

NUCLEUS
RESEARCH

HCM VALUE MATRIX

2018

ANALYSTS

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THE BOTTOM LINE

With the rising cost and complexity of managing one of the four pillars of every organization – its people – human capital management (HCM) vendors are accelerating their delivery of innovation, with cloud being a main driver. Leaders have set themselves apart by focusing on functionality that moves beyond reporting to embedded prescriptive analytics and artificial intelligence (AI), while rounding out their suites with additions of succession planning, talent management, collaboration, and advanced compliance capabilities. Critical next steps for leaders are integrated collaboration across the suite, and real-time access to data for decision making from recruiting and onboarding to retention and separation.

OVERVIEW

With leading HCM vendors delivering new capabilities several times a year, the competitive landscape continues to shift quickly. Part of Nucleus's four pillar of an organization, "people" controls one of the largest shares of budget. Payroll, talent retention, succession, and workforce management have a major impact on the bottom line today.

Leaders have set themselves apart by aggressively innovating in functionality around analytics and AI, real time prescriptive and predictive recommendations, and broad usability and accessibility. Major functional modules have now become table stakes, with leading vendors differentiating among themselves by providing integration collaboration and messaging.

Nucleus's analysis of trends among users shows that cloud-based technology will be the centerpiece of HCM, moving forward. Nucleus's analysis of users' experiences this past year shows that increasingly, organizations are turning to single suite applications as cross market integration becomes a greater business driver. Organizations need to be able to share and use data in real time across departments, which remains much easier to do on a single suite. Best-of-breed applications, particularly those vendors that do not have turnkey integration with larger solutions, will find it harder to stay in business.

More than 60 percent of customers are in the cloud. Nucleus found that those not in the cloud are either looking to move or are limited to on-premise solutions because of external factors such as unions. As a result, the majority of employers that still make do with on premise solutions have very few options to stay there. Because of this, more than 80 percent of the on-premise customers that Nucleus interviewed are actively considering moving soon to the cloud. These realities explain related findings on planned spending in HCM. The data from this survey show all but a small handful of cloud-based users expect to increase spending per capita, per year, over the course of the next 12 months.

As human capital management (HCM) vendors and decision makers have accelerated their move to the cloud, vendors have focused on technological features, not value drivers. The debate around the cloud should be about the ability to deliver faster time to value and greater benefit over time with limited cost and disruption to end users. Nucleus has identified three key areas customers should consider: initial deployment and time to value, usability and accessibility, and the pace and impact of upgrades. Vendors that are able to show value in these three areas will dominate the market as on-premise deployments come to an end.

