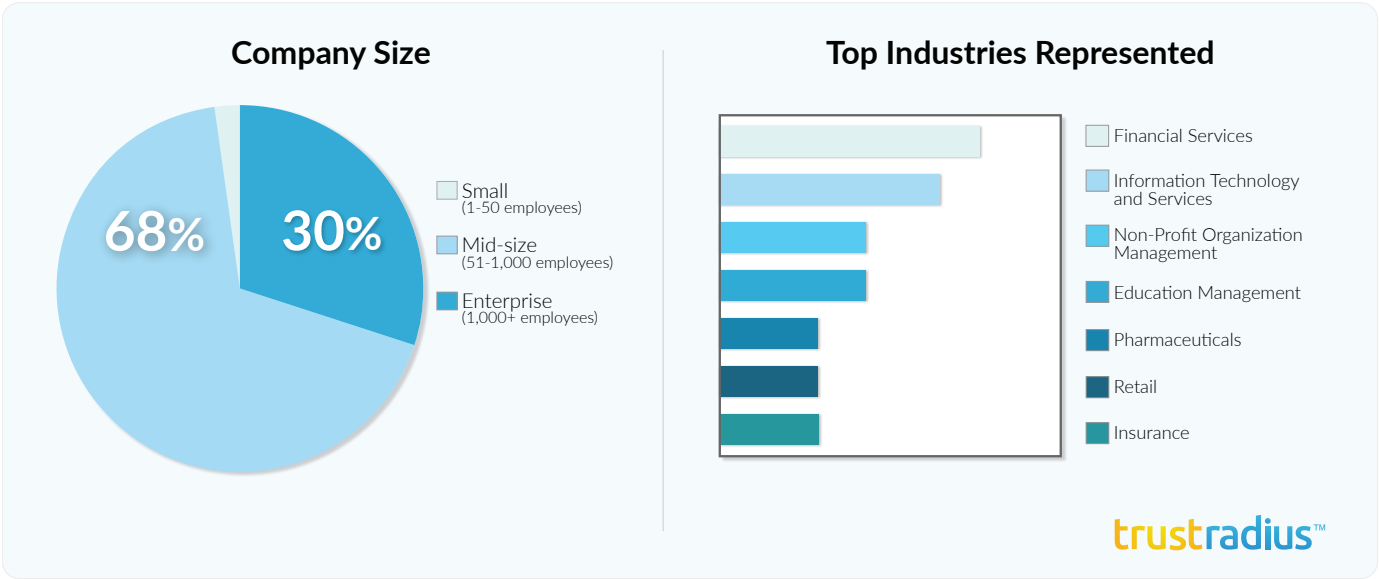
Most compared to: UltiPro, Kronos Workforce Central, Paycom, Dayforce HCM, and Paylocity Web Pay

Find detailed user ratings of Workforce Now's Core HR features here.

ADP Workforce Now Customer Demographics*

Company Size

68% 30%

- Small (1-50 employees)
- Mid-size (51-1,000 employees)
- Enterprise (1,000+ employees)

Top Industries Represented

- Financial Services
- Information Technology and Services
- Non-Profit Organization Management
- Education Management
- Pharmaceuticals
- Retail
- Insurance

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*Customer demographics data is drawn from User profiles and User reviews of ADP Workforce Now on TrustRadius. Data may not be available for all reviewers.

Summary of ADP Workforce Now Reviews

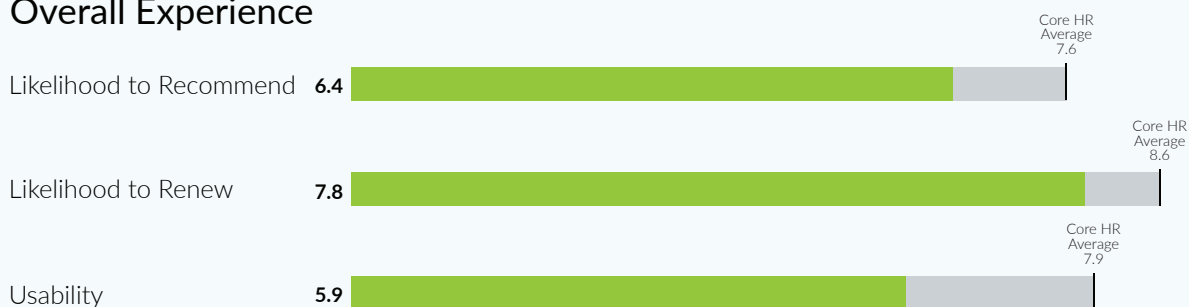| WORKFORCE NOW PROS	WORKFORCE NOW CONS
Employee self-service » Employee self-service functions are straight-forward and easy to use. (However, users say this is less true of other areas of the product, including functions for managers and HR admins.)	**Customer Service & Support** » According to users, support is a major pain point. For example, hold times are long and escalation is often required; some reps are much more knowledgeable than others. » Service and support departments are disconnected, and there are long wait times to connect and get things fixed. » Users report some positive experiences with customer service, though the reputation of bad service, and thus low expectation, overhangs even those compliments. » In general, payroll customer service is better than tech support.
Payroll processing » Payroll is ADP's core competency, and users said WFN works well for this use case.	**Integration between modules** » Users wish that modules were more fully integrated, so that data did not feel compartmentalized. For example, some said they would like to be able to view certain information in context of other information—like viewing an employee record from within the time or payroll modules.

Continued on next page.

WORKFORCE NOW PROS	WORKFORCE NOW CONS
Time tracking + payroll » Users said WFN helped solve the problem of correctly tracking time and tying time tracked to payroll. Users who had pain around mis-tracked time or complex pay period calculations often found a lot of value in WFN. » But, integration between time tracking and payroll modules gets mixed reviews—as does integration between product modules generally (see above). » Time & attendance is a strength for most users; however, a few experienced errors or malfunctions.	
Vendor is established (and familiar) » ADP is long established in the Payroll and Core HR markets. A lot of users said that one of the main reasons for purchasing WFN was an existing relationship with ADP, or because employees had previous experience with ADP, so the application and/or the vendor was somewhat familiar.	**Training** » Users said training is required in order for admins to handle the system efficiently. » Users like setup wizards and guides, but would like to see improvements to existing materials as well as additional training offered.
Reporting » Users are divided on the topic of reporting. Fans said report building is easy to use for point in time data and they liked that managers have access to reports, while critics said reports can be hard to utilize. » Across the board, users said creating custom reports can be challenging.	
HRIS » WFN is a straightforward system of record. Users said it's good as an HRIS, if you're willing to accept that you won't have best-in-class functionality for everything.	**Talent management** » Performance management and other talent-related features are still very basic and hard to use. Users prefer to use external solutions for talent management instead.
	User interface » The UI has room for improvement. Users said the screen design is clunky, outdated, and not very configurable. » Some users said the UI is improving, though. For example, updates have made it more navigable, more visually appealing, and easier to use.

Source: (48) User reviews of ADP Workforce Now on TrustRadius, (32) updated or written in the last year

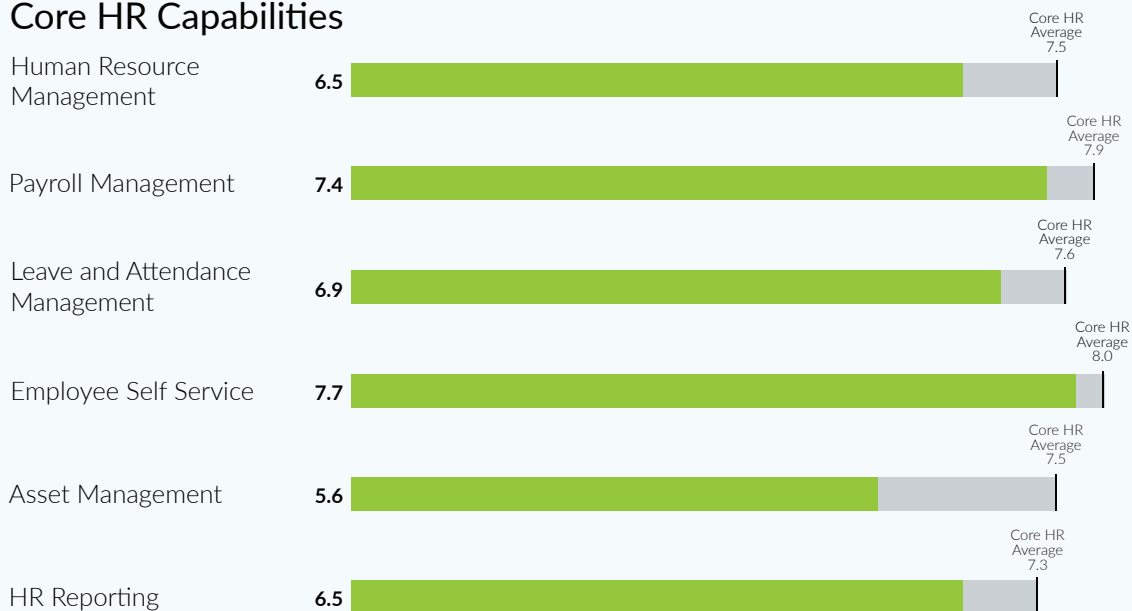# Aggregate User Ratings of ADP Workforce Now on TrustRadius

Overall Experience

Likelihood to Recommend   **6.4**
Core HR Average 7.6

Likelihood to Renew   **7.8**
Core HR Average 8.6

Usability   **5.9**
Core HR Average 7.9

Reliability

Performance   **4.3**
Core HR Average 7.0

Client Services

Implementation   **4.2**
Core HR Average 6.9

Core HR Capabilities

Human Resource Management   **6.5**
Core HR Average 7.5

Payroll Management   **7.4**
Core HR Average 7.9

Leave and Attendance Management   **6.9**
Core HR Average 7.6

Employee Self Service   **7.7**
Core HR Average 8.0

Asset Management   **5.6**
Core HR Average 7.5

HR Reporting   **6.5**
Core HR Average 7.3

Source: trScores based on end-user reviews and ratings on TrustRadius

trustradius™

Source: (48) User reviews of ADP Workforce Now on TrustRadius, (32) updated or written in the last year

ADP Response to Reviewer Feedback

The ADP Workforce Now® product roadmap is focused on rapid deployment and ongoing improvement in key areas that include:

» User experience: client enablement and self-service, workflow improvements, simplicity without sacrificing completeness

» Tools for driving business insights: streamlined reporting for clients to analyze their own data and trends, enhancements to benchmarking and analytics tapping into ADP's DataCloud and its massive aggregated data set

» Connectivity and openness: ongoing expansion of ability to move data in and out of Workforce Now via the ADP Marketplace 3rd party partners and direct APIs to create seamless experiences for practitioners and employees

» Talent: improvements to recruiting and on-boarding candidates, getting the most out of your workforce

» Client implementation: acceleration of client on-boarding via tools, processes and best practices; decreasing time to adoption

In addition to constant product improvements and innovation, the services and support surrounding ADP Workforce Now® are the beneficiaries of significant investment in staffing, training, tools and resources as part of a continuous goal to deliver outstanding client experiences.

APS
Core HR Software

APS is a national workforce management and cloud-based HR solution provider. The online platform includes Core HR, payroll, time and attendance with scheduling (including manager and employee self-service), ACA compliance and reporting services, and recruiting and onboarding services, accessible from any device. APS integrates with point-of-sale systems for retail environments, accounting software, and benefits/retirement plans, as well as to third-party time and attendance systems. APS is Top Rated by reviewers in both the small business and mid-sized company segments.

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, APS is:

A good fit for: Small businesses and mid-sized companies in service industries that need an unified database for time tracking and payroll and don't want to pay for lots of other bells and whistles

Most compared to: Paylocity Web Pay, UltiPro, and Namely

Find detailed user ratings of APS's Core HR features here.
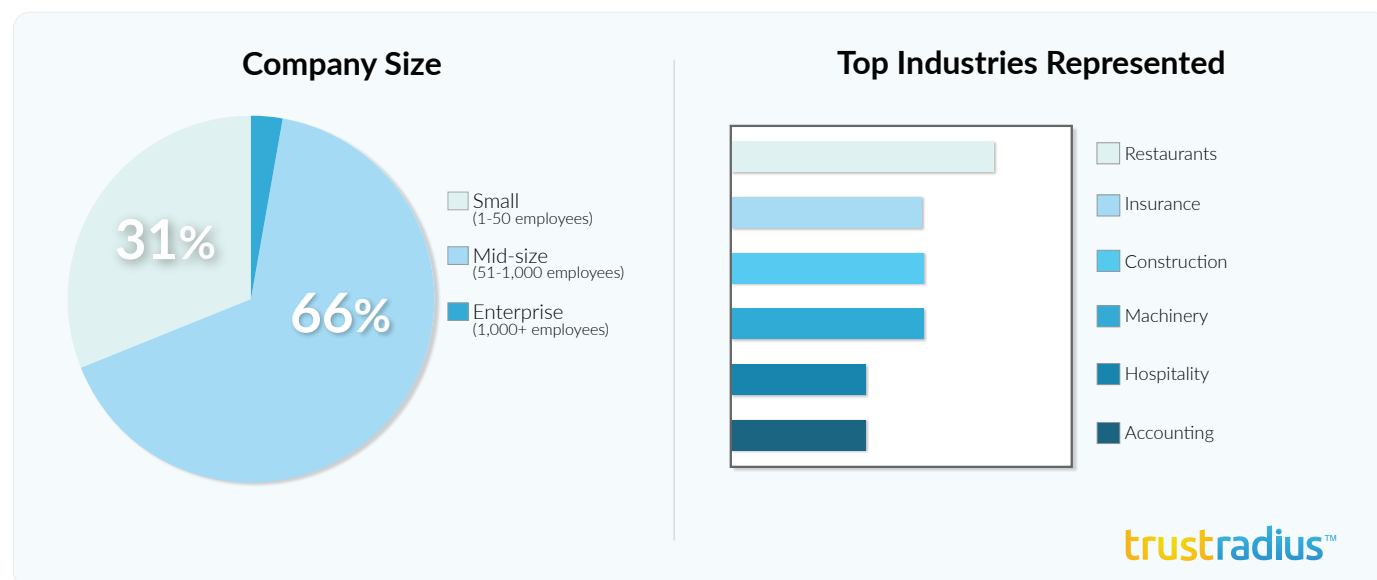
★★★★½ (37)

trScore 8.7 out of 10

TOP RATED
CORE HR SOFTWARE
trustradius™
2016

Company status	Public
Customers	3,000
Employees on LinkedIn	61
Headquarters	Shreveport, LA
Founded	1996

APS Customer Demographics*

Company Size

31%

66%

- ☐ Small (1-50 employees)
- ☐ Mid-size (51-1,000 employees)
- ■ Enterprise (1,000+ employees)

Top Industries Represented

- ☐ Restaurants
- ☐ Insurance
- ☐ Construction
- ■ Machinery
- ■ Hospitality
- ■ Accounting

trustradius™

*Customer demographics data is drawn from User profiles and User reviews of APS on TrustRadius. Data may not be available for all reviewers.
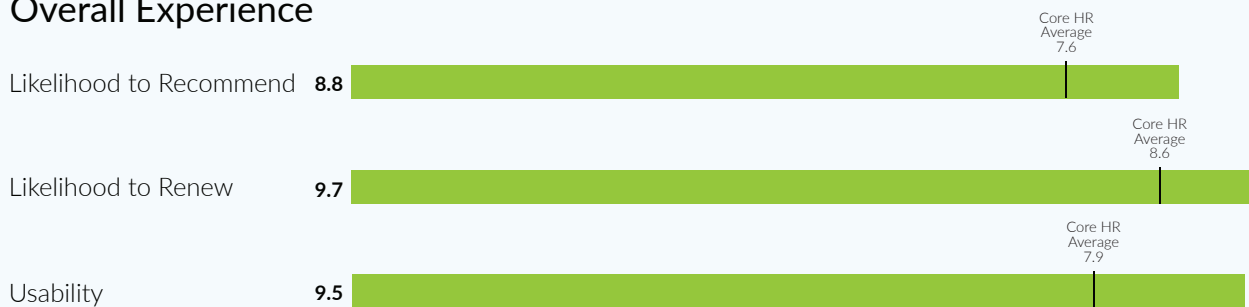
Summary of APS Reviews

APS PROS	APS CONS
Boutique customer service » Users like having designated reps for support, tax services, etc. whom they can contact directly. Reps are responsive and very helpful.	**Benefits administration** » Users say that benefits administration has some limitations—APS cannot accommodate all types of benefits and enrollments—and it could be easier to connect to insurance carriers.
Reporting in general gets mixed reviews » Some users said reports were easy to build and that APS worked with them to create custom reports if the reports they needed were not available. » Other users had various issues with reporting in APS. For example, users said reports are not always accurate, reports are hard to audit, reporting across multiple areas or business units is inefficient because it requires the user to run multiple reports and manually combine them, and Excel/CSV downloads for external reporting are cumbersome.	
Payroll processing + time tracking » This is the key use case. Users said payroll processing and time tracking are easy to understand, and are well integrated. » Users said APS works well for tracking time worked on specific projects and/or at specific remote sites.	**Time off tracking** » Time off tracking and accruals have room for improvement. Due to system limitations, some users needed to enter/adjust data manually, or re-calculate balances that were lost.
Better value than alternatives » Users tout APS's cost-effectiveness. The customer service, usability, and price are much better with APS than with ADP and Paychex, according to users who had used or evaluated those products in the past.	**Navigating through employee records** » Some users would like to see more intuitive navigation through employee records. They have various suggestions about formats that would be more intuitive, such as employee snapshots, scrollable lists of staff members, or a search bar at the top of every screen.
New hires / terminations » It is easy to set up new employees in the system, update employee information, and process employee terminations.	**Multi-state taxes** » A couple of users said handling differential state tax laws was a weak point of APS, such as worked-in vs. lived-in states for commuters, or employees distributed across multiple states where APS was less familiar with the tax laws.
Flagging and alerts » Users like the ability to set up alerts about upcoming deadlines, and create limiters to red flag paychecks that need to be checked manually (such as if an employee has exceeded overtime for the period).	
Useful for Finance & Accounting » APS reports and the general ledger module are useful and user-friendly for finance and accounting departments or partner firms/ agencies, if outsourced.	

