NUCLEUS
RESEARCH

HCM TECHNOLOGY VALUE MATRIX 2019

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THE BOTTOM LINE

As more complex functionality has become standard among leading HCM vendors, they have looked to develop new capabilities to differentiate their offerings. All of this is underpinned by historically low employment and record labor participation, which increases the pressure on HR departments to find and retain talent. Over the past several years, vendors have expanded offerings for machine learning, as well as for smart recruiting and succession planning. Next on the roadmap is the expansion of modern on-demand pay offerings beyond the traditional pay-card market. The offerings will allow employees to access their earned pay when they need it. These features, among others, are helping organizations address employee shortages in the tight labor market.

HCM
Value Matrix | August 2019

NUCLEUS RESEARCH

FACILITATOR

LEADER

Greater Usability ➤

PeopleStrategy
Paycor
Ramco Systems

Ceridian
Ultimate Software
SumTotal Systems
Oracle
Infor
SAP SuccessFactors

SyncHR
Paycom
Snag
Ascentis

Paychex
Workday
ADP

Kronos

CORE PROVIDER

EXPERT

Better Functionality ➤

OVERVIEW

As core human capital management (HCM) features such as reporting, automated pay and benefits administration, and employee and manager self-service have become table stakes, leading vendors are looking to push the envelope of what traditional HCM offerings provide. Over the past several years, vendors have looked to expand the use of machine learning (ML) and artificial intelligence (AI), particularly around reporting and analytics.

Vendors like Infor, Ceridian, and Ultimate have looked to change the way that organizations measure and categorize employees by taking new approaches to how personalities and emotional sentiment are measured. These features were just starting to appear in last year's Value Matrix, and over the past year more organizations have started to leverage these technologies. As more organizations leverage these new features, the quality of the analytics will improve. This will help increase the overall value of the analytics solutions that vendors are offering. These features allow organizations to attract and retain better employees as organizations consider not only the employee's work experience, but also factors such as the employee's personality, work style, and emotional sentiment—all with levels of sophistication not seen in the past. These features have become more important as a tighter labor market means organizations need to make sure that they are attracting, hiring, and retaining the right workers in the right positions.

In this Technology Value Matrix, Nucleus assesses the HCM market based on the value customers realize from the product usability and functionality that vendors are delivering with their solutions (Nucleus Research *S142 – Understanding the Value Matrix*, September 2018). The Matrix is a snapshot of the market designed to help customers and prospects understand where vendors are differentiating in how they deliver value and where vendors are making significant product investments. For larger organizations, this can mean justifying a significant investment in a fully-fledged HCM suite with a depth and breadth of functionality. Small and medium-sized businesses (SMBs) may not have the internal resources to leverage the features of an enterprise solution fully. For such organizations the best value may be in those vendors that provide strong usability without some of the more specialized features that others offer.

ON-DEMAND PAY

One major area of innovation over the past 12 months has been in on-demand pay. Nucleus's analysis had found that pay-related concerns are the primary reasons for hourly employees seeking new opportunities. With even minimally-skilled hourly positions costing an average of $3,000 each to fill, retention is key for business success. The latest functionality around attracting and retaining workers is modern on-demand pay. Currently, more than 22 percent of American households are either unbanked or underbanked. As millions of Americans are forced to check cashing operations and payday loans, millions of dollars are sitting in limbo as money that workers have already earned but cannot access.

To attract and retain workers, organizations have started to consider new on-demand pay offerings from leading HCM vendors. These offerings will allow organizations to offer employee-controlled access to funds, available when the employees need it. Predictably, there has been some concern and even pushback from those who manage the general ledger. As a result, vendors will have to offer solutions that address these concerns,

providing organizations with enough control over withdrawals and access so that it does not increase costs, either through fees or additional tasks for the human resources (HR) and accounting departments.

Allowing employees access to pay when it is needed allows organizations to attract and retain workers without having to increase costs to the organization. This is particularly important in the retail space, where organizations are looking to cut labor costs. While modern on-demand pay is still in its initial stages, its value to organizations means that HCM vendors will continue to invest in complex and customizable options for organizations.