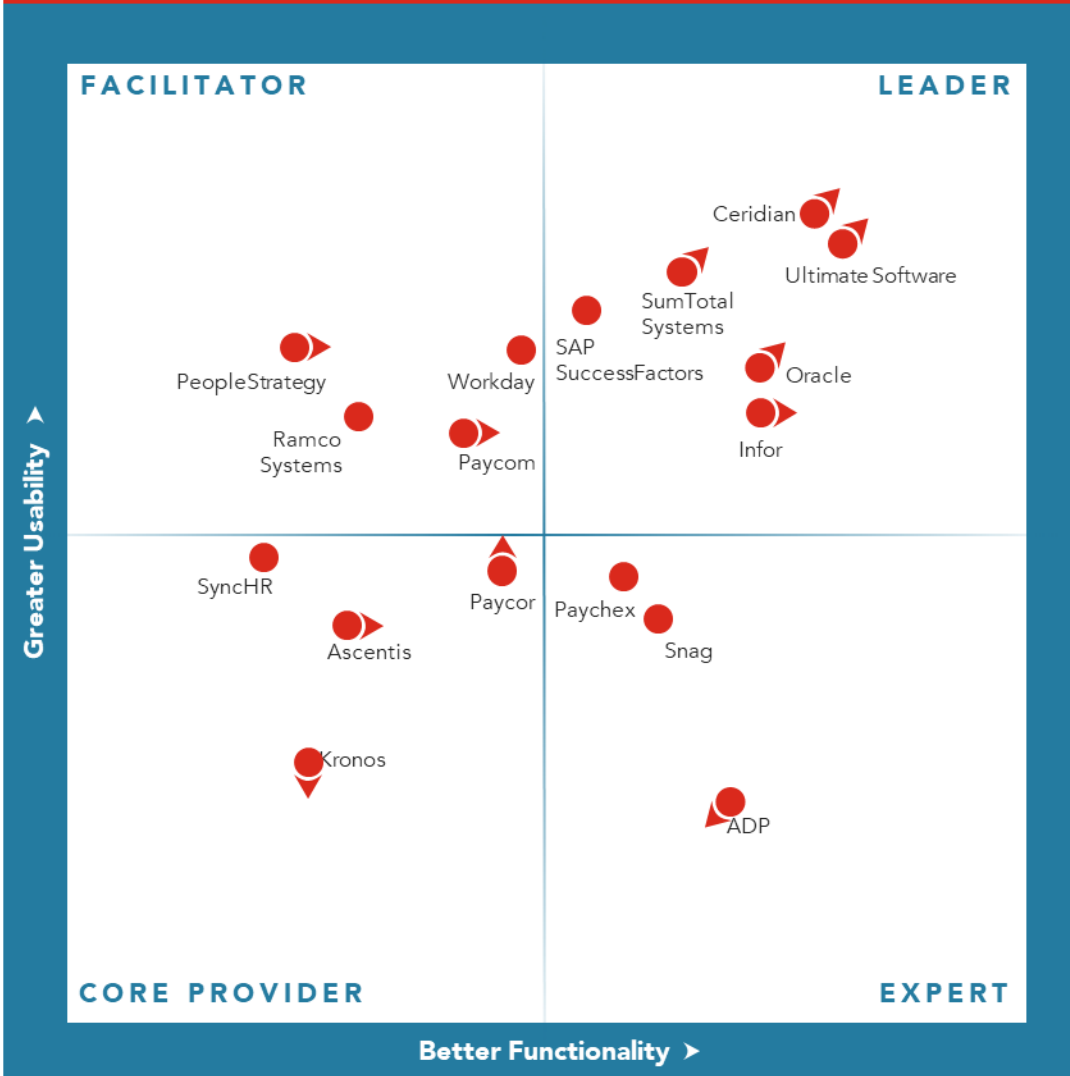
Embedded analytics and artificial intelligence (AI) are also becoming a must have for leading vendors. End users expect completely integrated analytics that is not only predictive, but prescriptive. The main analytics track in HCM is currently around employee flight risk and turnover prevention, but is also expanding into areas like schedule optimization and succession planning. Analytics solutions can only be of value to end users if the data is continuously uploaded and available into a single offering.

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LEADERS

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

CERIDIAN

Ceridian built Dayforce from its origins in payroll and the rest of workforce management (WFM) into a full-breadth, full-fledged solution for HCM with functionality that now spans all of core HR, WFM, recruiting, onboarding, performance management, and compensation planning. Ceridian's large pool of HCM data means that the vendor is able to leverage its knowledge to aid in everything from initial deployment to predictive employee succession planning. Ceridian's single rules engine governs a single application which produces a single dataset. This architecture makes the definition of real-time processing of information possible. This architecture has set Dayforce apart from the competition and supports real time reporting.

Ceridian launched the Dayforce Software Partner Program (DSPP) last year to create a software partner ecosystem aimed at helping organizations easily connect other HCM-related solutions with Dayforce. The DSPP gives Ceridian software partners and application developers access to Ceridian's APIs, making data available across Dayforce and partner solutions. The following is a rundown of new functionality relevant to this report:

- Contiguous and regular upgrades have now become a part of Ceridian's standard upgrade schedule. In addition to the twice-yearly major updates, Ceridian is providing smaller updates every six weeks. These updates go beyond fixing standard bugs and errors, to focus on adding incremental value to the end user's needs (Nucleus Research *s117 – Ceridian HCM Cloud Value Drivers*, July 2018).
- Ceridian is developing a voice-activated personal assistant that, using advanced analytics, will have the ability to recommend specific actions or transactions based on collective data and the experiences of others in similar situations. The assistant, which will work with smart speakers such as Amazon Alexa, Google Home, and Microsoft Cortana, will enable managers, workers, and administrators to complete tasks across all areas of HCM.
- In December, Ceridian announced an alliance that will seamlessly connect Ceridian's Dayforce with Microsoft Dynamics 365. Through this collaboration, Ceridian will provide Dayforce payroll solution to Dynamics 365 customers in a single product offering. Backed, supported and productized by Microsoft, this deep data technology integration will enable Dynamics 365 customers to leverage all the features of Dayforce Payroll without the need for them to build or manage the integrations themselves.