Source: (29) User reviews of APS on TrustRadius, all updated or written in the last year
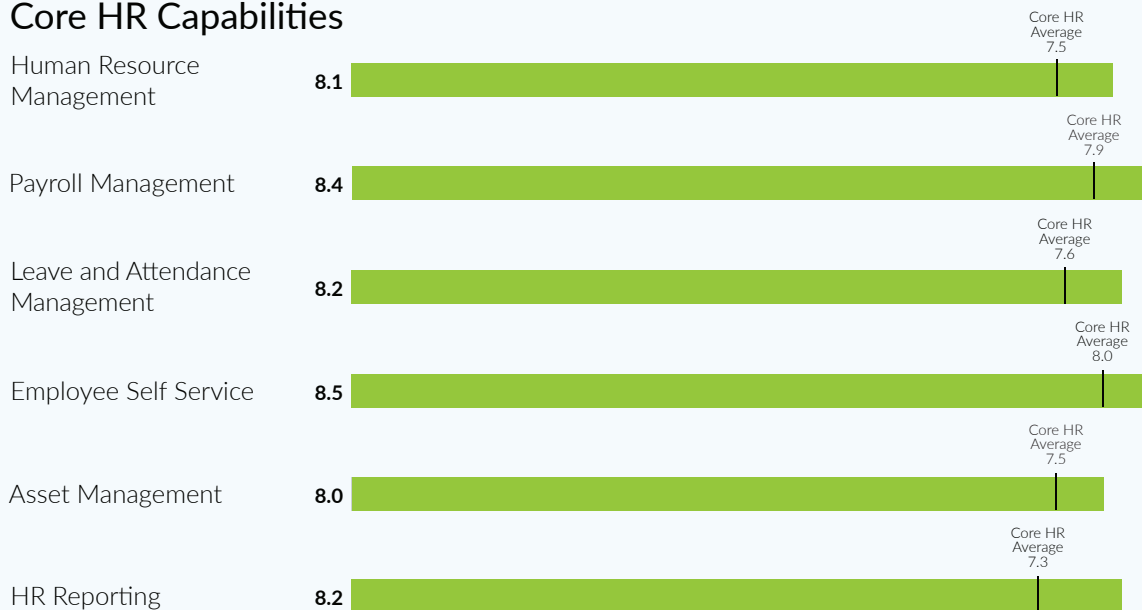
Aggregate User Ratings of APS on TrustRadius

Overall Experience

Likelihood to Recommend **8.8** — Core HR Average 7.6

Likelihood to Renew **9.7** — Core HR Average 8.6

Usability **9.5** — Core HR Average 7.9

Client Services

Support **9.4** — Core HR Average 8.0

Implementation **8.7** — Core HR Average 6.9

Core HR Capabilities

Human Resource Management **8.1** — Core HR Average 7.5

Payroll Management **8.4** — Core HR Average 7.9

Leave and Attendance Management **8.2** — Core HR Average 7.6

Employee Self Service **8.5** — Core HR Average 8.0

Asset Management **8.0** — Core HR Average 7.5

HR Reporting **8.2** — Core HR Average 7.3

Source: trScores based on end-user reviews and ratings on TrustRadius

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Source: (29) User reviews of APS on TrustRadius, all updated or written in the last year

APS Response to Reviewer Feedback

APS helps businesses in all industries increase efficiency, streamline the reporting process, and drive growth for their organizations. We designed APS to scale and meet the needs of growing mid-sized organizations – from those who are adopting their first unified workforce management solution, to those that are rapidly expanding their offerings and locations. Our largest customers have hundreds of users on the system, manage multiple entities, and operate all over the United States.

We have a flexible system that is designed to take advantage of all the possibilities and benefits of a true, unified database solution. APS offers technology designed to be a best-in-class Software as a Service (SaaS) that connects in a straightforward manner with other best-in-class business systems. We offer a variety of pre-built integrations through APIs as well as the APS Enterprise Integration Platform (EIP). We also partner with best-of-breed organizations to bring added value to joint clients.

From implementation to customer support, we provide our customers with a full spectrum of services to help them realize the true potential of their investment. We continue to be proactive in our support efforts to meet the needs of our growing customer base. All of our account managers are certified payroll experts as well as product experts. Each APS customer works with a dedicated account manager who is just a phone call, chat, or email away. We also offer a customer Help Center for additional support materials and access to videos and tutorials.

Ceridian Dayforce HCM
Core HR + Talent Management Software

★★★★☆ (101)

trScore 7.9 out of 10

TOP RATED
CORE HR SOFTWARE
trustradius™
2016

Formerly, services were the "bread and butter" of Ceridian—the company grew through mergers and acquisitions, and sold several mainframe and hosted payroll products. But over the past few years, Ceridian acquired the Dayforce platform (April 2012) and sold off many of its services components. The vendor also spun off Lifeworks, a wellness-focused work/life balance product, into a separate entity. Now Ceridian's Core HR offerings are much simpler. Buyers can choose Dayforce (single application, single codebase, one database) or, in Canada, they offer Powerpay for small businesses. Both are cloud products and include tax filing service and compliance features—which the vendor considers to be one of its big differentiators from competitors like Oracle and SAP. As of Q3 2016, the vendor reports 59% YoY revenue growth.

Ceridian's goal is for Dayforce to be a global HR solution; currently 95% of revenue comes from North America, but the vendor is hoping to expand markets elsewhere, and is adding/marketing product features related to global HR. For example, Dayforce can connect to local payment solutions in different parts of the world and aggregate a global payroll, rather than requiring another vendor/partner to accomplish this.

Company status	Public
Customers	3,000
Employees on LinkedIn	158 (3800 reported by vendor)
Headquarters	Minneapolis, MN
Founded	2009 (Dayforce)

Today the Dayforce application includes full Payroll, Tax, Benefits, HR, and Talent Management Capabilities, creating a single application for Human Capital Management with one employee record, one user experience, and one rule engine. There are three flavors of Dayforce: Dayforce HCM (must include payroll, other modules such as recruiting, strategic onboarding, performance management, etc. are optional), Dayforce Go (designed for businesses with less complexity; it is less expensive, quick to implement, but not as customizable), and standalone Workforce Management, which is mainly aimed at large retailers who want to replace on-premise solutions. Major platform upgrades happen three times per year, which the vendor says is consistent with the rest of the Core HR industry. Dayforce HCM is Top Rated by reviewers at enterprises.

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, Dayforce HCM is:

A good fit for: Mid-sized companies and enterprises in the U.S. where mobile functionality for employees, managers, and admins is important, and that want to leverage labor optimization analytics
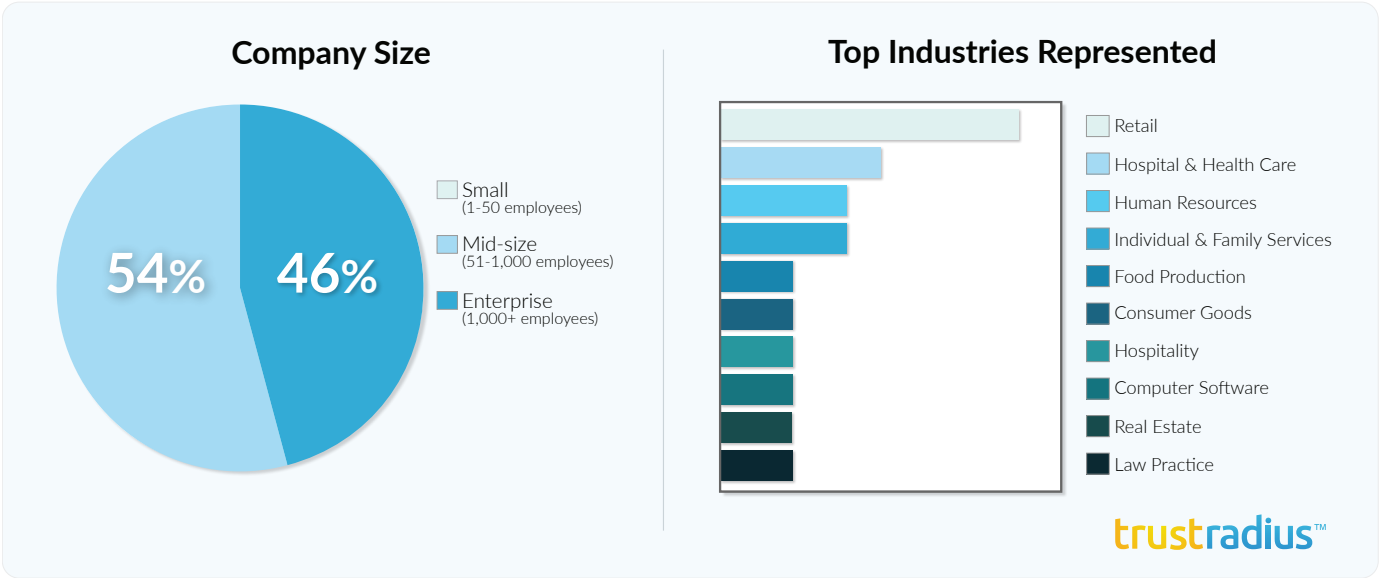
trustradius™

Most compared to: ADP Workforce Now, Workday HCM, UltiPro, ADP Vantage, and Kronos Workforce Central

Find detailed user ratings of Dayforce HCM's Core HR and talent management features here.

Dayforce HCM Customer Demographics*

Company Size

54% 46%

☐ Small
(1-50 employees)
☐ Mid-size
(51-1,000 employees)
■ Enterprise
(1,000+ employees)

Top Industries Represented

☐ Retail
☐ Hospital & Health Care
■ Human Resources
■ Individual & Family Services
■ Food Production
■ Consumer Goods
■ Hospitality
■ Computer Software
■ Real Estate
■ Law Practice

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*Customer demographics data is drawn from User profiles and User reviews of Ceridian Dayforce HCM on TrustRadius. Data may not be available for all reviewers.

Summary of Dayforce HCM Cloud Reviews

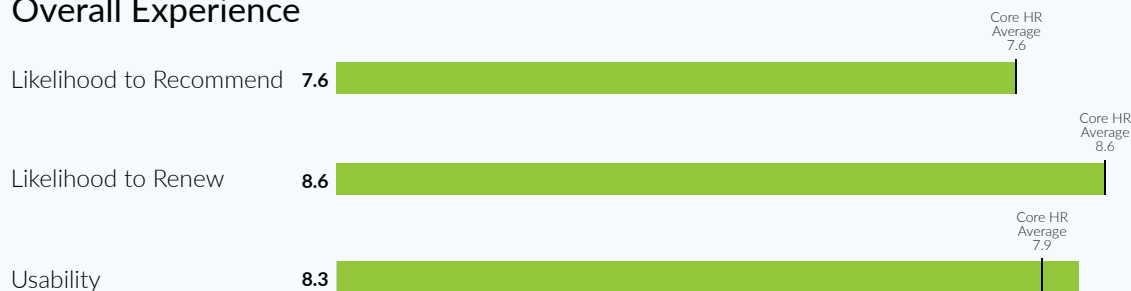| DAYFORCE HCM PROS	DAYFORCE HCM CONS
User interface » The UI is streamlined, intuitive, and easy to use.	**Support** » Dealing with support is time intensive. Slow resolution remains a major pain point. » Although in the past users have felt like their tickets were getting lost in a black hole, the new support portal is getting better and reps are responding more promptly to acknowledge (if not solve) the issue. » Several users said that while they weren't always satisfied with the time it took or the answers they received from support, they felt that the vendor made a good effort to work with them and was invested in their success.
Data for decision-making (labor optimization) » Although the report builder still has room for improvement, users said Dayforce labor analytics are strong, and provide managers and executives with useful data for more strategic, proactive decision-making. » For example, Dayforce helps users coordinate multiple locations, variable shifts, and employees floating between locations, and balance specialized with fluctuating demands, such as in an emergency room or a musical instrument emporium. » Integrated real-time data, dashboards, forecasting, and trends are specific elements users called out as strong for this use case.	**Report builder is improving, but still needs work** » Users would like the report builder to be more flexible and more user-friendly for complex/custom reporting. » A few users said the new business intelligence and analytics reporting tool is strong.
Mobile app » The mobile app excels for all types of users—admins, managers, and employees—whereas users said alternative products tended to focus on the employee self service mobile experience but be more limited on the admin/manager side.	**New releases** » While users appreciate that the platform is constantly improving, the pace of updates was too frequent for some, who felt like they were constantly reorienting themselves to new settings and effects of the release. » For users who moved to Dayforce from an on-premise or hosted solution, the fact that they do not control the release schedule themselves was also an adjustment. » The product as a whole is still relatively new, and some functionality is buggy or less mature than alternatives. Users found errors and exceptions difficult to troubleshoot.
Flexible rules for comp. and scheduling » Users said Dayforce enables them to configure very complex pay policies and scheduling rules, which were key requirements for their use cases. » Dayforce also allows users to test rules before deploying them system-wide.	**Not yet a global solution** » Users said Dayforce is currently only suited to organizations located within the U.S., but they are looking forward to the development of features for global use cases (like the ability to handle multiple currencies), since the system's configurability and labor analytics would be useful for managing a global workforce.

DAYFORCE HCM PROS	DAYFORCE HCM CONS
Payroll processing » Payroll processing is efficient, and tools for auditing are helpful. » Many users said Dayforce helped them increase payroll accuracy and maintain compliance with federal laws and internal pay policies.	**Benefits administration is challenging** » Some users said benefits administration is challenging; this is likely a function of the complexity of their use case, as well as the changing legal requirements around benefits. Note that in general, users said Dayforce helped with ACA management and creating 1095s.
Scheduling, Time & Attendance » Dayforce has strong workforce management features, including a robust schedule builder and T&A module.	
Single platform » Users like that Dayforce is an integrated solution for all HR records. They note that using one centralized system is a big advantage over using multiple point solutions, or using separate systems for each location/subsidiary. » Employees have a single profile with all of their information. Timecards, paychecks, and benefits can be managed coherently, even if they work at multiple sites.	

Source: (46) User reviews of Ceridian Dayforce HCM on TrustRadius, (41) updated or written in the last year
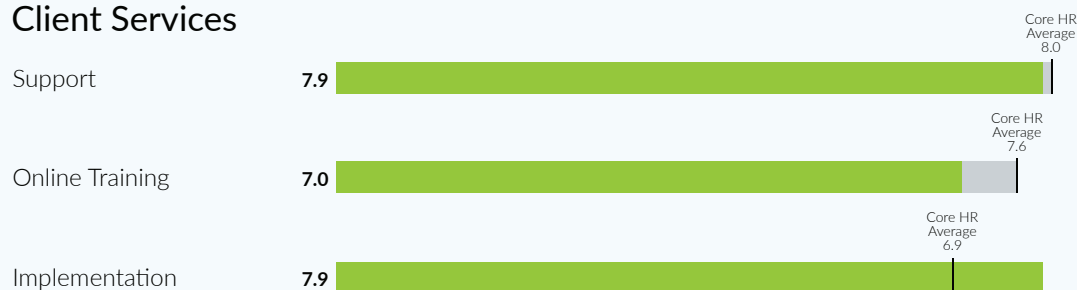
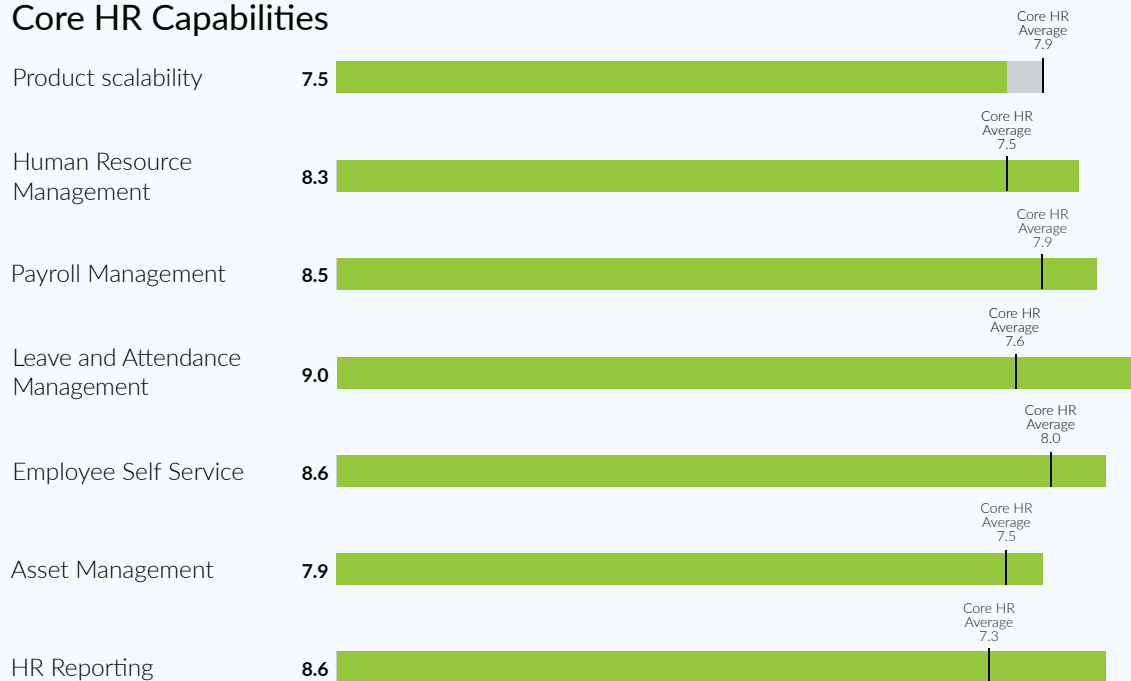# Aggregate User Ratings of Dayforce HCM on TrustRadius

Overall Experience

Likelihood to Recommend   **7.6**
> Core HR Average 7.6

Likelihood to Renew   **8.6**
> Core HR Average 8.6

Usability   **8.3**
> Core HR Average 7.9

Reliability

Availability   **6.1**
> Core HR Average 7.5

Client Services

Support   **7.9**
> Core HR Average 8.0

Online Training   **7.0**
> Core HR Average 7.6

Implementation   **7.9**
> Core HR Average 6.9

Core HR Capabilities

Product scalability   **7.5**
> Core HR Average 7.9

Human Resource Management   **8.3**
> Core HR Average 7.5

Payroll Management   **8.5**
> Core HR Average 7.9

Leave and Attendance Management   **9.0**
> Core HR Average 7.6

Employee Self Service   **8.6**
> Core HR Average 8.0

Asset Management   **7.9**
> Core HR Average 7.5

HR Reporting   **8.6**
> Core HR Average 7.3

Source: trScores based on end-user reviews and ratings on TrustRadius

trustradius™

Source: (46) User reviews of Ceridian Dayforce HCM on TrustRadius, (41) updated or written in the last year

Ceridian Response to Reviewer Feedback

Ceridian has listened to customer feedback and strategized their support structure re-modeling accordingly. We instituted a Pod support model which has driven huge results, setting up small groups of 10-12 people with specialized skills, who support a limited number of customers which have been logically assigned based on several elements such as employee count, geography, and vertical markets, in order to provide 24x7 support around the world.T he support team is also growing rapidly (50% year over year) with large investments in ongoing training, and a focus on achieving the right mix of technology and domain expertise.