LEADERS

Leaders in the Value Matrix include Ceridian, Infor, Oracle, SAP SuccessFactors, SumTotal Systems, and Ultimate Software.

CERIDIAN

Ceridian Dayforce is a full-fledged, cloud-based solution for HCM with functionality that spans all of core HR, payroll, benefits, workforce management (WFM), recruiting, onboarding, performance management, succession planning, and learning and compensation management. Ceridian's single rules engine governs a single application with a single database. This architecture continues to separate Ceridian from the competition. It provides the ability to navigate the full breadth of the application in the same user interface without moving between disparate applications and makes the real-time processing of information possible. The vendor is able to leverage its knowledge and data store to aid in everything from initial deployment and sophisticated proactive support services to predictive employee succession planning and flight risk.

Dayforce is a global solution offering localized currency, support for more than 20 languages, and HR data tailored to meet specific countries' needs. Global payroll is particularly strong for Ceridian where it is able to compete against the likes of SAP, Ramco, and ADP. The vendor provides native payroll for the U.S., Canada, U.K., and Australia. Furthering its global expansion, the vendor plans to deliver native payroll to Ireland later this year and to New Zealand in 2020. In addition to the twice-yearly major updates, Ceridian is providing new innovation approximately every six weeks. These smaller updates focus on adding incremental value to the end user's needs. Ceridian's Dayforce Software Partner Program (DSPP), the vendor's software partner ecosystem, is aimed at helping organizations easily connect other HCM-related solutions with Dayforce, making data

available across Dayforce and partner solutions. In the past year, the vendor has made the following announcements:

- In April, Ceridian introduced Dayforce Assistant, a voice-activated personal assistant that uses natural language processing (NLP) to understand requests and provide meaningful responses to enable managers and workers to complete their tasks quicker and with greater ease. Assistant can be accessed from the Dayforce mobile application. The vendor's mobile application is available on iOS and Android, and in December, it reached over 1 million sessions daily. Smart speakers running Google Assistant, such as Google Home, can also interact with Dayforce Assistant.

- The company also launched its native payroll offerings for Australia in April.

- In March, the company announced the acquisition of Clearview Logix, a leading decision-support analytics company based in Richmond, Virginia; and certain intellectual property assets including paysa.com, from Paysa—a Palo Alto, California-based, AI-powered personal career advisor. This will expand Ceridian's already strong analytics and AI offerings to customers.

- In the fall, the vendor launched Dayforce Succession Planning, which enables organizations to identify the right employees to fill key roles in the event of expected or unexpected departures. Leaders can conduct talent reviews of the individuals on their team, generate a talent matrix, and move employees within the talent matrices as desired. Additionally, leaders can create talent pools for specific succession plans and evaluate members per the ratings generated in the talent review. Employee flight risk scores are automatically pulled into succession planning to inform decisions further. Succession planning and flight risk are based on sophisticated predictive technologies that help align daily operations with business strategy.

- With the launch of Dayforce On-Demand Pay, which allows employees to access their earned pay before payday, Ceridian now offers both traditional payroll capabilities and pay on demand. The ability to offer payroll flexibility provides employers with a competitive advantage for employee recruiting and retention.

Two additional capabilities launched this year include Dayforce Benefits Decision Support, which allows employers to provide employees with additional support to help them make more informed choices when selecting their benefits; and the Dayforce Learning application, which gives employees the convenience and flexibility to learn on the go from their mobile devices. Employees can pre-download content so learning remains uninterrupted in the event that they are without data or an internet connection.

INFOR

Global Human Resources is Infor's core HR solution that delivers organizational planning, a personnel system of record for employees and non-employees, benefits enrollment and life events, full absence management capabilities for plan definition and administration, and a foundational set of self-service capabilities delivered on any type of device. The solution also covers new-hire onboarding, cross-boarding, offboarding, employee rewards management, employee relations, and occupational health and employee safety. Infor CloudSuite HCM analytics—with a specific solution for service industries including healthcare, public sector, finance, and hospitality organizations—is offered as well. Tightly coupled with Global Human Resources (GHR) is a full talent management suite of applications built upon a framework that includes industry-specific content models, as desired. This suite includes talent acquisition, compensation management, goal-setting, performance management (including continuous performance engagement), learning management, and advanced pre-hiring assessment. Infor offers a configuration level that allows users to personalize the offering, thereby enabling organizations to stay with a solution, even with updates. The following is a rundown of new functionality relevant to this report:

- In October, Infor announced a new collaboration with Itemize, an expense-document data-extraction provider.
- Birst introduced its Smart Analytics family of solutions, powered by Infor Coleman AI, which expands Infor's AI offerings.
- In February, Infor announced a partnership with Montage, a company that works to deliver efficiency with an interview experience.