- Optimized Recruiting, integrated with Indeed. This was a complete redesign of the Dayforce recruiting solution that focused on making the recruiter more productive by focusing on things like rules-based resume scoring.
- the spring, the vendor released a native UK payroll solution and also enhanced its talent management capabilities with the release of compensation and learning management modules
- In June, Ceridian rolled out enhanced predictive analytics capabilities that analyze key factors linked to flight risk.

INFOR

Global Human Resources is Infor's core HR solution for organizational planning, 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 has new-hire onboarding, offboarding, employee rewards management, employee relations, occupational health and employee safety. 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, learning management, and advanced pre-hiring assessment. As with the other major players, Infor offers mobile functionality for iOS and Android OS. Infor continues to migrate its on-premise legacy customers to the cloud.

Infor's Workforce Management (WFM) solution covers labor cost controls, enhanced operating efficiencies and agility, time and attendance, scheduling, absence management and task management and also includes an industry specialization for Healthcare scheduling. A COBOL-based, SaaS-delivered solution handles payroll and facilitates regulatory reporting, compliance with employee law, and the processing of payroll taxes. Other global regional packs deliver localized payroll capabilities. Infor offers cross-functionality with the vendor's financial management solution for WFM and HCM. The vendor competes with other vendors that offer enterprise resource planning (ERP) solutions, including Workday, Oracle, and SAP. For onboarding, Infor continues to differentiate itself by drawing on the vendor's suite and technology. This enables Infor to complement onboarding with unconventional ideas. For instance, the system can determine the retailers whose products might appeal to a new hire and then send him or her a related coupon ahead of his or her first day on the job. The following is a rundown of new functionality relevant to this report:

- Infor announced new tools for Infor CloudSuites for Healthcare that enables healthcare providers to recruit and maintain the best fit clinical and non-clinical teams.

- Infor announced Infor CloudSuite HCM Analytics, a new healthcare analytics solution designed to optimize workforce and operational effectiveness along with industry specific content for predictive analytics.
- Infor combed two of its newest products, Infor Coleman, an artificial intelligence solution designed specifically for business users, and Infor Talent Science, a predictive behavioral analytics tool, to create Infor Team Dynamics. Infor Team Dynamics will extend the ability of Infor Talent Science to predict high potential talent based on not only their fit to the role, but also their fit to their new team and manager.
- Infor announced the incorporation of Infor Coleman, into the company's Talent Science solutions. Coleman, a pervasive platform that operates below an application's surface, mines data and uses powerful machine learning to improve processes such as inventory management, transportation routing, and predictive maintenance, and now human capital management. The application will be deployed within Infor Talent Science® in the areas of role-based profile development.

ORACLE

Oracle provides a full suite of HCM solutions natively built on one platform. The suite encompasses depth of HCM, including core HR, payroll, time and attendance, recruiting and onboarding, as well as talent management and Workforce Management. While Oracle continues to provide updates to the formerly named Taleo solutions for customers still on that platform, Oracle's sales strategy is to sell the entire HCM Cloud suite to new customers. 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-premise customers to the Oracle HCM Cloud.

Oracle's Cloud Time and Labor product has matured significantly in the past year, leaving labor forecasting and optimized scheduling as the only major gap that remains. To address this, Oracle partners with best of breed vendors for each industry that requires this kind of advanced scheduling capability. Oracle has a very public partnership with Kronos for time and attendance. For Retail and Hospitality, Oracle partners with WorkForce Software and is in process of securing partnerships with vendors who specialize in other industries such as healthcare and government emergency services. For Field Services and Project Management, Oracle Field Service Cloud also offers an advanced Shift Planning solution and Oracle Project Resource Management Cloud can be used to optimize resources to projects while leveraging worker data maintained by Oracle HCM Cloud and using web services to import schedules from those modules into Oracle HCM Cloud.

Key improvements in functionality in the past year include the following:

- In June, Oracle launched a free digital learning platform designed to help customers quickly and easily take advantage of the continuous innovation within Oracle Cloud Applications. This is called Oracle Launch Pad. The platform provides

comprehensive learning paths and task-focused modules with video tutorials and step-by-step instructions.