Ceridian has also rolled out a customer information sharing portal, whereby new and old clients can gain insight as to how to best utilize Dayforce in specific situations. Ceridian has streamlined the customer experience and provided single point of ownership, enhancing support accountability as well as the timing and quality of feedback.

With regards to reporting, Ceridian has introduced a new concept and capability in their solution called 'HCM Anywhere' which enables access to Dayforce HCM data from the applications and devices that people use most frequently on their own, in their day-to-day lives (e.g. Outlook, Excel, etc.). Ceridian believes that, in an ideal world, consumers do not want to use an extra application for HCM. The expectation will be to manage one's day-to-day activities and people with the applications they already use. Users can stay inside their common applications but still have access to all of their HCM Data without having to jump out of where they are working—for example, with new OData Integration capabilities users can securely access HCM data in an Excel workbook or database and automatically generate spreadsheets that update in real-time.

Regarding Benefits, Dayforce has made administering the Affordable Care Act (ACA) an effectively governed process by providing automation when clients have to define calendars, manage coverage, calculate eligibility, evaluate affordability, and offer benefits to eligible employees. They added Year-End IRS reporting automating most of the steps required for 1095C and 1094C forms. This ensures the filings are accurate, compliant and using up-to-date information. Ceridian is the only vendor that can automatically generate these filled out forms.

Ceridian has also invested for growth in Europe and abroad. The organization has formed a strategic partnership with SD Worx, a top player in Europe for payroll processing and managed services, for local data processing and local domain knowledge. Through this partnership, Ceridian's coverage extends to over 80 countries worldwide, with 16 more countries on the current product roadmap.

Epicor HCM
Core HR Software

Like many of the big players in the HR technology space, Epicor is primarily an ERP vendor. Epicor Software provides industry-specific ERP, HCM, Financial Management, Supply Chain Management, and Manufacturing Execution Systems software for companies in the manufacturing, distribution, retail, and service industries. Epicor HCM is a human resources management system (HRMS). It is available as an on-premise, hosted, or cloud solution, making it one of the few options for companies that may still require a private instance for their Core HR system. In addition to providing a system of record for administrators, self-service access to the HRMS is available to employees and managers.

trScore   5.7 out of 10

⭐⭐⭐½☆ (13)

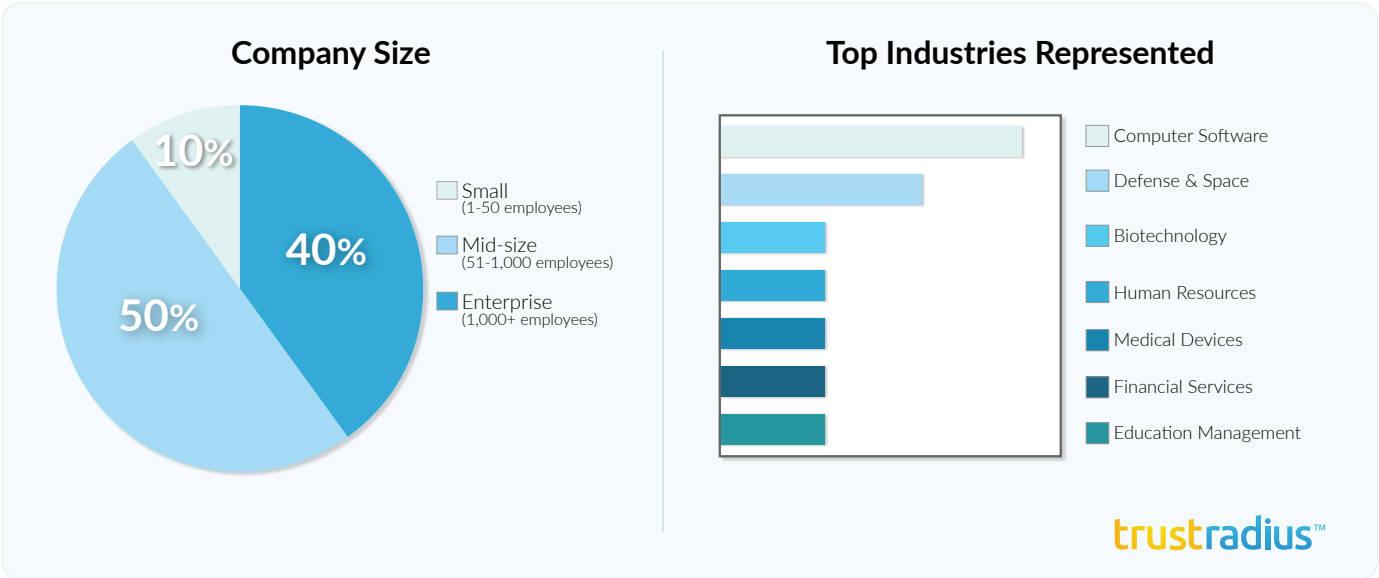|	
Company status	Private
Customers	400
Employees on LinkedIn	3,816
Headquarters	Austin, TX
Founded	1972

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, Epicor HCM is:

A good fit for: Mid-sized companies and enterprises that need a highly configurable database for tracking HR and talent-related records and have technical database skills in-house to handle reporting, and that have a sizable budget for product support

Most compared to: Workday HCM, Oracle PeopleSoft HCM, Vista HRMS, UltiPro, and ADP Workforce Now

Find detailed user ratings of Epicor HCM's Core HR features here.

Epicor HCM Customer Demographics*

Company Size

- 10% Small (1-50 employees)
- 40% Mid-size (51-1,000 employees)
- 50% Enterprise (1,000+ employees)

Top Industries Represented

- Computer Software
- Defense & Space
- Biotechnology
- Human Resources
- Medical Devices
- Financial Services
- Education Management

trustradius™

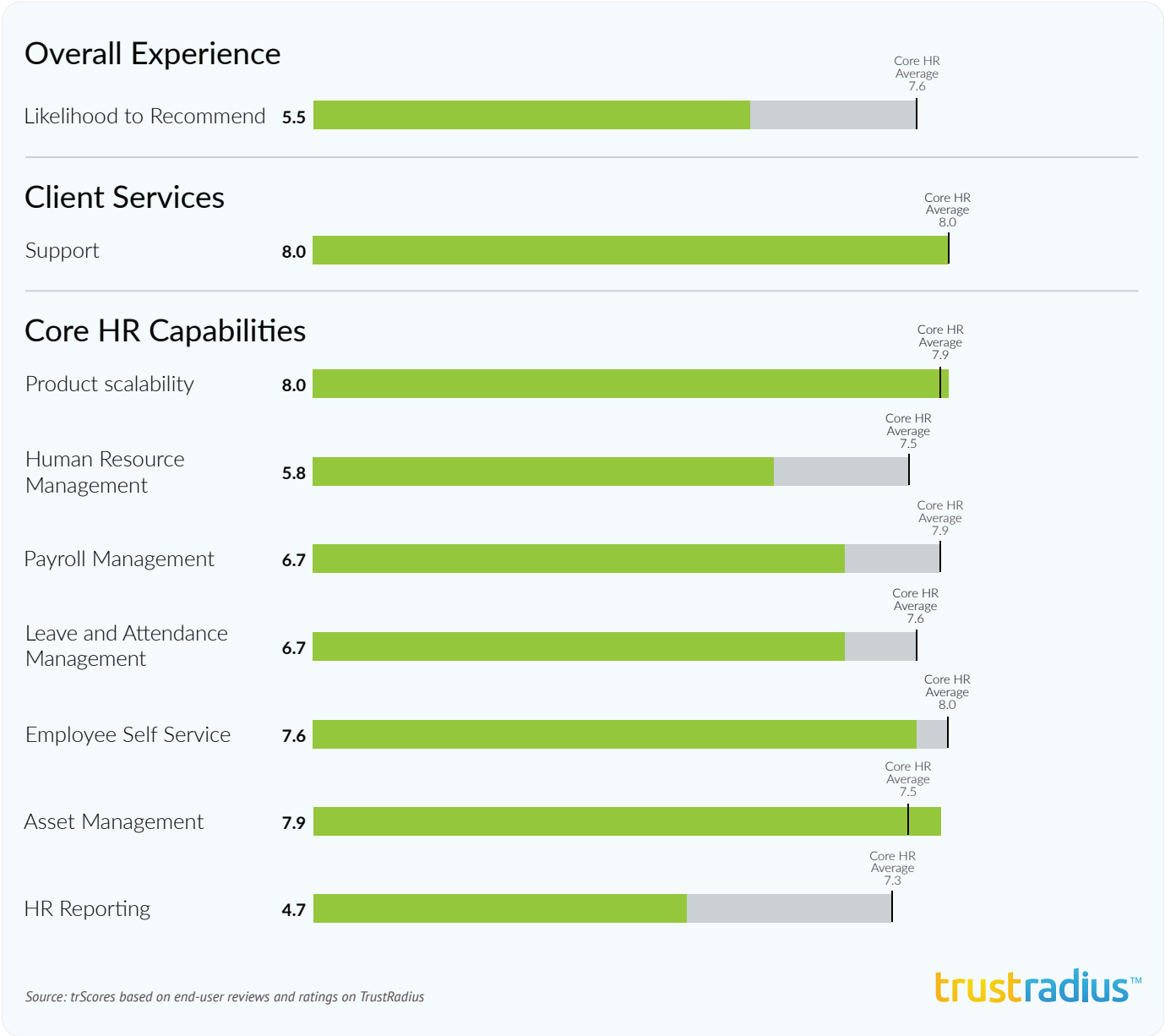*Customer demographics data is drawn from User profiles and User reviews of Epicor HCM on TrustRadius. Data may not be available for all reviewers.

Summary of Epicor HCM Reviews

EPICOR HCM PROS	EPICOR HCM CONS
Configurable routing, alerts, and security » Users said that Epicor HCM allows them to configure various processes and automations to precisely match their business process, including complex routing of tasks and documents for approval, automated alerts and notifications, and user permissions by department/position. » However, several users said these configurations are tricky to set up initially.	**Reporting & analytics** » Standard reports did not meet most users' requirements, so they needed to either build custom reports (which was difficult) or use a 3rd party tool, such as Microsoft or Crystal Reports. Instead, users would like to see more robust embedded reporting included within the tool. » Users said SQL and other technical database skills are necessary to do reporting with Epicor HCM.
Flexibility » In general, users said they selected Epicor HCM because of its flexibility. » Conversely, they warned that Epicor HCM's flexibility can add an inordinate amount of complexity to maintenance and troubleshooting, which are costly due to very high rates for phone support and professional services.	**Support is inconsistent and expensive** » Support is inconsistent and Epicor charges a high hourly rate for support. » Users had a variety of complaints about support, including inefficient escalation processes, lack of knowledgeable support staff, slow bug resolution, and the feeling that support was intentionally opaque in order to invoice maximum fees. » A couple of users described positive experiences with support—these users tended to have strong, longstanding relationships with a particular representative that had worked on the product for many years.
All-in-one system of record » Users appreciate the single sign on to combined databases for applicant records, employee training/certification records, and other HRIS records. » Note that Epicor HCM is primarily a database, which is a more traditional approach to HR technology. Whereas in newer systems users take actions like pay employees, apply to jobs, conduct performance reviews, complete training courses, etc., with Epicor HCM, users integrate to 3rd party products for payroll, recruiting, learning management, etc. (and track it all in Epicor).	**Buggy database = questionable data integrity** » According to users, the database is buggy and requires frequent auditing, because data is sometimes deleted, incorrect, or dropped from reports erroneously. For example, users reported bugs with payroll, in the tax editor, and with multiple employee address entry. » Some users said they thought bugs in the underlying database were the result of personalizing the look and feel of their UI, which they found confusing. » System upgrades are slow to be developed and introduce new bugs when released.
	Steep learning curve » Users cautioned that there is a steep learning curve. » A few more technical reviewers and consultants said the product is easy to use, however, they were in the minority.
	Open enrollment » The open enrollment processes is outdated, confusing, and slow; all submissions require a full review by HR administrators.

Source: (10) User reviews of Epicor HCM on TrustRadius, (6) updated or written in the last year

Aggregate User Ratings of Epicor HCM on TrustRadius

Overall Experience

	Core HR Average 7.6
Likelihood to Recommend **5.5**	

Client Services

	Core HR Average 8.0
Support **8.0**	

Core HR Capabilities

	Core HR Average
Product scalability **8.0**	7.9
Human Resource Management **5.8**	7.5
Payroll Management **6.7**	7.9
Leave and Attendance Management **6.7**	7.6
Employee Self Service **7.6**	8.0
Asset Management **7.9**	7.5
HR Reporting **4.7**	7.3

Source: trScores based on end-user reviews and ratings on TrustRadius

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Source: (10) User reviews of Epicor HCM on TrustRadius, (6) updated or written in the last year

Epicor Response to Reviewer Feedback

Thank you for the feedback. We value your opinion as it's a critical part of our process to understand how to improve our products and services and deliver the highest quality customer service.

Epicor HCM is designed around the unique operational needs of human resource professionals. We're constantly investing in key areas to help you save time and deliver faster return on investment (ROI), including:

» Enabling both employees and candidates through self-service to save time and improve communication.

» Empowering customers by offering a choice of deployment options including on-premises, hosted or in the cloud.

» Allowing customer flexibility for integrating to the payroll and benefit vendors of your choice.

» Increasing productivity while maintaining data integrity through workflow routing and alerts.

» Extending the value beyond feature-rich core functionality with expanded performance, training, and recruiting modules to support company growth.

 In the latest release of Epicor HCM, users will experience:

» Enhanced leave capabilities.

» Strategic recruiting integrations to increase ROI.

» Updated technology support and advanced security options for user system and data access.

Coming up, Epicor HCM will be providing:

» Enhanced mobile capabilities for candidate, employee, and manager users.

» Expanded international capabilities for the UK region.

» Strategic integrations to ADP Workforce Now® payroll solutions.

» An updated user experience with expanded configuration and personalization tool.

Please contact us for more information, or to learn more about our customers' experiences with Epicor HCM take a look at some of our video customer success stories.

Kronos Workforce Ready
Core HR + Talent Management Software

KRONOS®

★★★★☆ (71)

trScore   7.6 out of 10

TOP RATED
CORE HR SOFTWARE
trustradius™
2016

When the company was founded in 1977, Kronos Incorporated originally manufactured timeclocks. Since 1987 Kronos has been a software provider, with workforce management-oriented HCM products like Kronos Workforce Central—their flagship product, aimed at enterprises and now in its 8th version—and Kronos Workforce Ready, which launched in 2012. The vendor says they see WFR as an especially good value for the 100 to 2,500-employee market, but that it is scalable across a broad range of company sizes, from SMBs up to large enterprises. For example, WFR's largest customer, G.E., has around 100K employees. The vendor says WFR's emergence and growth is due to a trend of not only large enterprises, but also smaller companies looking for a single solution for Core HR, payroll, workforce management, talent management, etc. One of the vendor's goals is to bring talent management to a wider audience, including salaried and hourly workforces, which have not traditionally been the focus of talent suites.

Workforce Ready modules span Core HR, benefits administration, ACA compliance management, payroll, recruiting and hiring, onboarding, talent management (performance management and compensation management), as well as a mobile app. It is available in English (US & UK), French (Canada & France), Spanish, and Dutch. Within the WFR customer base, the most common verticals are services & distribution, retail, public sector, manufacturing, and healthcare. Workforce Ready is Top Rated by reviewers at mid-sized companies and enterprises; note that our threshold for enterprises is >1,000 employees.