ORACLE

Oracle provides a full suite of HCM solutions natively built on one platform, including core HR, payroll, time and attendance, recruiting and onboarding, as well as talent management and workforce management. The majority of net new customers comes from both large and mid-market sized companies. In addition, Oracle has launched a new program, Oracle Soar, to move its legacy on-premises customers to the Oracle HCM Cloud. Oracle offers both digital assistants and mobile applications for voice input, as well as an interface to support voice services such as Amazon Alexa.

Oracle Field Service Cloud offers an advanced Shift Planning solution for field service workers and web services that can be used to import planned schedules into Oracle HCM Cloud. Oracle Project Resource Management Cloud also offers the ability to optimize resources to projects while leveraging worker data maintained by Oracle HCM Cloud. In addition to this, Oracle partners with advanced scheduling vendors like Humanity and

Workforce Software for solutions around forecasting labor demand and optimized scheduling. Key improvements in functionality in the past year include the following:

- In October, Oracle announced new AI and other updates to HCM Cloud including a scalable HR concierge, a responsive mobile experience, configurable action lists, and new integrations with LinkedIn, among others.

SAP SUCCESSFACTORS

SAP SuccessFactors' payroll and time and attendance functionalities are still trailing behind the leading vendors in the HCM space. The vendor has committed to making improvements in this space, however. SuccessFactors highlights include SAP Jam, which enhances employee collaboration by being the social media platform for SuccessFactors. SuccessFactors Performance & Goals also offers trigger-based performance management, which enables employees and managers to request achievement feedback at any time and enables managers to track metrics. The SAP SuccessFactors Mobile iOS app enables users to access timesheets, time-off requests and approvals, a search function, organization chats, performance management, and reviews. SAP also offers candidate relationship management capabilities as part of its SAP SuccessFactors Recruiting solution as well as visa and permits management. Upgrade2Success is a program that helps customers with on-premises SAP ERP Human Capital Management (HCM) solutions to transition and expand into the cloud. In the past year, the vendor has made the following announcements:

- SAP introduced three SAP Qualtrics solutions which cover employee engagement, employee lifecycle, and an employee benefits optimizer (which helps to enable enterprise-wide actions).

SUMTOTAL SYSTEMS

SumTotal Systems (part of Skillsoft) offers the full breadth of HCM solutions including core HR, talent acquisition, learning management, talent management, payroll, and workforce management. SumTotal offers three deployment types: SaaS-delivered via multi-tenant cloud, privately hosted in SumTotal, or on premises. Customers always have the option of the latest version, regardless of deployment type. This permits for mixed deployments within the same organization, allowing for companies to account for specific union- or regulatory-driven deployment requirements while allowing other areas to benefit from the cloud. The platform integration also allows for the unification of disjointed business processes, such as the validation of certifications and training obtained in learning management when scheduling employees in workforce management. SumTotal integrates Skillsoft's multi-modal content, enabling organizations to develop talent through an

employee lifecycle. There are also gamification and social enhancements that leverage data and analytics. In the past year, the vendor has made the following announcements:

- In September, SumTotal announced its collaboration with STRIVR and HelloSign which allowed SumTotal to modernize the offer-signing process as well as data and insights.

- In April, the vendor announced enhancements across its learning and talent suite.

ULTIMATE SOFTWARE

UltiPro is Ultimate Software's comprehensive, AI-driven, cloud-based HCM suite solution. UltiPro includes advanced HR, payroll, benefits and workforce management, embedded predictive and prescriptive analytics, as well as recruiting, onboarding, career and succession planning, performance, on-demand learning, compensation management, and employee-file and case management. Ultimate's premier AI-platform, Xander, provides deep person-centric AI capabilities as a foundation for multiple products such as employee feedback, sentiment analysis, recruiting, and workforce planning—with more on the horizon.