- The company is enabling its ERP Cloud and HCM Cloud interfaces to support voice services such as Amazon Alexa. Oracle HCM Cloud mobile apps and chatbots also provide support for voice input and (device dependent) output/readback.
- New customer support offerings are designed to help customers get more value from Oracle Cloud Applications including HCM Cloud, ERP Cloud, EPM Cloud, Supply Chain Cloud, Manufacturing Cloud and CX Cloud. Offerings include improved SLAs, 24/7 rapid response technical support, dedicated implementation support, proactive technical monitoring, success planning and adoption guidance, business process monitoring and guidance, Customer Success Portal, and a new digital experience platform for on-demand education resources.
- Oracle announced a strategic partner with IBM to provide Business Process Outsourcing for Human Resources delivered on the Oracle HCM Cloud platform. Together, IBM and Oracle will enable organizations to seamlessly migrate to Oracle's HCM Cloud platform.

SAP SUCCESSFACTORS

SAP SuccessFactors payroll and time and attendance functionality 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 time sheets, time-off requests and approvals, search, organization chats, performance management, and reviews. Ongoing improvements to the existing Android OS app are being made to enable it to match this functionality.

Recent SAP announcements include:

- The launch of candidate relationship management capabilities as part of its SAP SuccessFactors Recruiting solution. Now with embedded candidate relationship management capabilities, recruiters can more efficiently manage the application and hiring process. Recruiters can manage candidate engagement end to end on a self-service basis across a multitude of channels.
- Announced SAP SuccessFactors Visa and Permits Management, a new solution designed to simplify the sourcing international talent.
- New and updated features to the SAP SuccessFactors HCM Suite around General Data Protection Regulation (GDPR) rules.

- Upgrade2Success, a program that helps customers with on-premise SAP ERP Human Capital Management (HCM) solutions transition and expand into the cloud.
- Announced the planned release of its new job analyzer functionality embedded within the SAP SuccessFactors Recruiting Management solution to help organizations craft effective, competitive job descriptions and eliminate unconscious bias in recruiting.

SUMTOTAL

SumTotal Systems (part of Skillsoft) is one of the few HCM platform vendors that offers the full breadth of HCM solutions. SumTotal incorporates all key HCM components – Core HR, Talent Acquisition, Learning Management, Talent Management, Payroll and Workforce Management. SumTotal continuously invests in platform innovation leading to strong usability and functionality. 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. Employees that do not have the required training for the job they are being scheduled for are clearly identified to supervisors as part of the scheduling process, thus mitigating compliance risk and possible workplace accidents. SumTotal's Learning Management is the first to fully enable content aggregation across xAPI, CMI5, third party and custom content as well as unified access to Skillsoft's large corporate library. SumTotal integrates Skillsoft's multi-modal content, enabling organizations to develop talent through an employee lifecycle.

In addition, SumTotal offers three deployment types - SaaS-delivered via multi-tenant cloud, privately hosted in SumTotal, or on-premise, but customers always have the option of the latest version, regardless of deployment type. This allows 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 take benefit of the cloud.

In the past year, SumTotal has announced:

- A Netflix style design with a personalized experience covering a user's learning and development requirements.
- Streamlining the recruitment and talent development processes for an overall easier user experience
- An augmented Core Platform architecture with new and enhanced capabilities for GDPR, accessibility and mobile. The update also included upgrades to employee engagement, gamification, social, reporting and search performance.
- New Gamification and Social enhancements leverage data and analytics within the SumTotal platform to drive employee engagement

- Easy resume upload and AI matching to open positions are a part of the new Talent Acquisition functionality, while improvements to onboarding help new hires match with the appropriate mentors and map out their career paths.

ULTIMATE SOFTWARE

Ultimate Software's UltiPro is a full-suite cloud based HCM solution. UltiPro covers core HR, payroll, benefits management, the remaining breadth of WFM, recruiting, onboarding, career and succession planning, performance management, learning, compensation management and salary planning. Included in core HR are advanced reporting capabilities, predictive analytics, and a meta data-driven configuration platform and rules engine.