Company status	Private
Customers	30,000 (all of Kronos)
Employees on LinkedIn	5,460 (all of Kronos)
Headquarters	Chelmsford, MA
Founded	1977 (Kronos); 2012 (WFR)

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, Kronos Workforce Ready is:

A good fit for: Mid-sized companies and small enterprises with a diverse, (at least partially) hourly workforce that need complex time & attendance functionality

Most compared to: ADP Workforce Now, Workday HCM, Paylocity Web Pay, UlitPro, and EmpCenter workforce management

Find detailed user ratings of Kronos WFR's Core HR and talent management features here.

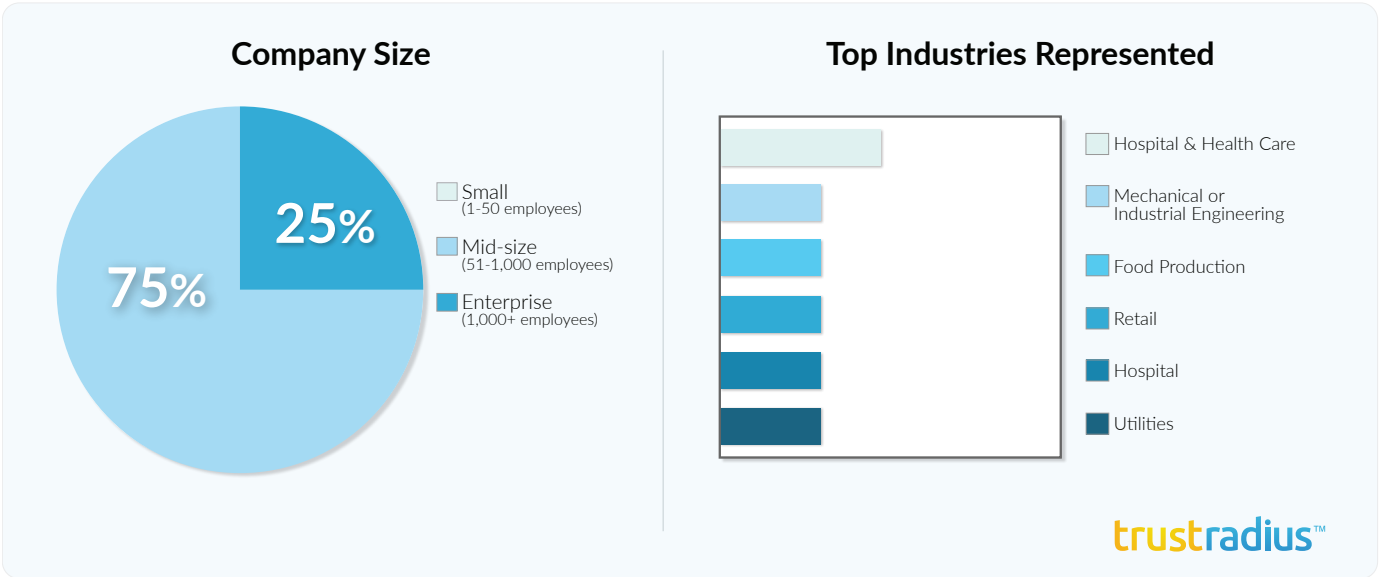# Kronos WFR Customer Demographics*

Company Size

25%

75%

☐ Small
(1-50 employees)

☐ Mid-size
(51-1,000 employees)

■ Enterprise
(1,000+ employees)

Top Industries Represented

☐ Hospital & Health Care

☐ Mechanical or
Industrial Engineering

☐ Food Production

☐ Retail

■ Hospital

■ Utilities

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*Customer demographics data is drawn from User profiles and User reviews of Kronos Workforce Ready on TrustRadius. Data may not be available for all reviewers.
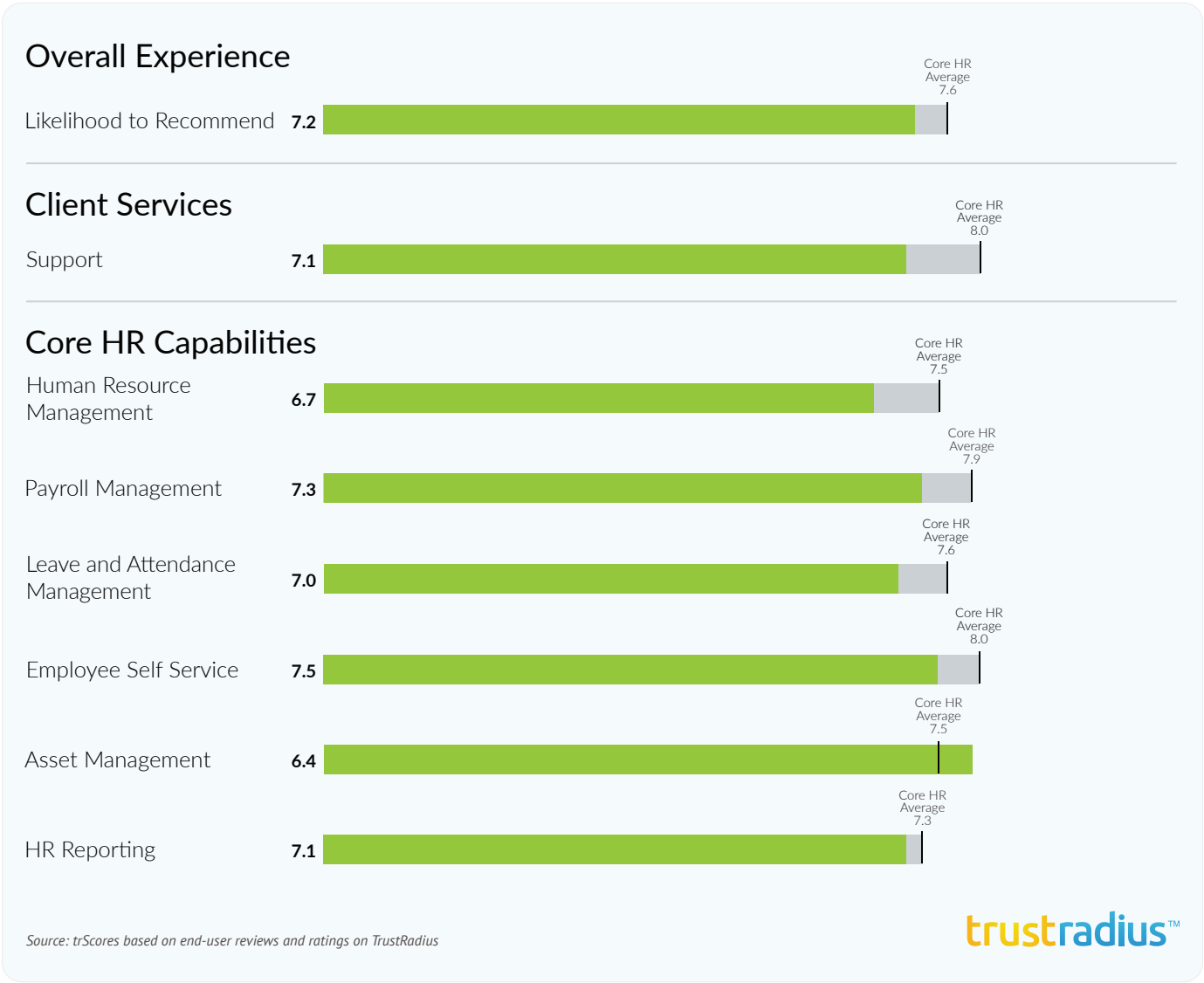
Summary of Kronos WFR Reviews

WORKFORCE READY PROS	WORKFORCE READY CONS
Flexible reporting » Both default and custom reports are useful, and admins do not need IT support for reporting. Data is also easily exported to Excel for further analysis. » Users said Workforce Ready reports helped them reduce payroll errors and minimize compliance risk. » Labor management reports are especially helpful for controlling overtime.	**Technical issues** » Users reported occasional bugs and glitches, and complained that the vendor releases some functionality too early (when it is not yet viable). » Technical issues take a while to resolve, and sometimes questions go unanswered. Documentation is limited, so it can be difficult to resolve issues without help from the vendor.

Implementation & Support

» Users had both extremely positive and extremely negative experiences with WFR implementation and product support teams. They were especially divided on availability and responsiveness.

» Some users were frustrated that they could not speak to someone immediately via phone or chat. Users who did not have an individual support contact also said it was hard to connect with the same individual for follow-up, making resolution inefficient.

» In general, email support is better than phone support, and reps are likely to respond to business-critical issues in a timely manner.

» According to users, implementation often takes longer than expected; however WFR is still faster to implement than Workforce Central.

» Users were unsatisfied with the transition from other Kronos products, like Workforce Central or Timekeeper, which they felt was more manual than it should have been. They said they had been expecting implementation of WFR to be easier than starting over with a new vendor, so were disappointed by the lack of automated migration tools.

WORKFORCE READY PROS	WORKFORCE READY CONS
Good for mixed field/office hourly workforces » WFR is well suited for managing a diverse workforce with lots of moving parts and different types of employees. Users said it works well for juggling hourly shifts and managing a mix of field and office workers. » According to users, Workforce Ready would be less suited for companies with only salaried employees.	**More training** » Users would like more training options beyond the initial basics, and more online help resources.
Single platform » Users appreciate the integrated HRIS, payroll, scheduling, time, and accruals capabilities. » Users also liked having a single profile for employee self-service. » Many said the single platform is a key reason they selected WFR, and a major advantage over their previous setup (either Workforce Central, or multiple point solutions from other vendors); users who were only using one piece often felt they weren't getting the full value.	**Integration to external payroll systems** » Some users said it could be easier to integrate WFR (typically time and attendance data) with external payroll systems.
Time & Attendance » Time & Attendance is Workforce Ready's strong suit, and a core competency of Kronos in general. » Depending on the needs of the organization, time clocks can range from mobile in/out to biometric and GPS-based.	**Mapping employee profiles to policy rules** » Users said that setting up rules for differential policies around pay, security, and time off based on role/tenure/project/etc. is possible but cumbersome. They would like mapping employee profiles to policy rules to be more straightforward for administrators.
User-friendly for different tech. levels » According to users, WFR is user-friendly for employees with varying levels of technical competence, which is important in non-office environments. It's fairly easy for admins to learn, and easy to train managers and employees on how to navigate the system.	**Missing breadcrumbs** » There are a few aspects of navigation that could be streamlined. For example, users would like to see clickable breadcrumbs showing their path through the menu at the top of the screen, so that they do not need to use the browser's "back" button or drill down through the main menu again to reach a previous layer.
Accessibility » WFR can be accessed online or via the mobile app. This is convenient for all types of employees, whether they are traveling from location to location, working on the factory floor, or sitting in front of an office computer.	

Pricing
» Users were divided on whether Kronos WFR is fairly priced or over-priced, but they agreed that it is not an inexpensive solution.
» Several said they chose WFR because it had all of the features they required for a fair price, noting that their requirements were complex, especially in the time and labor/workforce areas.
» Those who described WFR as overly expensive tended to have had problems with implementation and/or support, or to not be utilizing all modules.
» A couple of users said WFR provides the necessary tools for mid-sized companies without the sticker shock of systems designed for larger organizations—making it appropriate for use cases with a certain degree of complexity, but not too much.

Aggregate User Ratings of Workforce Ready on TrustRadius

Overall Experience

Likelihood to Recommend **7.2**
Core HR Average 7.6

Client Services

Support **7.1**
Core HR Average 8.0

Core HR Capabilities

Human Resource Management **6.7**
Core HR Average 7.5

Payroll Management **7.3**
Core HR Average 7.9

Leave and Attendance Management **7.0**
Core HR Average 7.6

Employee Self Service **7.5**
Core HR Average 8.0

Asset Management **6.4**
Core HR Average 7.5

HR Reporting **7.1**
Core HR Average 7.3

Source: trScores based on end-user reviews and ratings on TrustRadius

trustradius™

Source: (33) User reviews of Kronos Workforce Ready on TrustRadius, all updated or written in the last year

Kronos Response to Reviewer Feedback

The Workforce Ready team has been focusing our investment in our product on two fronts, adding additional functionality into our core modules to further strengthen the capabilities that enable our customers to manage and empower their employees. As well as modernizing our platform technologies, this includes additional integration capabilities and streamlining the User Experience.

Over the last year we have taken a deep dive into the Journey and touch-points that a customer experiences in their relationship with Kronos. We have spent valuable time talking directly to our customers to better understand where we can improve that journey. What we heard from our customers is that that want every experience to be simple, consistent, collaborative and non-disruptive. This has resulted in many updates to our current processes like Customer Onboarding, Billing and a complete revamp of our Customer Community.

We believe that continually investing in both our customers and our products will result in us being able to offer a partnership that empowers our customers to reach their goals.

Namely
Core HR + Talent Management Software

Namely aims to be a core system of record for employee data, but unlike older HR database systems it is consumerized and built around employee engagement and talent strategy, with many social aspects. The platform has Payroll, Benefits, and Talent functionality—including onboarding, performance management, goals, recognition, and a newsfeed for company culture. The system does not include recruiting or learning modules, but does connect to a range of 3rd party ATS and LMS products. Earlier in 2016, Namely launched a mobile app for iOS, and later this year they plan to launch an app for Android.

Namely's target market is companies with 20 to 2,000 employees, with HR departments of one ranging up to about six. Scalability is a key piece of the value proposition: the vendor sees the product as especially valuable for a small HR department supporting a mid-size organization, and a good investment for companies planning to grow. According to the vendor, about half of Namely's customers come from a legacy payroll vendor and for the other half, Namely is their first all-in-one HR platform after they have outgrown PEOs, small point solutions, and/or juggling Google Docs.

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, Namely is:

A good fit for: Small businesses and mid-sized companies that want to manage employee records, payroll, benefits, and performance in-house with a single platform, and where the social design of the platform makes sense culturally (such as in the tech industry)

Most compared to: ADP Workforce Now, BambooHR, Workday HCM, Paycom, and Zenefits

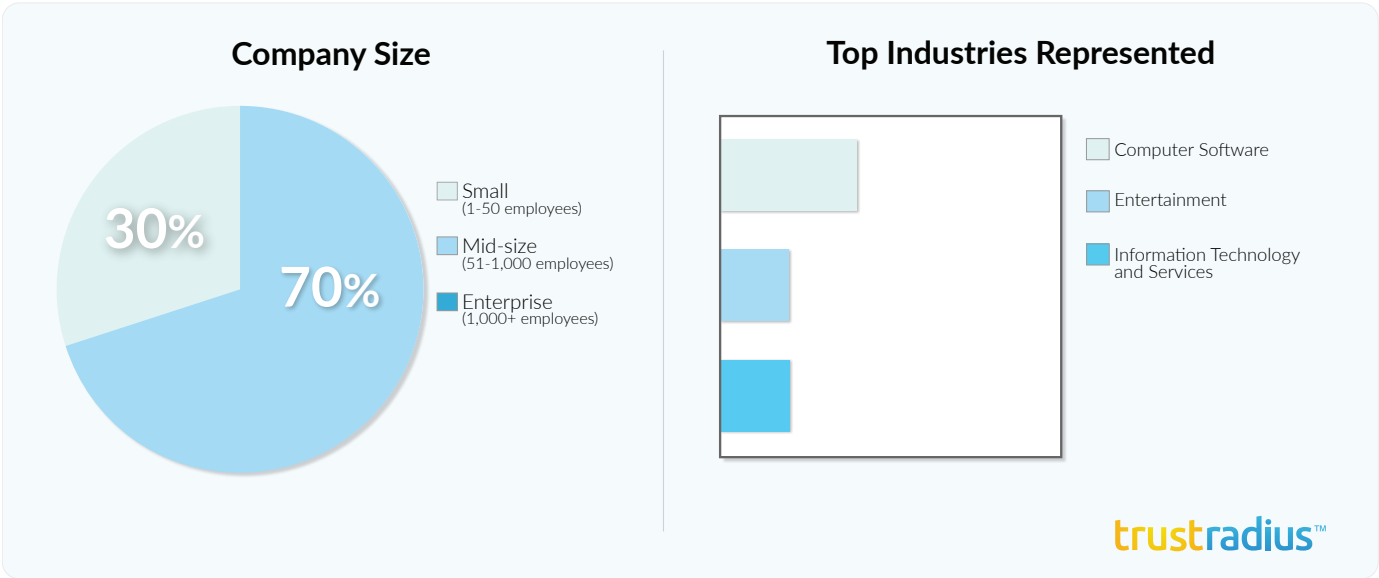Find detailed user ratings of Namely's Core HR and talent management features here.