Rather than upcharge customers for advanced reporting and analytics, Ultimate includes these capabilities along with a flexible, metadata-driven configuration platform and rules engine to facilitate tailoring the solution to each customer's needs. In addition, the Xander AI platform understands structured and unstructured data, and employee sentiment, from open-ended text feedback. It also recognizes over 100 different emotions and detects 140 workplace themes. Xander is embedded in UltiPro's framework and drives Ultimate's employee engagement platform, which performs sentiment analysis and produces recommendations, benchmarks, and analytics—all in real-time. In the past year, the vendor has made the following announcements:

- In May, Ultimate Software announced the successful completion of the acquisition/privatization of Ultimate by an investor group led by Hellman & Friedman.

- This year, Ultimate has expanded its product footprint to include HR service delivery with context-aware requests. The feature improves HR's ability to serve an increasingly complex workforce.

- UltiPro Employee Case Management improves the employee experience with on-demand support for HR-related requests, as well as file management that enables HR to store and manage employee documents digitally. HR teams can easily create, access, or share files at any time—whether they're generated in UltiPro, sent from other business systems, emailed as attachments, or even uploaded from paper.

- UltiPro Robotic Process Automation (RPA) automatically performs HR-related tasks after listening for events that tend to trigger HR's intervention.

- Ultimate expanded the global ecosystem with four new global payroll partnerships. UltiPro now also has over 66 country localizations, in addition to the U.S. and Canada.

- The vendor launched Candidate Match—UltiPro Recruiting's Candidate Match smart-assistance predictor—powered by Xander. It helps HR teams to sort through resumes faster by providing recommendations of applicants ranked by relevance to job title, job type, skills, experience, and cultural fit; and it removes potential unconscious bias.

- This year, the vendor released an EEO-1 interactive dashboard and analytics offering, complete with drilldown reporting of the organization's gender and ethnicity breakdown by job category and pay bands. Ultimate also rolled out an enhanced pay equity report, providing HR with the transparency to be more proactive with its annual compensation process.

- Ultimate launched the Ultimate Slack, with a conversational in-work-context user interface (UI), allowing users to enter commands quickly within their Slack conversations so that they can view and submit HR actions and view the items in their inbox.

- Ultimate rolled out their new UltiPro Launch tools which reduce customer effort, manual errors, and time to go-live.

- The vendor formed an on-demand pay partnership with SimplyPaid, allowing organizations to pay their employees for the hours they've already worked before pay day.

EXPERTS

Experts in the Value Matrix include ADP, Paychex, and Workday.

ADP

ADP offers three multitenant cloud solutions for HCM that cater to employers based upon size. ADP Run is intended for companies with 1–50 employees, Workforce Now for firms with 50–3,000 employees, and Vantage HCM is designed for organizations with over 3,000 employees. Each of these solutions offers a wide array of functionality. This includes the ability to predict employee flight risk through ADP's Turnover Probability predictive model,

enhanced EEO-1 compliance with Pay Equity Explorer's compensation analytics and benchmarking data capabilities, and collaboration with the U.S. Internal Revenue Service (IRS) on W-2 verification codes to reduce stolen income tax refunds.

ADP remains a leading choice for global payroll due to its greater capacity to support this feature, relative to other vendors. ADP also offers Wisely Pay, a feature that leverages technology from ADP's acquisition of Global Cash Card to enable clients to provide employees with multiple options to receive, spend, and manage money; it also offers financial management tools and the ability to avoid paper check fees. In addition, ADP partners with Microsoft Dynamics 365 Business Central to provide mutual clients with all-in-one business and HR functionality that includes finance, operations, sales, payroll, time and attendance, tax services, and benefits and talent management. In the past year, ADP announced a number of advances to its solution:

- Accountant Connect from ADP now offers in-dashboard uploading and viewing of tax notices and amendments with access to payroll processing.

- In May, ADP Recruiting Management partnered with LinkedIn Recruiter System Connect.

- Also, in May, ADP launched Wisely Now and myWisely App, which expands instant pay and financial wellness solutions.