Ultimate continues to offer strong solutions for complex payroll, predictive analytics, recruiting, onboarding, and analytics. Ultimate users are able to use predictive analytics for both retention and performance, helping to lower turnover and increase productivity. Ultimate also offers prescriptive analytics via Leadership Actions and UltiPro Perception leveraging AI and machine learning to recommend specific actions for managers to recognize, engage, and develop the potential of their employees. In the past year, the company has made the following announcements:

- In July, Ultimate entered into a binding Letter of Intent (LOI) with respect to the acquisition of PeopleDoc by Ultimate Software. PeopleDoc is based in Paris, France, and has more than 1,000 customers with users in 180 countries. The addition of the PeopleDoc HR Service Delivery platform will offer new, person-centric features, such as an online employee help center and knowledgebase, HR case management, and employee file management.
- The vendor also launched Xander. Xander is an AI foundation that leverages Natural Language Processing (NLP) and advanced machine learning technology. Xander is capable of understanding structured and unstructured data and sentiment from open-ended text feedback and recognize over 100 different emotions and detect 140 workplace themes. Xander is embedded in UltiPro and the engine driving UltiPro Perception, Ultimate's employee engagement platform, which includes a dynamic feedback solution, sentiment analysis, and recommendations. Through these solutions, Xander continuously learns and 'gets smarter' over time, constantly testing the relevancy and effectiveness of its predictions and suggestions. The vendor also announced the stand-alone availability of Perception by Ultimate.
- The vendor also launched UltiPro Connect, Ultimate's centralized integration hub designed to simplify and standardize integrations. Customers can access the UltiPro Connect marketplace to browse partner apps and services, and can also use UltiPro Connect to build integrations without having to start from scratch.
- In 2018, Ultimate extended options for customers with the most complex benefit needs with a premium offering, UltiPro Benefits Prime. In addition to handling everything related to dependent eligibility, enrollment, and administration, UltiPro

Benefits Prime offers a consumer shopping experience for enrollees, including embedded decision support (i.e., education tools - video, plan comparisons, and guided recommendations). It also provides tools such as EOI management and automation of benefits billing and reconciliation.

- UltiPro Perception introduced a new partnership with Mercer-Sirota. UltiPro Perception users now have access to Mercer-Sirota's established surveys, question banks, and global benchmarks, all embedded within the UltiPro Perception solution.
- UltiPro's Community Broadcast solution serves as a communication hub that empowers customers to control message flow, connect leaders with their teams via text or email, without having to leave UltiPro. Administrators can target certain groups and request acknowledgement to ensure that employees received the information, with the exchange tracked within UltiPro.
- Ultimate announced Prescriptive Leadership Actions, added in UltiPro reinforce practices by managers who are guided to recognize, engage, and develop the potential of the individual.

FACILITATORS

Facilitators in the Matrix include Paycom, PeopleStrategy, Ramco Systems and Workday.

PAYCOM

Paycom's history is characterized by its expansion to provide functionality for WFM and HCM. Its features include payroll, time and attendance, payroll processing, benefits compliance, sourcing through onboarding for talent acquisition, performance management, compensation, planning, and learning. Because Paycom runs in a public cloud on a single application with a single database, the solution has the ability to process data in a real time manner. This greatly benefits large employers and their efforts to comply with employment law.

Paycom's analytics are noteworthy for their focus on employment law and compliance, especially with the ACA and FLSA. The solution is also noteworthy for its ability to allow employers to pre-screen candidates for tax credit-eligibility and secure them to help lower costs.

Although Paycom users have reported functionality and reporting limitations, ease of use, frequent automatic updates, and competitive pricing are positives of the solution. The vendor has recently expanded in size, with Paycom hiring for over 100 corporate positions, and announcing the opening of new offices in San Diego and Columbus Ohio.

PEOPLE STRATEGY

PeopleStrategy provides a Cloud-based suite, eHCM, that provides a single end-to-end HCM solution specifically tailored to small and medium sized employers. eHCM's capabilities includes a full service payroll module, benefits administration, time and attendance (with scheduling), talent acquisition, and performance management features. This solution also includes web based mobile functionality, a reporting module with configurable dashboards and data visualization capabilities, and the ability to compare health plans side by side within its benefits administration module.