Namely

★★★★½ (11)

trScore 8.9 out of 10

TOP RATED
CORE HR SOFTWARE
trustradius™
2016

Company status	Private
Customers	500+
Employees on LinkedIn	290 (vendor reports 335 total employees)
Headquarters	New York, NY
Founded	2012

Namely Customer Demographics*

Company Size

- Small (1-50 employees)
- Mid-size (51-1,000 employees)
- Enterprise (1,000+ employees)

30%
70%

Top Industries Represented

- Computer Software
- Entertainment
- Information Technology and Services

trustradius™

*Customer demographics data is drawn from User profiles and User reviews of Namely on TrustRadius. Data may not be available for all reviewers.
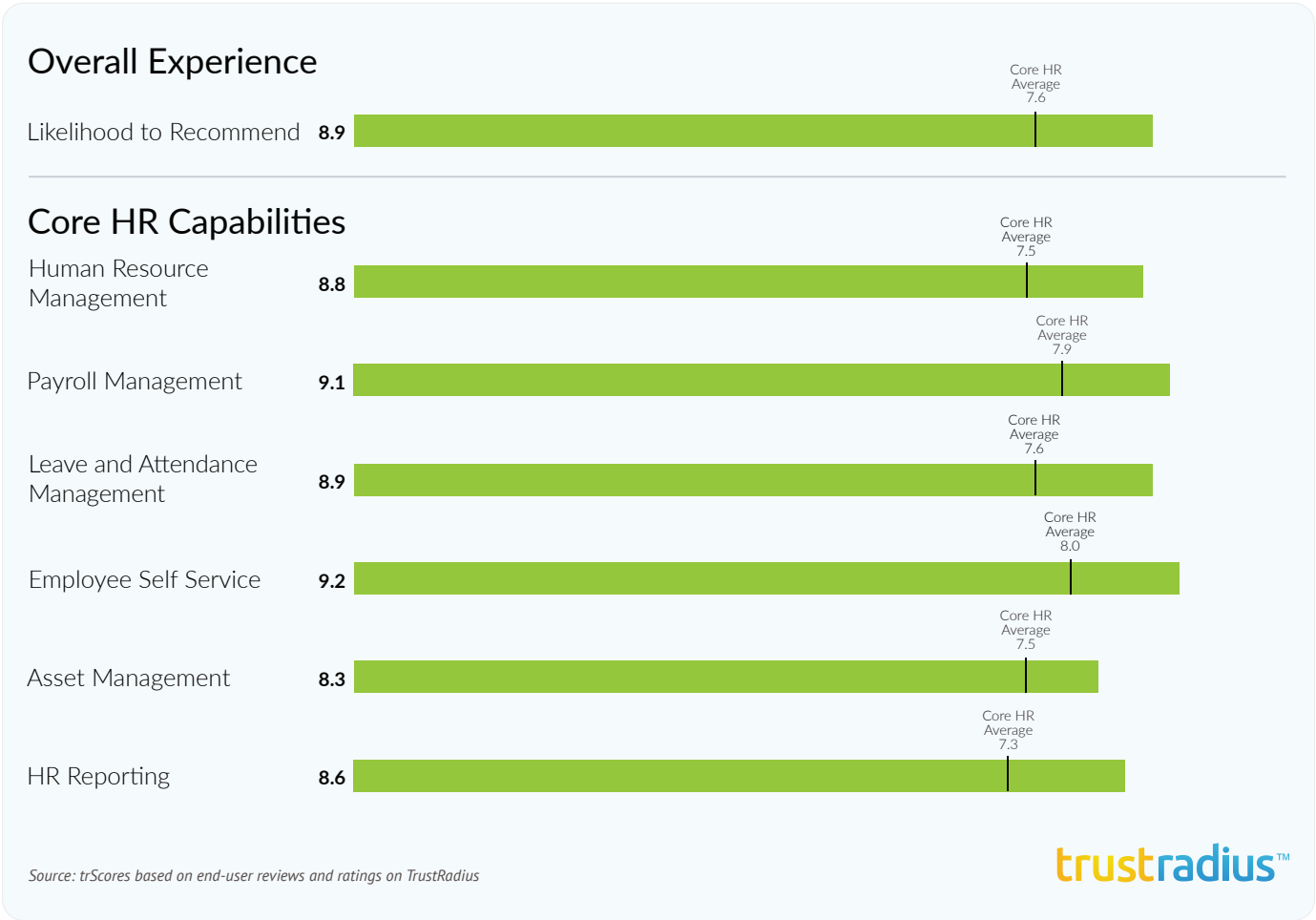
Summary of Namely Reviews

NAMELY PROS	NAMELY CONS
Social media-esque look & feel » Users said Namely's UI is extremely simple and intuitive, but powerful. It reminds some users of Facebook; because it feels familiar, Namely is very easy to learn.	**Setting up permissions** » Users said that configuring permissions is possible but a bit difficult, and less user-friendly than the rest of the platform.
Managing PTO » Features for tracking, requesting, and approving paid time off are strong. In particular, users like the calendar view. » Some HR admin users said that because employees can easily view their PTO balances and submit requests in one place, Namely reduces the amount of questions, errors, and back and forth about PTO.	**Company org chart flexibility** » A few users said they would like to see more flexibility in the company org chart.
Company newsfeed » The newsfeed keeps employees company-wide updated and engaged. Users said it is useful for employee recognition, and for onboarding new employees—getting them up to speed on company news, familiar with the company culture, etc.	**Additional social/collaboration features** » Users like the social aspects of Namely and want to see more. For example, users would like more interactive features and built-in gamification, as well as the ability to create company social events (like the PTO calendar).

NAMELY PROS	NAMELY CONS
Performance management » Not all reviewers are using Namely's performance management capabilities, but those who do said using Namely for performance reviews has streamlined the process, made completing performance reviews much faster and more efficient, and increased the amount of dialogue between managers and employees.	**Other bells and whistles** » Although users recognize that Namely is still a relatively new product, and generally appreciate that it simplifies their HR operations, several did point out that it does not include all of the HCM functionality provided by more established vendors. For example, on the talent management side, users said Namely is missing learning and ATS modules, and the mobile app is still fairly new/basic.
Customer service » According to users, Namely's customer service is superb, far exceeding the level of service they received from previous vendors.	
All-in-one tool » Many users said the aspect of Namely they were most satisfied with was the fact that it combines different HR functionalities in a single platform, which is more convenient for employees, from a self-service perspective, and for administrations, especially in an SMB context (e.g. with an HR department of one). Several said Namely replaced multiple point solutions at their organizations. » Users also like that they can take deployment of the different modules at their own pace (i.e. start with HRIS, for example, and expand to Payroll and Benefits, and then performance).	

Source: (10) User reviews of Namely on TrustRadius, all updated or written in the last year

Aggregate User Ratings of Namely on TrustRadius

Overall Experience

Core HR Average 7.6

Likelihood to Recommend **8.9**

Core HR Capabilities

Human Resource Management **8.8**
Core HR Average 7.5

Payroll Management **9.1**
Core HR Average 7.9

Leave and Attendance Management **8.9**
Core HR Average 7.6

Employee Self Service **9.2**
Core HR Average 8.0

Asset Management **8.3**
Core HR Average 7.5

HR Reporting **8.6**
Core HR Average 7.3

Source: trScores based on end-user reviews and ratings on TrustRadius

trustradius™

Source: (10) User reviews of Namely on TrustRadius, all updated or written in the last year

Namely Response to Reviewer Feedback

Namely is the first HR platform designed for everyone in the company to use every day. We're pleased to see that employees find the platform both intuitive and powerful. And we're excited to hear how clients are using the newsfeed for social recognition, important company updates, and building their company culture. When employees are engaged in the work, we believe they find purpose and your company performs at its best.

At the same time, we know that small HR teams usually support growing, mid-sized companies. We're pleased to see that clients find Namely powerful enough to streamline everything HR, payroll, and benefits in one place. And we're delighted that they rate our customer support as superb. We're here to make inspired HR professionals' lives easier, so they can focus on strategy, culture, and developing their people.

Finally, we recognize that Namely doesn't satisfy every technology need that mid-sized companies may have. We're investing to deliver exceptional HR, payroll, and benefits in one platform. Outside this core, we're building deep integrations with best-in-breed systems that handle applicant tracking, learning management, financials and ERP, rewards and recognition, and more. In support of this strategy, we've grown an ecosystem of strong partners, and we've created an open API that allows clients to connect their employee data to any other application they use.

Paycor
Core HR Software

Paycor Inc. offers online payroll and tax filing services, as well as HR software that can include recruiting, hiring, benefits administration, time & attendance tracking, and/or reporting capabilities. The simplest package, for companies with 1-20 employees, includes Payroll, Time, HR Support, and Tax Services, while the most advanced package, for companies with 76-1,000 employees, includes Payroll, Recruiting, Onboarding, HR Management, Time, and Analytics modules. More recently, Paycor has added some talent management features to the platform—performance appraisals, onboarding, and goal alignment—though the majority of customers are not yet leveraging these new features.

Headquarters are in Cincinnati, but Paycor also has offices in all 50 U.S. states, which the vendor says is important for multi-state tax compliance. Paycor is Top Rated by reviewers in the small business and mid-sized company segments.

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, Paycor is:

A good fit for: Small businesses and mid-sized companies in the U.S. that want an easy-to-use platform, strong payroll and reporting capabilities, with time & attendance at an affordable price

Most compared to: Paycom, ADP Workforce Now, Paychex Flex, Paylocity Web Pay, and ADP RUN

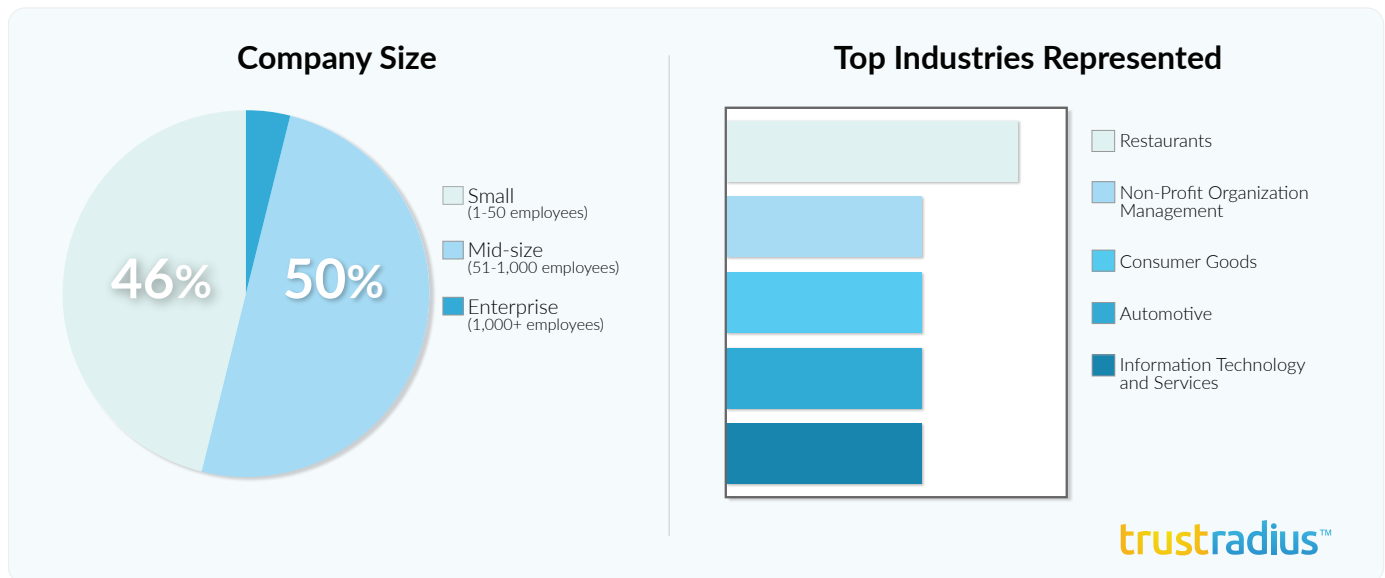Find detailed user ratings of Paycor's Core HR features here.

★★★★☆ (53)

trScore 8.9 out of 10

TOP RATED
CORE HR SOFTWARE
trustradius™
2016

Company status	Private
Customers	30,000+
Employees on LinkedIn	1,221
Headquarters	Cincinnati, OH
Founded	1990

Paycor Customer Demographics*

Company Size

46% 50%

Small
(1-50 employees)

Mid-size
(51-1,000 employees)

Enterprise
(1,000+ employees)

Top Industries Represented

Restaurants

Non-Profit Organization Management

Consumer Goods

Automotive

Information Technology and Services

trustradius™

*Customer demographics data is drawn from User profiles and User reviews of Paycor on TrustRadius. Data may not be available for all reviewers.

Summary of Paycor Reviews

PAYCOR PROS	PAYCOR CONS
Reporting options » Both custom and standard reports are clear and easy to use. » Users appreciate the ability to create custom fields and the integration of data across modules for reporting purposes. » ACA reporting is especially helpful.	**Administrative inefficiencies** » Some administrative processes, such as configuring local tax information, managing benefits, entering direct deposit information, and managing leave requests seem overly cumbersome.

Timekeeping
» Time & attendance is a major use case for the product, and the module is generally easy to use. However, according to users the timekeeping functionality still has some kinks. For example, the mobile timeclock, biometric scanners, paid holidays, and integration to payroll could be improved.

Customer service & support
» Many users said Paycor excels in the area of customer service & support, and that this is a differentiator from competitors. Reps can be reached by phone or email, and most are responsive, knowledgeable about their areas of expertise, and patient. Users find it best to state their goals so that reps can consult on the best approach and/or help them find workarounds.
» However, a significant number of users reported problems or inconsistencies with quality and availability, and said they would like to see improvement.
» For examples, users said changes in account management (due to promotions or turnover) can be confusing.
» Support reps in different areas (such as time & attendance vs. payroll) are disconnected, so sometimes answers are contradictory or piecemeal.
» A few users said they had trouble reaching support, particularly during off hours (i.e. at night)—this was a bigger issue for those on the West Coast, since support is on ET. They said increased availability of phone support would be appreciated.

PAYCOR PROS	PAYCOR CONS
Easy to use » Paycor's online interface is uncomplicated and easy to navigate, even for the less technically savvy. » Employee self-service is a strength—data is very accessible; portal is user-friendly. » However, a couple of users said the mobile app is not consistent with the website, and as a result, can be a bit confusing. Also, benefits management and time & attendance are somewhat less user-friendly than payroll.	**Lacks enterprise HCM and industry-specific features** » While many users like the breadth and depth of Paycor's offerings, others said the platform is missing some features found in more up-market HCM solutions that would be helpful for companies of their industry, size, or complexity. A few examples are more advanced ATS and performance management capabilities, and payroll for non-U.S. employees.
Implementation » Although some users said implementation went smoothly, other users said implementation was bumpy and inefficient.	
Payroll processing » Users said it is easy to process payroll through Paycor. Online payroll processing is fast and accurate, and the vendor's payroll services (such as checking for errors) are helpful.	
Affordable, competitive offering » According to users, Paycor is easier to use, more economical, and has better support than alternatives like ADP. » However, a couple of users said fees (for things like W2 processing) and cost increases seemed a bit high.	

Source: (29) User reviews of Paycor on TrustRadius, all updated or written in the last year
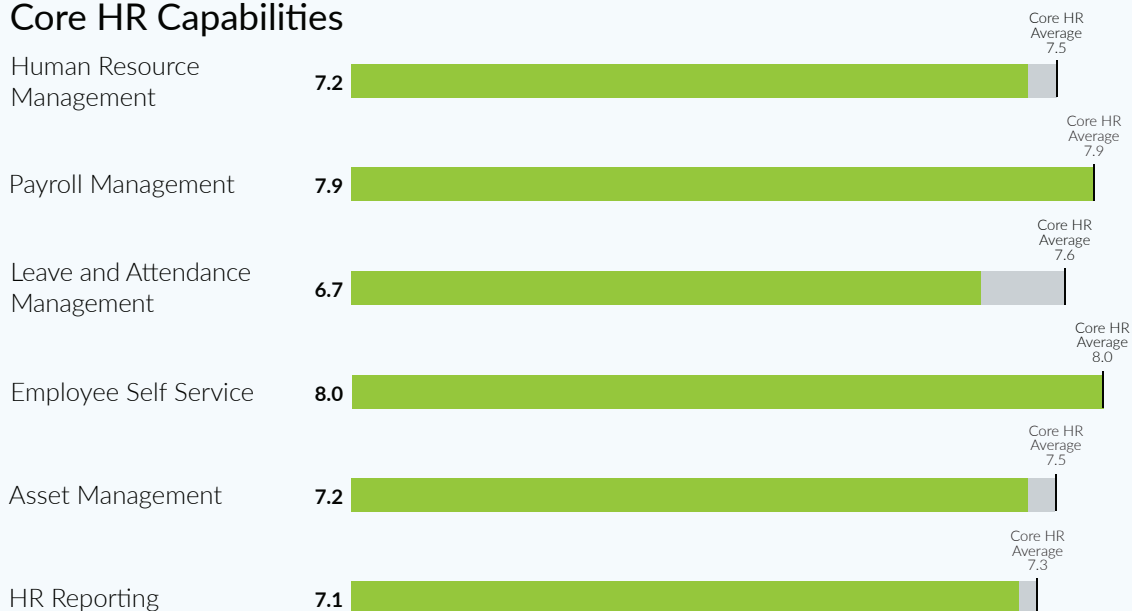
Aggregate User Ratings of Paycor on TrustRadius

Overall Experience

Likelihood to Recommend **7.7**
Core HR Average 7.6

Usability **6.9**
Core HR Average 7.9

Client Services

Support **6.9**
Core HR Average 8.0

Implementation **5.0**
Core HR Average 6.9

Core HR Capabilities

Human Resource Management **7.2**
Core HR Average 7.5

Payroll Management **7.9**
Core HR Average 7.9

Leave and Attendance Management **6.7**
Core HR Average 7.6

Employee Self Service **8.0**
Core HR Average 8.0

Asset Management **7.2**
Core HR Average 7.5

HR Reporting **7.1**
Core HR Average 7.3

Source: trScores based on end-user reviews and ratings on TrustRadius

trustradius™

Source: (29) User reviews of Paycor on TrustRadius, all updated or written in the last year

Paycor Response to Reviewer Feedback

Thanks for all the feedback! We pride ourselves on listening to our clients and using client feedback to enhance our technology. In fact, 40% of our quarterly product updates come directly from client suggestions!

Founded in 1990, we were built upon the premise that personal service was needed in the HR and payroll business. We're proud to see so many reviews highlight our customer service; however, we understand that there can be challenges as a client's product portfolio expands. We're currently investing in process improvement initiatives, people, and technology to improve our service organization and deliver an amazing client experience.