PAYCHEX

Paychex's HCM platform for SMBs (1–1,000 employees), Paychex Flex, is a modular cloud solution that includes payroll, core HR, benefits administration, retirement administration, time and attendance, and compliance, as well as integration with general ledger (GL), analytics, and talent management (including performance and learning management). The vendor also offers Paychex Promise, a subscription-based service that protects clients against payroll interruptions. Its main feature is to extend the collection of payroll funds from an organization's bank account without service interruptions or insufficient fund charges. This feature enables business owners to continue paying employees regardless of disruptions in cash flow timing. Its analytics capability includes a "quick answers" feature that enables easy user access to the most frequently accessed data in-context. Customizable dashboards enable users to easily view the results of analysis related to time and attendance, hiring, benefits, labor costs, and headcount changes. Paychex fosters ACA compliance by acting as a broker or agency with direct payroll integration. The solution emphasizes mobile usability with an intuitive ESS and UI.

In the past year, Paychex has made the following announcements:

- Paychex Flex HR enhancements that bring performance management, workflow approvals, real-time analytics, and a configurable events calendar to the platform, all

with ESS capabilities. In addition, Paychex added workflow approvals and new real-time analytics features to its live reports functionality.

- These new features and functions are in addition to an already-deployed learning management system (LMS), which the company unveiled at HR Tech 2018.

WORKDAY

Workday provides enterprise cloud applications for human capital management, financial management, analytics, and planning in a single system with the ability to extend the Workday solution to support organizations' unique business needs through the Workday Cloud Platform. Human capital management applications include absence management, benefits administration, compensation, learning, payroll, planning, recruiting, succession planning, time tracking, and talent management. Workday's learning capabilities are a strength and enable employees to create, share, and consume content through browsers or mobile devices. Employers can choose among external content, instructor-led training, or blended learning, and use internal reporting to measure the effect of their programs on critical HCM metrics. The 2018, the vendor acquired planning solution Adaptive Insights to bolster Workday's budgeting and forecasting capabilities and contribute to the vendor's aim to connect financial and workforce planning.

In November 2018, the vendor announced the start of the move to the public cloud, with customers running its suite of applications via Amazon Web Services. This is currently available to customers headquartered in Canada and select customers in the U.S. Additionally, Workday also plans to expand its public cloud offering to customers in Germany, providing more options to choose how and where their customers run Workday applications—be it on AWS or in Workday data centers. While not a perfect match for organizations that require deeper time and attendance functionalities, Workday's extensive functionality offerings and partner network make it a popular option for many. Nucleus sees Workday maintaining pace with the market as it continues to integrate Adaptive Insights into its core financial and HCM platform.

FACILITATORS

Facilitators in the Value Matrix include Paycor, PeopleStrategy, and Ramco Systems.

PAYCOR

Paycor delivers a strong HCM solution for the small to mid-market, offering recruiting, HR, time, payroll, learning, and workforce insight solutions. Paycor offers a robust recruiting

solution that helps organizations identify and quickly hire top talent through candidate texting, an automated employee referral program, robust analytics, and integrations with top job boards. Paycor's Mobile App has a growing list of capabilities including a mobile time clock, time-off requests, pay history, scheduling, and Spanish compatibility. Paycor recently added the ability for organizations to communicate company updates proactively with employees directly through the app.

Paycor also offers a robust reporting platform that includes deep analytics into key HR topics including turnover, headcount, diversity, and overtime expenses. Paycor's Benefits Advisor also allows employers to benchmark their current benefits offerings with organizations that are similar in size and industry.

In May, Paycor announced the acquisition of Ximble Scheduling, a cloud-based employee scheduling solution. This addition will enable customers to add even more capabilities to Paycor's award-winning time platform, including efficient assignment of schedules and simplified shift swapping between employees.

PEOPLESTRATEGY

PeopleStrategy provides a cloud-based, enterprise-level, hire-to-retire HR technology suite specifically tailored to small and medium-sized employers. Capabilities include a full-service payroll module, benefits administration, time and attendance (with scheduling), talent acquisition, and human resource information system (with onboarding, performance management, and compensation planning) features. The PeopleStrategy platform also includes web-based mobile functionality, a reporting module with configurable dashboards and data visualization capabilities, and a customizable navigation bar (called the NavBar) which provides a single access point to all information and tasks pertaining to individual employees.