PeopleStrategy's solution differentiates itself with its focus on companies with 100 to 3,500 employees. eHCM does not require upgrades and fees when enhanced functionality becomes available. People Strategy's implementation program provides end users with constant communication when implementing eHCM and enables users to only deploy the features that they need. In 2018, PeopleStrategy announced a number of advances to eHCM such as:

- PeopleStrategy announced NavBar, a customizable navigation bar that provides a single access point to all information and tasks pertaining to an employee
- The vendor has streamlined compensation features together with the ability to review, edit, and approve payroll
- The vendor also enhanced tax functionality that recommends state and local tax enrollments for work and home addresses
- PeopleStrategy now provides interactive training content, such as pop up references and videos

RAMCO SYSTEMS

Ramco Systems offers a multi-tenant cloud and mobile-based enterprise software in HCM and Global Payroll, ERP, and M&E MRO for Aviation. The company targets specific verticals including asset-centric organizations like aviation, logistics, equipment rentals; product & process-centric manufacturing; and people-centric staffing & professional services industries.

Ramco's payroll platform is configured to support around 45 countries and has partnerships to cover over 108 countries globally. Ramco provides the same product on-premise, on cloud, and as a hybrid option. The vendor also offers both public and private cloud option. In addition to cloud HCM solution, Ramco also offers managed HR services which include payroll, HR administration, employee helpdesks, and statutory lodgement services. Ramco's HCM solution includes modules and features to support the full employee lifecycle including Core HR, recruiting, talent management, benefits, time and attendance, compensation, and succession planning. The vendor also offers reporting and analytics across the various module of the HCM suite. Ramco offers both employee and manager self-service, covering

core HR as well as performance management. Ramco offers ESS/MSS services in simplified Chinese, Vietnamese, Thai, Bahasa Indonesia, and Japanese languages, in addition to English, French, Spanish, and Arabic. The company also offers a hybrid mobile application accessible on Android, iOS, and Windows, and offers functionality for employee info, leave, expenses, time management, travel management, recruitment, and payroll.

With both EAM and ERP, the vendor is a theoretical competitor to Infor, Oracle, and SAP in deals where prospects want an enterprise-spanning suite. Ramco presents itself as a competitor to Workday, with core HR and integration with the general ledger. While the bulk of Ramco customers are internationally based, the vendor is planning on expanding into the U.S. and U.K. markets with fully compliant native payroll. This, combined with its large international offerings, means Ramco is on track to become a full-throated, end-to-end option in HCM for global employers in the next few years.

WORKDAY

Workday delivers financial management, human capital management, and analytics applications. Associated products include: Learning, Payroll, Planning, Recruiting, Time Tracking, Benefits Administration, Talent Management, Absence Management, Compensation, and Succession Planning. Highlights include:

- Learning. Workday's learning functionality leverages the industry leading trigger-based model. This application enables employees to create, share, and consume content through browsers or mobile devices and has the ability to recommend content based on preferences and interests, peer popularity, and Workday transactions. Employers can require blended learning, instructor-led training, or external content at specific intervals, with reporting enabling them to understand the impact of their learning programs on key HCM measures.
- ERP financials integration. Workday Planning for budgeting and forecasting aims to unify financial and workforce planning through HCM and financial management collaboration.

Similar to competitors such as SAP SuccessFactors, Workday faces the challenge of enhancing payroll and time and attendance functionality. Nucleus does not recommend Workday for employers that need great time and attendance functionality, but this can be somewhat mitigated by partnerships. In the past year, Workday announced:

- Workday announced the acquisition of Adaptive Insights to create imbedded analytics in suite of applications for finance and HR. Since January, Workday has also acquired SkipFlag, Rallyteam and Stories.bi.
- Workday now partners with Duo Security, a cybersecurity company that specializes in trusted access and multi-factor authentication (MFA) technologies. As part of the partnership, Workday will enable customers to leverage Duo's MFA functionality within Workday's user interface.

- Workday launched extended capabilities and tools delivered through Workday's home page for Workday Human Capital Management (HCM), allowing employees self-service across Workday applications and third-party systems without needing to access an HR portal, log a service ticket, or call someone for support.
- Workday now offers Workday Data-as-a-Service (DaaS), a cloud service that provides valuable data to customers to enable more informed decision-making.

CORE PROVIDERS

Core Providers in the Matrix include Ascentis, Kronos, Paycor, and SynCHR.

ASCENTIS

Ascentis is a cloud-based solution that spans core HR, payroll time and attendance, reporting, talent management, and talent acquisition. There is support for 360-degree assessments for reporting, and dashboards are available to conduct analysis. 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.