A few quick notes on the depth of our offerings: In Fall 2016, we'll be updating our mobile capabilities to bring user interface enhancements and functionality additions to both employees and administrators. Employees will be able to view and request time off right from their phone. Administrators will also have the option to allow employees to punch in or out on mobile. We recently added significant enhancements to our performance reviews. In December 2015, we announced the acquisition of Newton Software, an outstanding Applicant Tracking solution based in San Francisco. Newton has single sign-on and integration with all Paycor solutions.

Instead of maintaining multiple systems, Paycor offers one solution where you can access all employee information in the same place. However, we recognize that there are some areas that we have not built solutions for, such as competency management and succession planning that some more up-market HCM solutions may provide.

Paylocity Web Pay
Core HR Software

Paylocity Web Pay provides 24/7 access to online payroll and human resource data for the mid-market. The Web Pay interface is designed to be efficient and user-friendly. Online payroll processing features include a paycheck calculator, pre-process register, labor distribution, third-party checks/direct deposit, effecting dating/point-in-time reporting, etc. Other features include equal employment opportunity (EEO) tracking, retirement plans, dependent tracking, emergency contacts, employee biographies, a company directory, and work eligibility/authorization tracking. Web Pay offers custom calculations for such things as General Ledger and Accruals, along with self-service capabilities and advanced report writing features. The solution is used across a variety of industries, including non-profit organization management, computer software, real estate, and telecommunications.

★★★☆☆ (23)

tr Score   6.8 out of 10

Company status	Public (PCTY)
Customers	N/A
Employees on LinkedIn	1,447
Headquarters	Arlington Heights, IL
Founded	1997

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, Paylocity Web Pay is:

A good fit for: Mid-sized companies that want a basic budget option with strong payroll and reporting functionality, and that don't need a lot of customization or automation

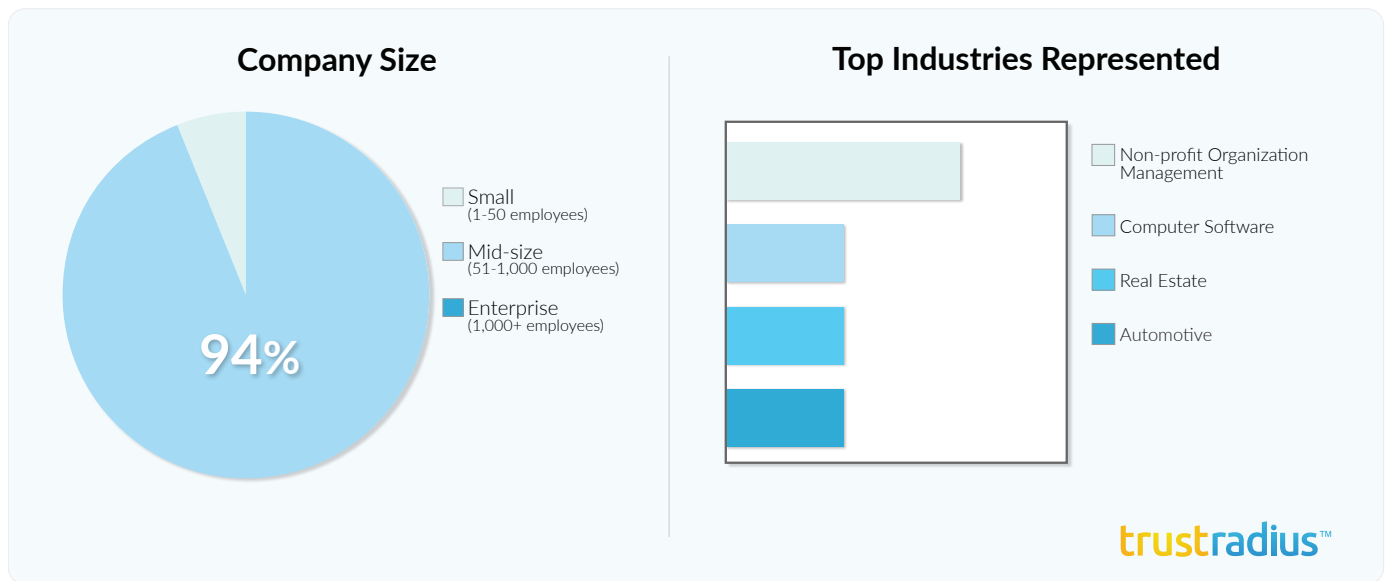**Most compared to:** ADP Workforce Now, Paycom, Paycor, and UltiPro

Find detailed user ratings of Paylocity Web Pay's Core HR features here.

Paylocity Web Pay Customer Demographics*

Company Size

94%

- Small (1-50 employees)
- Mid-size (51-1,000 employees)
- Enterprise (1,000+ employees)

Top Industries Represented

- Non-profit Organization Management
- Computer Software
- Real Estate
- Automotive

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*Customer demographics data is drawn from User profiles and User reviews of Paylocity Web Pay on TrustRadius. Data may not be available for all reviewers.
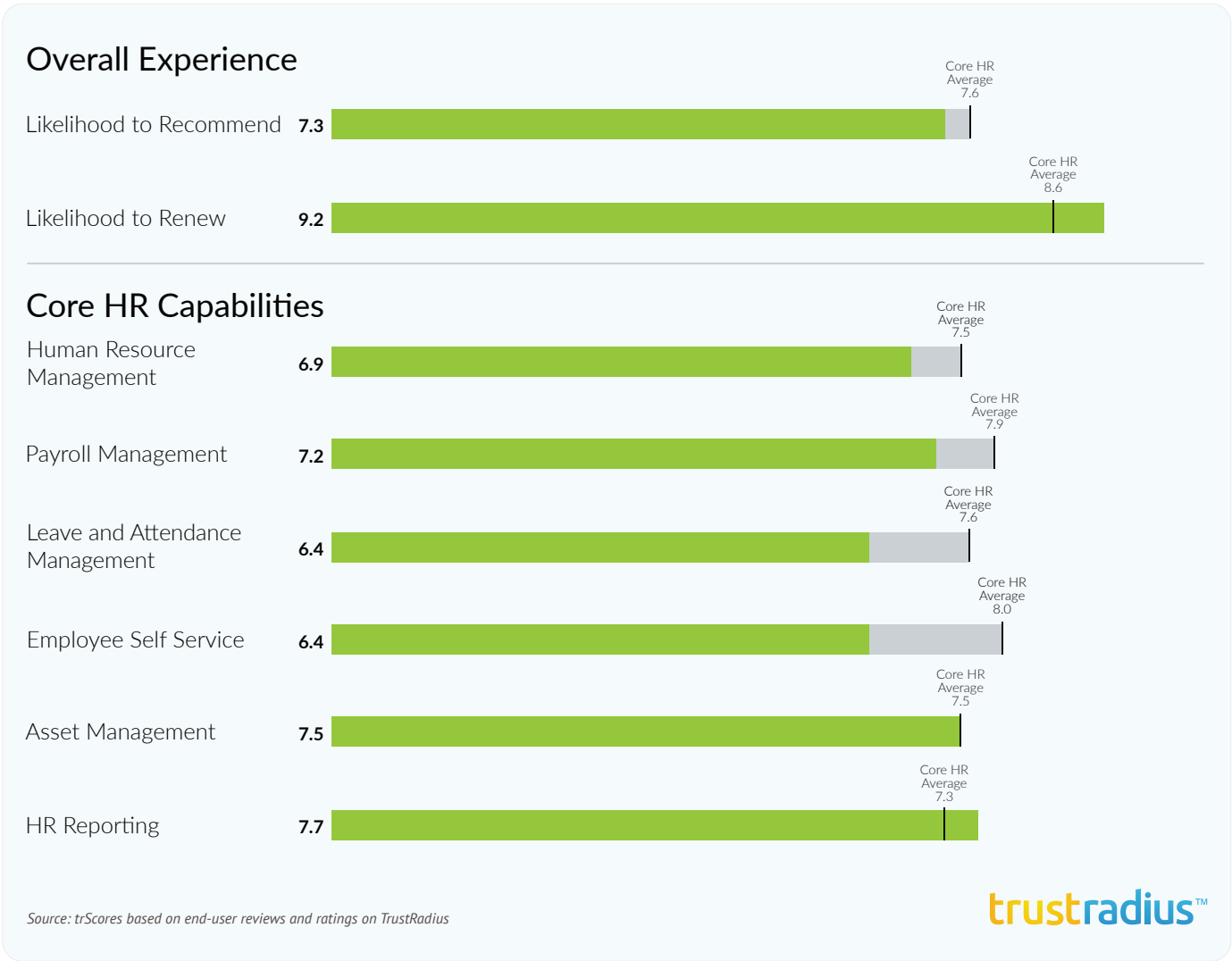
Summary of Paylocity Web Pay Reviews

PAYLOCITY PROS	PAYLOCITY CONS
Price » Users described Paylocity as a bargain, since it is much less expensive than competitors but provides the basic functionality they need (without the bells and whistles). » Several users said their biggest motivation to switch to Paylocity was cost savings. Based on user feedback, for simple use cases Paylocity is a good value for the price.	**Bare bones functionality** » Paylocity is very basic compared to alternatives. » Some users found Paylocity insufficient to meet their needs. For example, performance management, approval workflows, notifications, international employee information, and integration to accounting software are some areas where users felt Paylocity was missing important capabilities.
Payroll » Payroll processing works well. The integration to time tracking is helpful. Payroll preview reports are quick to generate and are reliable, which users said is a differentiator from alternatives.	**Not very customizable** » The software is not very customizable. Users said Paylocity is best suited to companies that will be able to use it as is, out of the box.

User-friendly
- » The majority of reviewers said Paylocity is easy for HR administrators and employees to use. It is also relatively easy to implement, and easy to learn/train others.
- » A few users disagreed. They would like to see improvements to the UI, particularly the employee self-service portal, to make it more user-friendly and current.
- » Perception of ease of use may differ depending on the user's expectations from their previous system as well as the complexity of their use case.

Customer service gets mixed reviews
- » Users are divided on the quality and timeliness of Paylocity's customer service.

PAYLOCITY PROS	PAYLOCITY CONS
Reporting » Paylocity's report writer is a strength. Users like that all fields are available for reporting, and that running reports is very fast. However, dashboards have room for improvement.	**Limited automation; more manual** » Users said Paylocity does not support the same level of automation as more complex products regarding rules for things like timecard rounding, approval chains, and benefits enrollment. Manual work is required to manage some pieces—though significantly less manual than using spreadsheets, paper records, or multiple systems. » For certain use cases/work cultures, the manual aspects of Paylocity actually seemed to be an advantage. For example, one user likes that time card submissions can be approved on a case by case basis.
Integrated modules » Having an all-in-one system with single sign on to integrated payroll, HRIS, timekeeping, scheduling, safety, and benefits, modules is nice for users whose needs are met by Paylocity. » However, integrations to 3rd party point solutions get mixed reviews, and are a source of frustration for some users whose needs are not met across all areas.	

Source: (17) User reviews of Paylocity Web Pay on TrustRadius, (5) updated or written in the last year

Aggregate User Ratings of Paylocity Web Pay on TrustRadius

Overall Experience

Likelihood to Recommend **7.3** — Core HR Average 7.6

Likelihood to Renew **9.2** — Core HR Average 8.6

Core HR Capabilities

Human Resource Management **6.9** — Core HR Average 7.5

Payroll Management **7.2** — Core HR Average 7.9

Leave and Attendance Management **6.4** — Core HR Average 7.6

Employee Self Service **6.4** — Core HR Average 8.0

Asset Management **7.5** — Core HR Average 7.5

HR Reporting **7.7** — Core HR Average 7.3

Source: trScores based on end-user reviews and ratings on TrustRadius

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Source: (17) User reviews of Paylocity Web Pay on TrustRadius, (5) updated or written in the last year

Paylocity Response to Reviewer Feedback

N/A

TriNet
Core HR Software

TriNet provides a full-service HR solution designed for small and mid-sized businesses with 3 to 500 employees. As an HR business partner (PEO), TriNet assumes many of the responsibilities of being an employer and helps companies contain HR costs, minimize employer-related risks and relieve the administrative burden of HR. It combines TriNet Cloud applications, an HR team, and strategic HR services (payroll processing, human capital consulting, employment law compliance and employee benefits, including health insurance, retirement plans and worker's compensation insurance) bundled for specific industries like technology, hospitality, life sciences and non-profits. Depending on the package and customer needs, the online platform can include expense management, applicant tracking, employee learning management, employee performance management, and/or time & attendance tracking. It also includes a mobile app, TriNet Mobile, which is mostly for employee self-service—employees can access real-time information on pay, paycheck history, benefits, time off requests, a company directory, etc. Managers and admins can also use the app for approvals, but they can't do heavier weight things like run payroll or onboard a new employee. TriNet is Top Rated by reviewers at mid-sized companies. They are also highly rated by users at small businesses, though just shy of Top Rated, with a trScore of 8.7 for that segment.

★★★★☆ (34)

trScore   8.6 out of 10

★ TOP ★
★ RATED ★
CORE HR
SOFTWARE
trustradius™
★ ★ 2016 ★ ★

Company status	Public
Customers	13,000+
Employees on LinkedIn	2,826
Headquarters	San Leandro, CA
Founded	1988

Performance management and applicant tracking are newer areas for TriNet, but the vendor sees them as key areas of opportunity since most of the existing technology in those spaces has been built for enterprises, rather than SMBs. TriNet has also been investing in additional, vertical-specific modules. For example, the company recently launched TriNet Technology, an offering tailored for tech companies. The product includes equity management capabilities, visa management and support for international hires, as a result of the acquisition of Teleborder earlier this year. Another example is the hospitality offering, which will launch Q1 2017, and will include time and attendance management, with industry features like tips processing. According to the vendor, their top competitors are ADP Total Source, Insperity and Paychex.

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, TriNet is:

A good fit for: Small businesses and start-ups in software and other industries that want to outsource some or all HR functions, but where employee self-service features are important

Most compared to: Zenefits, UltiPro, BambooHR, Paycor, ADP Workforce Now

Find detailed user ratings of TriNet's Core HR features here.

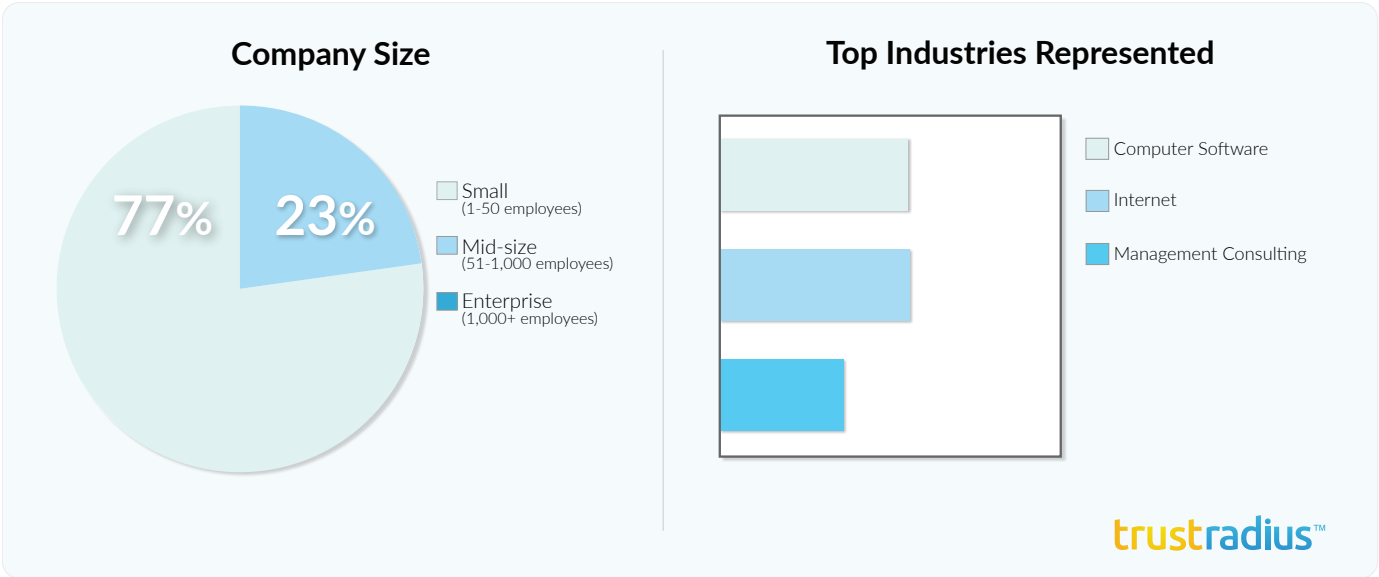# TriNet Customer Demographics*

Company Size

77% **23%**

☐ Small
(1-50 employees)

☐ Mid-size
(51-1,000 employees)

☐ Enterprise
(1,000+ employees)