PeopleStrategy's solution differentiates itself with a focus on companies with 50 to 300 employees. There are no fees when enhanced functionality becomes available, and upgrades are managed by PeopleStrategy with no disruption to the customer. The vendor has also enhanced tax functionality that recommends state and local tax enrollments for work and home addresses. In the last year, PeopleStrategy introduced several enhancements including:

- The ability to create configurable internal and external career sites for recruiting.

- Compensation planning for managing merit increases and bonuses.

- In-product, self-help tutorials that walk a user through frequently performed tasks.

- Online Help Desk for 24/7 access to technical documentation and support.

In January 2019, PeopleStrategy launched the PeopleStrategy Bundle. The Bundle is designed to better support professionals looking to build and execute end-to-end HR strategy. The Bundle includes PeopleStrategy's HR technology suite, employee benefits and benefits consulting, and administrative services for benefits administration and compliance.

RAMCO SYSTEMS

Ramco Systems offers a multi-tenant cloud and mobile-based enterprise software in HCM and global payroll. Ramco provides the same product on premises, on cloud, and as a hybrid option. The vendor also offers both public and private cloud options. The company targets specific verticals including asset-centric organizations like aviation, logistics, and equipment rentals; product and process-centric manufacturing; and people-centric staffing and professional services industries, helping organizations plan and manage their regular, contingent, and contract employees. Ramco's payroll platform is configured to support around 45 countries and has partnerships to cover over 108 countries globally. In addition to its cloud HCM solution, Ramco also offers a managed HR service which includes payroll, HR administration, employee helpdesks, and statutory lodgment services. Ramco's HCM solution primarily focuses on operational HR modules including core HR, benefits, global payroll, and time and attendance. The vendor addresses strategic HR modules such as talent, recruitment, and performance through partner solutions. The vendor also offers reporting and analytics across the various modules of the HCM suite. Ramco offers both employee and manager self-service, covering core HR as well as performance management. The company also offers a hybrid mobile application accessible on Android, iOS, and Windows; and offers functionality for employee information, leave, expenses, time management, travel management, recruitment, and payroll. Ramco offers ESS/MSS services in almost a dozen languages. All of these innovations make Ramco a particularly attractive option for global organizations. Recent announcements include:

- Ramco's Chia Bot. Ramco has introduced a range of bots to address specific scenarios and offer customization. These bots can support all languages under Microsoft's Louis platform. Three such bots developed this year are the Transactional Bot, Support Bot, and the Policy Bot. Ramco now offers about 30 bots for supervisors, suppliers, customers, job candidates, ticketing, and on-boarding. These self-service functioning bots are available on platforms such as Facebook, Microsoft Teams, Skype, and WeChat.

- Voice UI. Ramco's Voice UI that can help users plan their calendar, apply for leave, get instant approvals, and even check their pay slip by simple voice commands.

- Calendar UI. The user's Outlook Mailbox can now serve as a self-services screen, with employees able to request things such as leave right from Outlook Calendar.

- Artificial intelligence/machine learning. Ramco has leveraged AI/ML and built use cases around payroll calculation and anomaly detection.

CORE PROVIDERS

Core Providers in the Value Matrix include Ascentis, Kronos, Paycom, Snag, and SyncHR.

ASCENTIS

Ascentis is a cloud-based solution that spans core HR, payroll, time and attendance, reporting, talent management, and talent acquisition. The majority of this solution is accessible both conventionally and through its mobile UI. The solution enhances productivity by automating compliance tasks, such as the filing of ACA-pertinent information to the IRS.

Ascentis differentiates itself from other applications with the ability for clients to purchase and deploy only the functionality they need, making it attractive for small businesses. Clients can start working with any one of the Ascentis modules and migrate to other modules over time with no dependence on any specific module and no loss of functionality. Additionally, it is highly customizable with low maintenance integration between Ascentis solutions, other third-party HCM solutions, and financial system platforms. Over the past year, Ascentis has invested heavily in its time and attendance offerings. In December, Ascentis acquired Cincinnati Time Systems, thereby expanding its time and attendance offering. The vendor also acquired the time and attendance vendor Integrated Time Systems in April of this year. Ascentis further expanded its time and workforce management offering by acquiring NOVAtime in September.