Top Industries Represented

☐ Computer Software

☐ Internet

☐ Management Consulting

trustradius™

*Customer demographics data is drawn from User profiles and User reviews of TriNet on TrustRadius. Data may not be available for all reviewers.
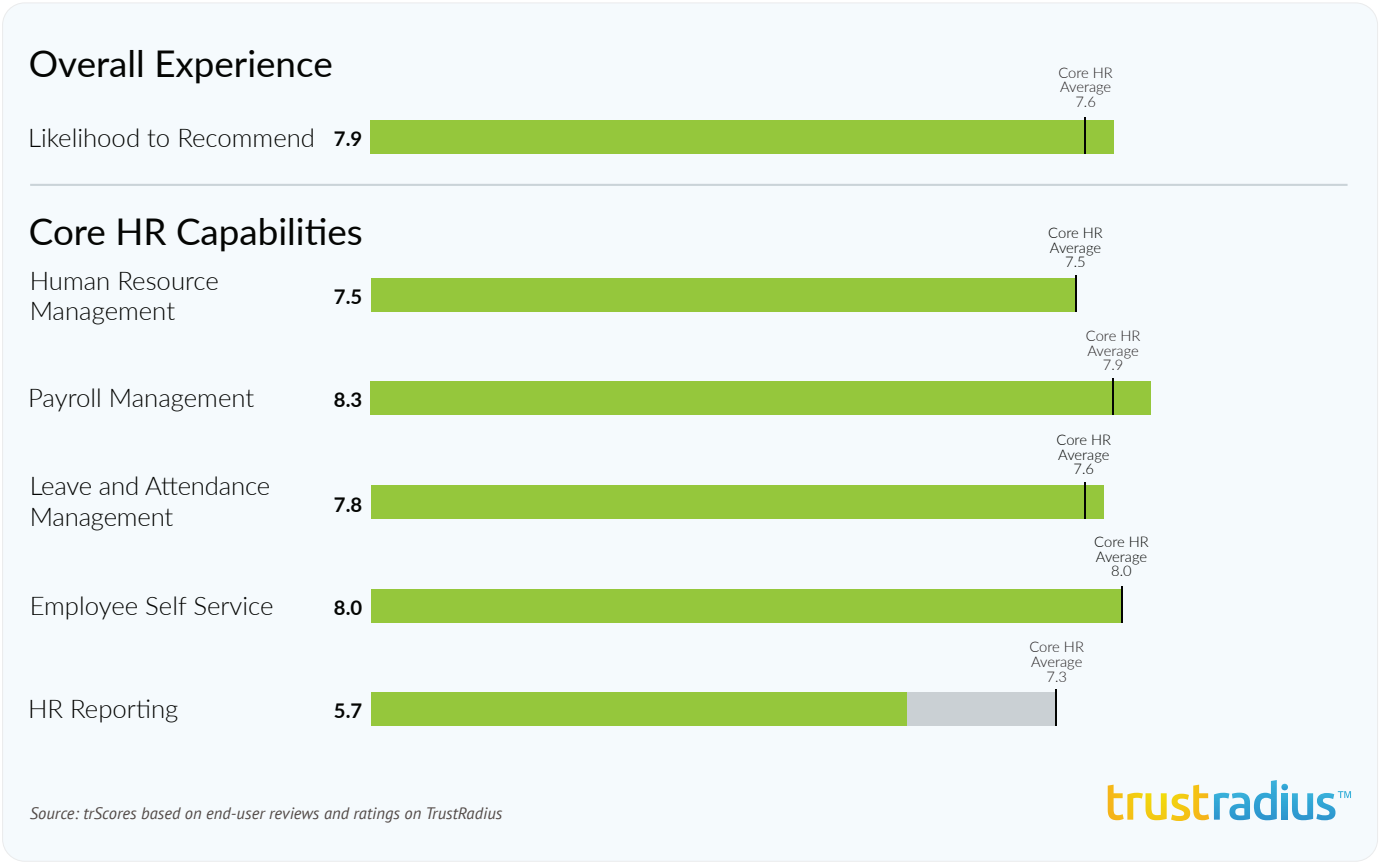
Summary of TriNet Reviews

TRINET PROS	TRINET CONS
Good for startups / small businesses » According to users, TriNet is good for startups and small businesses that are scaling but have limited in-house HR resources (such as an HR department of one, or another employee handling HR functions part-time) or that lack HR expertise and want to outsource HR entirely. » A few users said that TriNet is more small business-friendly than other vendors they worked with in the past, who were unfamiliar with the needs of small businesses or were more focused on up-market customers. » As a PEO, its strong services component is a major factor of the value that small business users get from using TriNet.	**Payroll and benefits summary review** » While TriNet email reminders are somewhat helpful, users would like them to be more actionable and comprehensive. Specifically, admin users would like to see email reminders include a summary for review before payroll and benefits deadlines, with the links to go in and make changes if necessary.
Multi-state payroll & tax compliance » TriNet handles multi-state payroll for distributed staff extremely well. In particular, users said it was a relief not to worry about tax compliance and compliance changes across different states, since the TriNet system handles this automatically.	**Custom reports** » Creating custom reports is extremely difficult. » Users would like to see more built-in options for creating different types of reports or reporting on select groups/fields. » Users would also like to see better data export (with more consistent formatting) for analyzing the data outside of the system.

Continued on next page.

TRINET PROS	TRINET CONS
Payroll module » Payroll in general is straightforward and easy to use. Users said this is the strongest area of TriNet.	**Cloud platform needs improvement** » Because PEO services are the key area of focus for the vendor—TriNet is a technology-enabled service—the platform itself is not as robust or refined as other online Core HR software. For example, some users feel the menu is overly complex, and that the different modules could be better organized. » While Payroll is strong, users would like to see improvement in other modules, including Expense, Hire, and Time & Attendance. » A couple of users noted that the technology platform has been improving recently.
Employee self-service » Online portal works well for employees to enroll in benefits and keep their own information up to date, rather than having an HR administrator handle data entry.	

Support is inconsistent
» Some users have had very positive experiences with TriNet support, while others described support as having limited availability and long response times.
» A few reviewers who have experienced turnover with their dedicated service/support reps said that the quality of support varies widely between TriNet representatives.

Benefits
» TriNet Benefits get mixed reviews.
» Some users described benefits enrollment as easy and convenient, and said employees had better options and more control over their benefits than with alternatives. Especially for early startups recruiting top talent, users said being able to offer competitive benefits is very important.
» Other users said benefits enrollment has room for improvement, both in terms of cost and the ability to compare healthcare options, for example. While TriNet does allow employees to compare benefits packages, it is confusing and requires opening multiple documents/windows. Users who were unhappy with the cost said they would like to be pooled with other companies for discounted benefits, or that they have struggled with sharply rising costs due to utilization levels.

Source: (22) User reviews of TriNet on TrustRadius, all updated or written in the last year

Aggregate User Ratings of TriNet on TrustRadius

Overall Experience

Core HR Average 7.6

Likelihood to Recommend **7.9**

Core HR Capabilities

Core HR Average 7.5

Human Resource Management **7.5**

Core HR Average 7.9

Payroll Management **8.3**

Core HR Average 7.6

Leave and Attendance Management **7.8**

Core HR Average 8.0

Employee Self Service **8.0**

Core HR Average 7.3

HR Reporting **5.7**

Source: trScores based on end-user reviews and ratings on TrustRadius

trustradius™

Source: (22) User reviews of TriNet on TrustRadius, all updated or written in the last year

TriNet Response to Reviewer Feedback

Thanks for the feedback. Reviews like yours help us improve and deliver extraordinary HR for small and midsize business owners every day. As a comprehensive HR solution for our clients, we not only make it easier for our clients to scale and grow their business but also offer competitive benefits that are crucial for SMBs to attract and retain top talent, as some of the reviews pointed out.

As the health care costs continue to rise, we avidly negotiate rates with our insurance carriers and provide a broad range of plan options and carriers. The rates for healthcare benefits are dictated by various factors which are sometimes not within our control, e.g., rising cost of prescription drugs, drug discovery, disease management, Affordable Care Act mandates, etc.

Our services are delivered by our expert team of HR professionals who are committed to providing excellent customer service to all our clients, regardless of the company size. To achieve this goal, our team of Human Capital Consultants, are trained to serve our clients' needs and are always ready to answer any questions they may have. Our dedicated support team can be reached through the Employee Solution Center at 800.638.0461 Monday - Friday from 4:30 AM – 9 PM PT. It is our objective to deliver world class customer service and we hope that our clients continue to experience exceptional support in future as well.

Our cloud based technology platform makes it easy for our clients and their employees to efficiently manage and access their HR from anywhere, anytime. We are continuously improving the platform and are adding more robust capabilities. As we grow, we are also able to serve an expanding set of needs by different industry verticals. We will take your valuable feedback into account and look forward to improvements in areas around custom reporting.

UltiPro
Core HR + Talent Management Software

Ultimate Software was founded in 1990, and was taken public in 1998. Its UltiPro solution is a cloud HCM platform delivering a global HR system of record for managing employees and processing payroll. The company began introducing talent management capabilities in 2008, including employee onboarding (a new version is being released in 2016), performance management, succession management, career development, compensation management, and recruiting (a new version of which was launched in 2014). Time management is a more recent addition, and a new workforce management module will be added soon.

UltiPro is Top Rated by reviewers at mid-sized companies and enterprises. It is aimed at companies with between 200 and 100,000+ employees that are based in the U.S. or Canada but have multi-national workforces. Almost all customers use the Core HR and payroll solution, and the majority (>60%) also use the talent management and/or time management components.

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, UltiPro is:

A good fit for: Mid-sized companies and enterprises that need a strong Core HR and payroll solution combined with basic talent management features, are focused on workforce reporting & compliance, and want to leverage Ultimate's free training and professional development certification programs

Most compared to: Workday HCM, ADP Workforce, Dayforce HCM, ADP Vantage and SuccessFactors Talent Solutions

Find detailed user ratings of UltiPro's HCM features, including many Core HR areas plus recruiting, onboarding, performance management, succession planning, and other talent management areas, here.
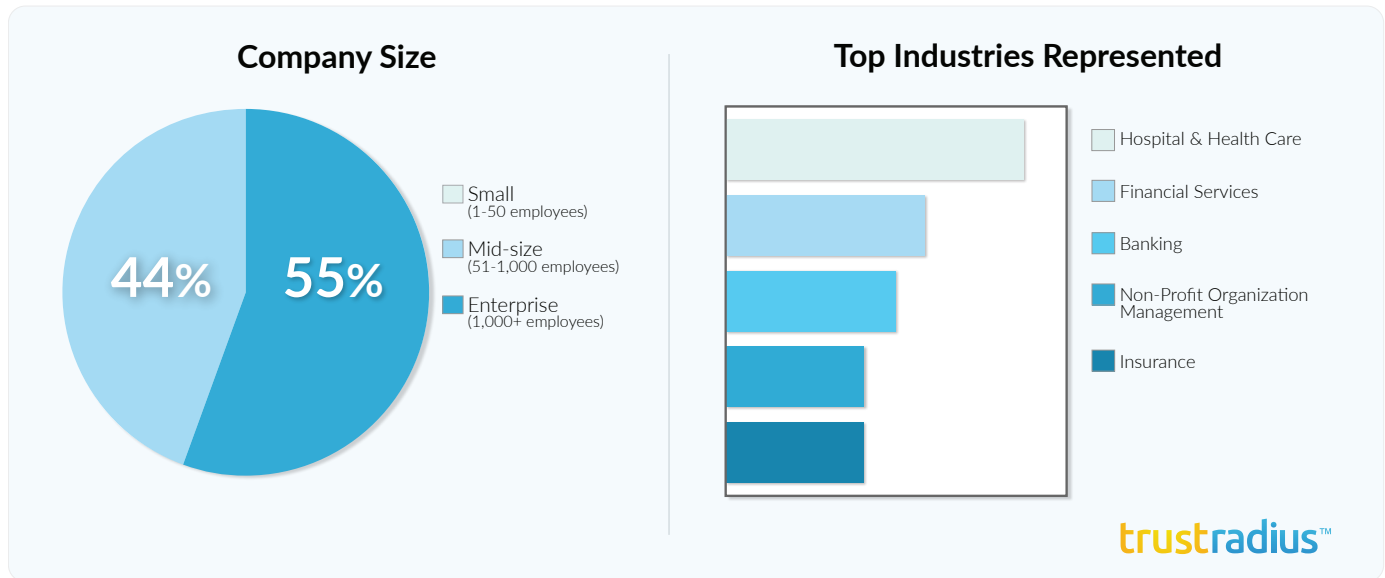
Ult:mate
S O F T W A R E

★★★★☆ (533)

trScore   8.3 out of 10

★ TOP ★
★ RATED ★
CORE HR
SOFTWARE
trustradius™
★ 2016 ★

Company status	Public
Customers	3,400+
Employees on LinkedIn	2,706
Headquarters	Weston, FL
Founded	1990

trustradius™

Ultimate Software Customer Demographics*

Company Size

44% 55%

- Small
  (1-50 employees)
- Mid-size
  (51-1,000 employees)
- Enterprise
  (1,000+ employees)

Top Industries Represented

- Hospital & Health Care
- Financial Services
- Banking
- Non-Profit Organization Management
- Insurance

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*Customer demographics data is drawn from User profiles and User reviews of UltiPro on TrustRadius. Data may not be available for all reviewers.

Summary of UltiPro Reviews

ULTIPRO PROS	ULTIPRO CONS
Reporting (BI) » Reporting capabilities, enabled through a partnership with IBM Cognos, are robust and fairly easy to use, even for advanced reports. Users can report on any fields within the system. » Several users said reporting was a key differentiator that tipped the scales in their decision to purchase UltiPro.	**Time Management (UTM)** » Users said the UTM module could benefit from more development. For example, time management could be less buggy, more user-friendly, able to handle more complexity, and better integrated into the platform's core.
Payroll » Payroll is UltiPro's strongest component. Works well for tax compliance with multi-state payroll. » A few elements, like negative earnings, pay rate changes, and entering backdated payroll information, have room for improvement.	**PTO Tracking** » Vacation time tracking does not work properly. People can submit time but system does not track balance as well as users would like. *Note from vendor: UltiPro does include PTO balance tracking capabilities.*
User-friendly » According to users, UltiPro is extremely user-friendly for both admins and employees.	**Benefits administration** » Some users would like to see more complexity/ability to customize benefits administration. For example, in some cases users were not able to integrate UltiPro to their benefits providers, and there were some issues with contingent benefits. » Users would like to be able to customize open enrollment more easily. They would also like the option to re-use settings and messaging from the previous year's open enrollment.

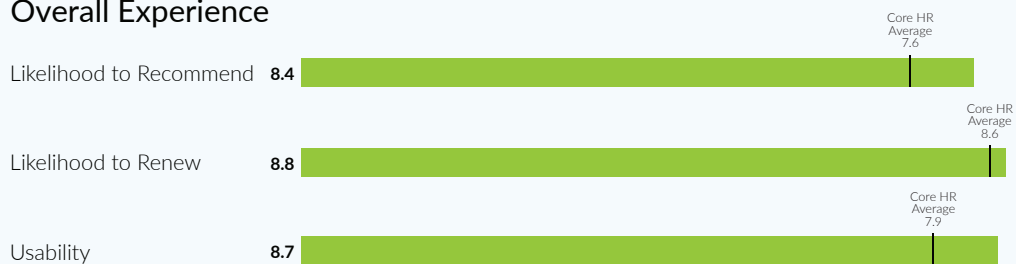| ULTIPRO PROS	ULTIPRO CONS
Support for changing regulations that affect HR (ACA) » Users said Ultimate Software has been extremely helpful in educating them about how to change reporting practices to comply with new regulations such as the Affordable Care Act. » Creating 1095-Cs in UltiPro is convenient.	
Broad HR functionality » Many users like that UltiPro combines broad HR functionality, including payroll, Core HR/HRIS, and talent management features (especially recruiting). » However, users note that UltiPro is missing some of the bells and whistles offered by competitors who focus on any one of these areas; users with more complex needs have integrated UltiPro with other various HR technologies.	**Talent Management** » Recruiting, onboarding, performance management, goals, and compensation exist but have room for improvement, in terms of handling complex processes.
Hands-on training » UltiPro's online and in-person training both get good grades from users. They especially like that training is live and interactive. » Online training has improved greatly. It is free to UltiPro customers and is tailored to specific roles and competency levels. Still, a few users would like to see even more granular online training for advanced functions (like certain types of reporting). » Users said training at the Connections conference is particularly worthwhile, though it does involve travel expenses. » Users also appreciate the professional development courses (which contribute to various certifications) offered for free by Ultimate.	**Global functionality** » International use cases are more difficult than expected to set up; global functionality isn't quite there yet.
Price » Many users said UltiPro's competitive, straight-forward pricing model was a major factor in their decision to purchase the product. » A few users would like to see different packing/pricing options for certain modules and combinations, for example time & attendance available at a lower cost.	**Mobile app** » In general, users said UltiPro's mobile functionality is improving but lags behind competitors. » While some areas of UltiPro are mobile compatible, not all parts of the product can be easily accessed from a phone or tablet. Users would like to see a more robust, user-friendly mobile experience for traveling employees who use mobile to clock in and out, for example.

ULTIPRO PROS	ULTIPRO CONS
Customer support » Support gets very mixed reviews. Some users raved about the excellent and attentive support they've received; others complained about needing to submit tickets, wait a long time for a response, and make do with rushed or incomplete solutions. Some users noted that support cases near the end of year—which tend to be urgent and time-sensitive—take a long time to resolve because support resources are overwhelmed. » Integration support in particular could be improved. *Note that according to the vendor, in response to user feedback, they have recently redesigned their support structure, moving from a tiered approach (escalation) to a collaborative approach (swarming), with free phone support and a named service rep.*	

Source: (436) User reviews of UltiPro on TrustRadius, (240) updated or written in the last year
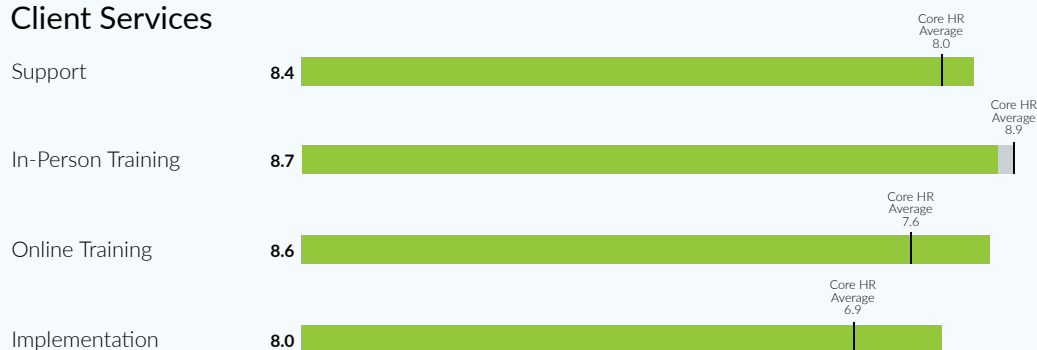
Aggregate User Ratings of UltiPro on TrustRadius

Overall Experience

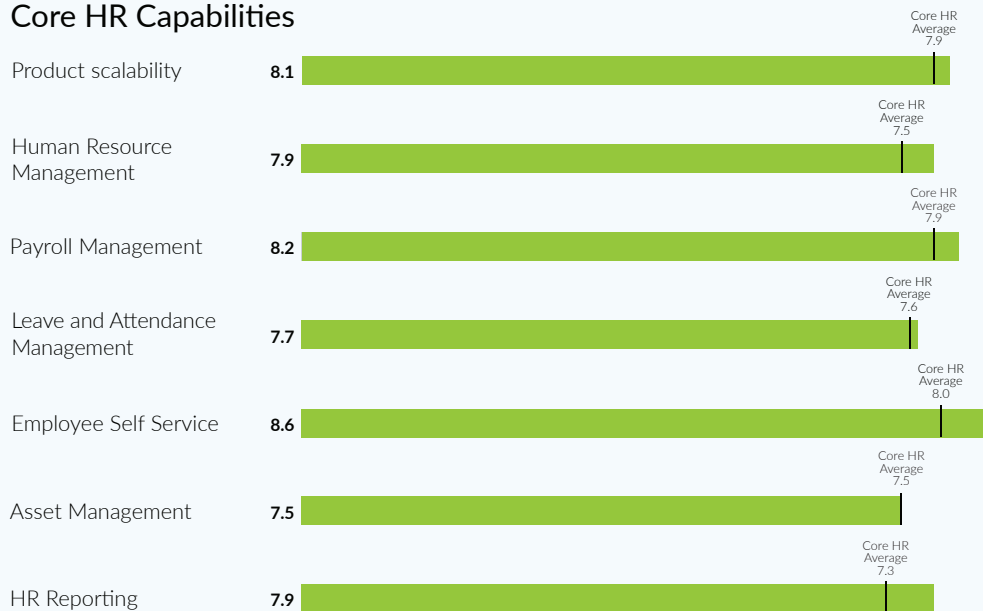Likelihood to Recommend **8.4**
Core HR Average 7.6

Likelihood to Renew **8.8**
Core HR Average 8.6

Usability **8.7**
Core HR Average 7.9

Reliability

Availability **8.7**
Core HR Average 7.5

Performance **9.0**
Core HR Average 7.0

Client Services

Support **8.4**
Core HR Average 8.0

In-Person Training **8.7**
Core HR Average 8.9

Online Training **8.6**
Core HR Average 7.6

Implementation **8.0**
Core HR Average 6.9

Core HR Capabilities

Product scalability **8.1**
Core HR Average 7.9

Human Resource Management **7.9**
Core HR Average 7.5

Payroll Management **8.2**
Core HR Average 7.9

Leave and Attendance Management **7.7**
Core HR Average 7.6

Employee Self Service **8.6**
Core HR Average 8.0

Asset Management **7.5**
Core HR Average 7.5

HR Reporting **7.9**
Core HR Average 7.3

Source: trScores based on end-user reviews and ratings on TrustRadius

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Source: (436) User reviews of UltiPro on TrustRadius, (240) updated or written in the last year

Ultimate Software Response to Reviewer Feedback

Ultimate Software is committed to putting people first, always. This commitment drives our corporate culture, products, and services.

Ultimate Software's comprehensive human capital management solution, UltiPro, allows customers to access their information anytime, anywhere, all in one place. We continue to invest heavily in mobile so employees can access pay info and history, PTO requests, retirement contributions, performance reviews, employee information, and more all from their preferred device. Our time solutions easily automate, streamline workforce processes, simplify time capture for employees, and increase overall workforce productivity, which allows employees to track, submit, and receive management approval for time off requests. We also simplify complex integrations and created a self-service Integration Studio so businesses can seamlessly integrate with third party solutions by themselves. Additionally, customers can match and administer their benefits plans and enable employees to check coverage options in an intuitive benefits solution. Our talent management platform helps organizations engage and develop talent through continuous performance management, career development support, and talent pipeline tools.

UltiPro provides the flexibility needed to scale worldwide and allows customers to manage, engage, and integrate with global payroll providers to pay employees outside the U.S. and Canada. We plan to expand our language profile in 2016.

Customers love our award-winning customer service. We have improved support times with our new tiered approach that updates customers on new resources and assigns one support contact to eliminate re-communications.

Please contact us for additional information or to learn more about the features reviewed by our customers.

Workday HCM
Core HR + Talent Management Software

David Duffield, former CEO of PeopleSoft, and Aneel Bhusri founded Workday in March 2005. The company went public in 2012. 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, which has made significant waves. (Though the company has a total valuation of $14.91B and is seen as a leader in cloud HCM, stock prices have been somewhat inconsistent this year due to high costs and concerns about over-valuation of cloud businesses.) Originally, Workday was aimed at companies with 3,000 or more employees, but the vendor has since shifted its target market to include companies with 500 employees and up.

Workday is built for business users who need to be able to quickly adapt to organizational change. Through Workday's Business Process Framework, end-users can re-configure the system to account for things like acquisitions, divestitures, and mergers, without using code. Like Cornerstone, Ultimate Software, and other major players in the space, Workday is investing significantly in big data and predictive analytics for HR. For example, in July 2016, Workday announced plans to acquire Platfora (a Hadoop-based data preparation and visualization tool), which they consider part of their "tuck under" acquisition strategy. Workday will rewrite the technology into their own code base, in order to augment data visualization capabilities and provide the ability to pull in 3rd party data to Workday's machine learning layer. Currently, Workday's features in this area include predicting employee retention risk and recommending actions to offset potential flight on the HCM side. On the financials side, Workday's machine learning can help predict things like which customers are likely to be late with payments.

(39)

trScore 7.9 out of 10

TOP RATED
CORE HR SOFTWARE
trustradius
2016

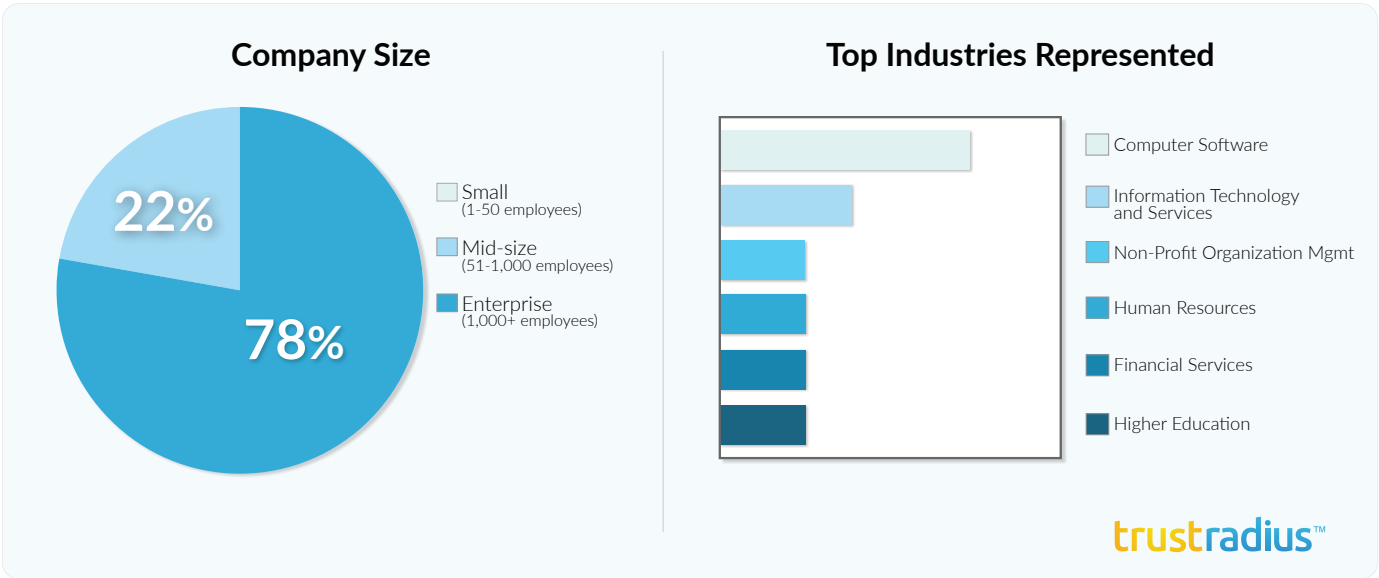|	
Company status	Public
Customers	1,100+
Employees on LinkedIn	6,451
Headquarters	Pleasanton, CA
Founded	2005

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, Workday is:

A good fit for: Enterprises in software and technology industries, that want strong mobile and employee self-service functionality, are comfortable with cloud technology (including things like reduced documentation/inability to customize the code), plan to use both Core HR and talent management capabilities from Workday, and do not need a complex payroll system

Most compared to: SuccessFactors Talent Solutions, Oracle PeopleSoft HCM and HCM Cloud, and UltiPro

Find detailed user ratings of Workday's HCM features, including many Core HR areas plus recruiting, onboarding, performance management, succession planning, and other talent management areas, here.

Workday Customer Demographics*

Company Size

22%

78%

- Small (1-50 employees)
- Mid-size (51-1,000 employees)
- Enterprise (1,000+ employees)

Top Industries Represented

- Computer Software
- Information Technology and Services
- Non-Profit Organization Mgmt
- Human Resources
- Financial Services
- Higher Education

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*Customer demographics data is drawn from User profiles and User reviews of Workday on TrustRadius. Data may not be available for all reviewers.

Summary of Workday HCM Reviews

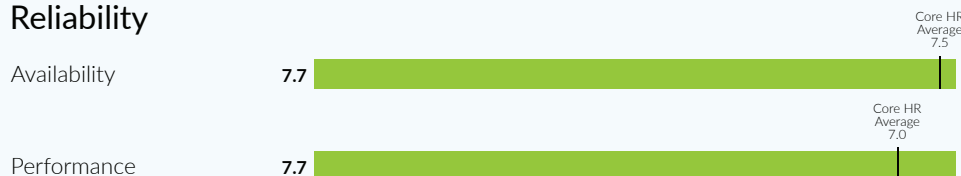| WORKDAY PROS	WORKDAY CONS
Intuitive design » Users like Workday's consumer-like user experience.	**Light documentation** » Users said Workday provides less documentation than they are used to, and in some cases, not enough documentation for their needs.
Mobile » Workday's mobile interface is particularly strong; development is "mobile-first."	**Security administration** » Security settings (for example, user permissions) are configurable, but administering them can be daunting.
Employee self-service » Employee self-service features are strong and take workload off HR admins. » In general, users noted that Workday is more focused on the business user than the technologist.	**Reporting can be difficult to understand** » Users would like more training on reporting in Workday, which can be difficult to understand. (Note that users say training in general has improved.)
Not customizable, but very configurable » Includes templated, pre-fab options that don't require IT resources to configure; can easily be changed to fit changing business processes. » Some users found it limiting that they could not customize (beyond level of custom fields and custom objects, etc.)	**Deployment is time-consuming** » It's time-consuming to deploy the platform and train employees. May take longer than expected. Note that this may be partly due to expectations set by the vendor; in general, the vendor touts its consistent user experience as reducing the amount of training needed to learn the system.
Auditing » Users say system audit capabilities are exceptional; they like that data can be corrected from within the audit report.	**Payroll** » Payroll (a strength of many legacy vendors in the Core HR space) is still immature, especially tax and payroll reporting. » Integrations to 3rd party payroll software have room for improvement.
Twice-yearly updates » Workday is communicative about updates, and updates are scheduled at fairly convenient times (i.e. on the weekend). » Users appreciate the regular improvements and new features included in these updates, which are feature-rich and based on customer input.	**Platform is still developing** » Compared to more established products in the space, Workday is still developing in key Core HR and talent management areas. Some users said the whole system could be more mature; others would like to see more robust recruiting, learning, and performance management capabilities specifically.

Source: (29) User reviews of Workday on TrustRadius, (15) updated or written in the last year
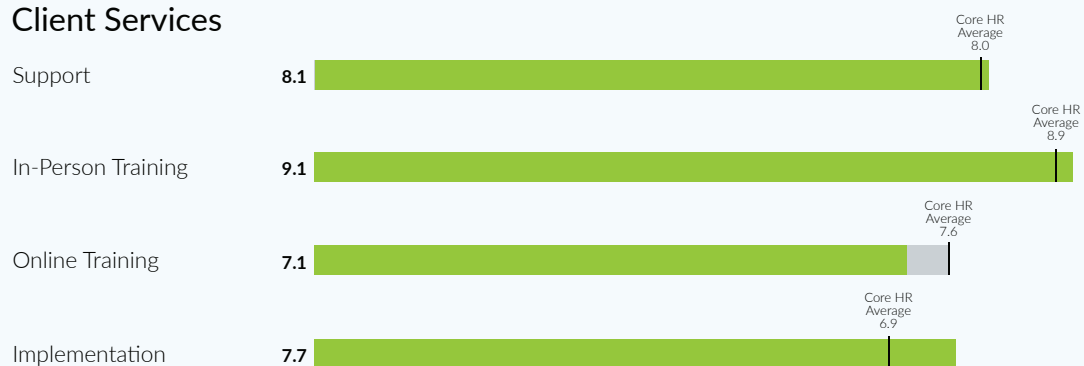
Aggregate User Ratings of Workday HCM on TrustRadius

Overall Experience

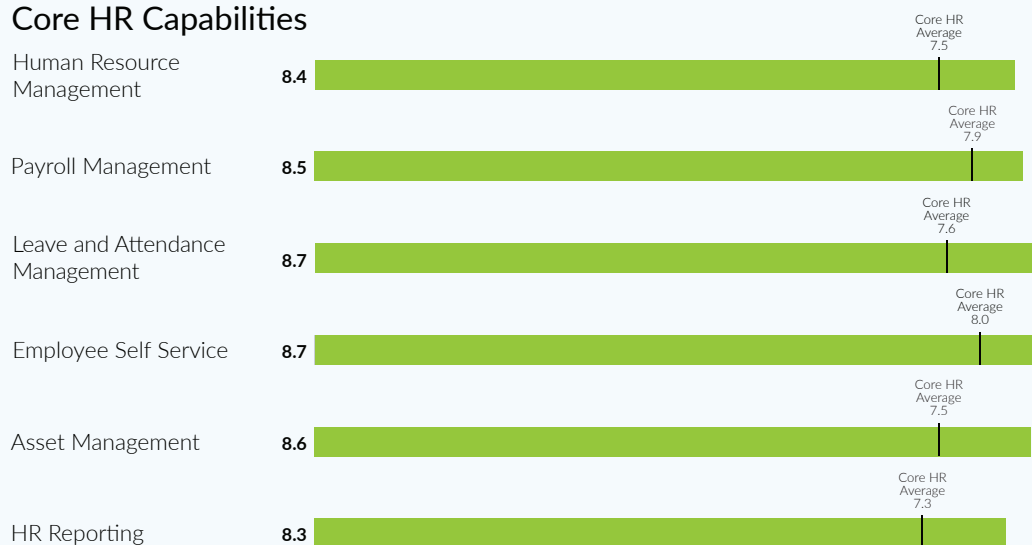Likelihood to Recommend **9.1** — Core HR Average 7.6

Likelihood to Renew **9.4** — Core HR Average 8.6

Usability **8.0** — Core HR Average 7.9

Reliability

Availability **7.7** — Core HR Average 7.5

Performance **7.7** — Core HR Average 7.0

Client Services

Support **8.1** — Core HR Average 8.0

In-Person Training **9.1** — Core HR Average 8.9

Online Training **7.1** — Core HR Average 7.6

Implementation **7.7** — Core HR Average 6.9

Core HR Capabilities

Human Resource Management **8.4** — Core HR Average 7.5

Payroll Management **8.5** — Core HR Average 7.9

Leave and Attendance Management **8.7** — Core HR Average 7.6

Employee Self Service **8.7** — Core HR Average 8.0

Asset Management **8.6** — Core HR Average 7.5

HR Reporting **8.3** — Core HR Average 7.3

Source: trScores based on end-user reviews and ratings on TrustRadius

trustradius™

Source: (29) User reviews of Workday on TrustRadius, (15) updated or written in the last year

Workday Response to Reviewer Feedback

Workday is thrilled to see the validation of our 98% customer satisfaction rating reflected here in our user's reviews. But there is always more work to do.

To assist our customers, we created the Workday Community. Customers collaborate and share ideas between themselves and Workday, sign up for training, share report or business process definitions, consume information provided by the Workday Product teams, suggest and vote on product features, or sign up for one of the many available support channels such as "Review and Recommend", "Office Hours", and more.

Our stance has always been that customization eventually leads to customer issues, however, we appreciate the desire for deeper configuration and continue to make investments in this area.

While we're proud of the success of our four native payroll offerings, US, Canada, The UK, and France, we continue to make payroll a primary focus. We now deliver the Payroll Compliance Dashboard that not only informs customers of all regulatory updates, but prioritizes the information based on the employee population of each customer, placing the most relevant information right up front. We have also added two new integration templates for 3rd party providers, offering three integration options depending on the requirements of the destination system.

We have also begun evaluating our deployment strategy for various market segments and have identified opportunities for improvement. Our intention is to make the deployment as easy as possible for customers of all sizes. We are currently investing in updated methodology and tooling to achieve this goal.