KRONOS

Kronos offers a product line that includes its Workforce Ready solution (acquired from SaaShr) and Workforce Central. Kronos Paragon, the vendor's implementation program methodology to bring legacy users to the cloud, shows some positive movement by attempting to streamline Workforce Central's implementation. Workforce Ready offers an employee perspectives analysis platform to quantify employee attributes such as performance, reliability, and risk, thus improving decision making. The vendor also offers succession planning as well as a popular workforce management option with advanced scheduling. In this past year, Kronos announced a number of additional features:

- In November, Kronos introduced AIMEE, a Workforce Dimensions suite which extended Workforce Dimensions capabilities as well as provided upgrades to the Kronos Workforce Ready HCM.

- In April, the vendor announced new expansions on the Workforce Dimensions Technology Partner Network, including the leveraging of real-time Workforce Dimensions and features like Branch, PayActiv, and Salary Finance Advance to build employee engagement.

PAYCOM

Paycom focuses on delivering WFM and HCM functionalities to SMBs and features benefits compliance, compensation, learning, payroll processing, planning, performance management, sourcing through onboarding for talent acquisition, and time and attendance. Paycom runs in a public cloud through both a single application and a single database, allowing it to process data in real time. The solution also enables employers to evaluate and secure candidates who are eligible for tax credits, and to further lower costs. Paycom's analytics capabilities are tailored to support companies' compliance with employment law, including the Affordable Care Act and the Fair Labor Standards Act.

In November 2018, Paycom added a machine-learning based update to its Employment Predictor functionality, further enhancing the solution's ability to identify risk factors and predict departure trends. Paycom also released the Direct Data Exchange in April 2019 to facilitate the use of management analytics, allowing customers to assess costs and identify performance areas in need of improvement. Paycom's intuitive UI will help it remain a popular choice for SMBs while its investments into machine learning and data management will enable it to keep pace with the market for the foreseeable future.

SNAG

Snag, recently renamed from SnagAJob, has completely integrated PeopleMatter into its offering. Snag now offers a single, integrated solution for WFM, recruiting, onboarding, learning, and performance management, connecting employers to hourly job candidates and hiring organizations interested in them.

The vendor's main differentiator is its Snag.work platform. Snag.work connects employers with hourly employees in the retail and restaurant space. Snag recruits and provides the background check of the full roster of "snaggers" and even conducts interviews. The company then connects these employees with employers looking for workers to pick up shifts. Snag then pays the employee right away, carrying the float. They are currently available in Richmond, VA, and Washington, D.C., while the company also offers its Snag platform in Canada.

SYNCHR

SyncHR provides a multitenant cloud solution that focuses on HR, benefits administration, and payroll functionalities. The solution also incorporates a second time-based layer that can track system transactions as they happen, enabling users to manage their activity across any timeframe. Employees can view organizational charts and adjust payroll retroactively as needed. SyncHR also links HCM workflows to company roles instead of to specific employees, mitigating the productivity loss that employers face when they assign new employees to preexisting tasks.

SyncHR's centralized architecture lends itself to many opportunities for using analytics and integrating third-party applications. The vendor has partnered with Kronos to integrate its time and attendance functionalities into the platform in addition to a series of separate vendors for talent-acquisition capabilities. The SyncHR platform also features a cloud extensibility layer which enables users to connect it with best-of-breed third-party applications via APIs and MuleSoft. This customizability is attractive for many end users but the absence of some native functionalities when compared to other end-to-end vendors is sometimes viewed as a weakness of the solution.

In August 2018, the vendor released the Longs Peak update for its cloud-based platform, delivering new enterprise reporting capabilities, enhanced data security, and a refreshed user interface to the solution. SyncHR also announced a strategic partnership with Hitachi Consulting in September 2018, expanding the reach of its partner ecosystem into the Asia-Pacific region. Nucleus expects that SyncHR's recent investments into usability and its flexibility with management and third-party applications will help it keep pace with the market in 2019 and beyond.