Compliance functionality takes center stage within Ascentis's mobile ecosystem, with users speaking highly of it. The solution also differentiates itself with the ability of clients to purchase and deploy only the functionality they need. 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 3rd party HCM solutions and financial system platforms.

In July 2018, Ascentis announced its intent to move its headquarters to Minnesota. Originally from California, this action is meant to enhance transparency throughout the organization by placing the core team within a more centrally located office.

KRONOS

Kronos offers a product line that includes its Workforce Ready solution acquired from SaaShr, and Workforce Central. Only Workforce Ready is on a public cloud. Workforce Central is designed for enterprise-sized users, but its usability is hampered because it is not on a public cloud. Kronos's 2017 partnership with Keysight Technologies Inc. and the resulting offering, NGA Time, was created partly to add functionality by coupling with this solution. 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. In 2018, Kronos announced a number of additional features to Workforce Ready via the Workforce Ready People Analytics Suite:

- Workforce Ready Employee Perspectives analyzes platform data to quantify employee attributes such as performance, reliability, and risk for better decision making
- Workforce Ready Succession Planning provides organizations with configurable charts and metrics to better understand the effects of organizational growth.
- Workforce Scheduler enables managers to better deal with unexpected absences and other staffing decisions by matching available employees to open shifts
- A new user interface with enhanced functionality will be available to all Workforce Ready customers starting this fall

PAYCOR

Paycor is a cloud-based suite spanning much of HCM. Paycor's capabilities includes payroll processing, core HR, time and attendance, reporting, benefits administration, compliance reporting, analytics, talent acquisition, and learning management. Paycor has continued to hone its mobile functionality with updates to Paycor Mobile such as a mobile time clock, time off request and time-off balance, pay history, scheduling, and Spanish compatibility. The company acquired Newton Software in 2015 to enhance its talent acquisition functionality and has bolstered it with interview scorecards, and a ratings system for interviewees. Newton is now fully embedded into the Paycor suite and recruiting and onboarding is robust. Paycor also added Candidate Search, a new feature enabling users to leverage search filters to identify top talent. Paycor Learning Management was launched in October 2017.

Paycor announced Workforce Insights in April 2017, a feature that uses employee data from throughout the solution to provide interactive dashboards and customizable visuals for greater workforce insight. Partnering with Intuit's TurboTax in December 2016 enabled Paycor clients to view, print, and download their W-2 information, and allowed them to more easily import their tax information unto tax returns. The vendor has fully integrated 403(b) nonprofits into its Perform platform, making it an attractive option for companies within this sector.

Paycor primarily competes with the other "pay" vendors as well as ADP, as most of its clients employ fewer than 50 staff. That said, the vendor has begun to move upmarket and service companies with about 100 staff.

SYNCHR

SyncHR is a multitenant cloud solution designed around a single, inseparable core made up of HR, benefits administration and payroll. A second, patented time-based layer is applied

to track and manage system transaction across time. This allows users to transact intuitively and accurately within the system across any timeframe – past, present or future. For example, users can make payroll corrections in the appropriate payroll period or view organizational charts from various time periods. Another patented aspect of this solution is its ability to tie HCM workflow to roles instead of employees, reducing the lost productivity employers otherwise face when assigning newly hired or promoted employees to the existing automated tasks of predecessors.

SyncHR's single dataset patenting has led to a great amount of usability and flexibility in terms of analytics use potential. The vendor has partnered with Kronos's Workforce Ready solution for time and attendance functionality, together with a series of other vendors for talent acquisition. Additionally, SyncHR's platform includes a modern cloud extensibility layer, including APIs and MuleSoft, allowing users to leverage best-of-breed third-party solutions or easily connect to other corporate systems. This flexibility is particularly attractive to enterprises that want best-of-breed solutions or prefer an enterprise level solution with successes on core HCM. While this flexibility is attractive to some end users, the lack of native time and attendance and talent acquisition functionality is where SyncHR falls short compared to Ultimate Software, Paycom, and Namely. The eventual fusion of these features with its single dataset will enhance its competitive viability versus its competition.

In May 2018, SyncHR announced a partnership with myHRCouncil to enable clients to keep up with changing federal and state regulations pertaining to employment law and compliance. HR and finance users will benefit from its ability to provide legal information on Federal and 50 state employment laws.

EXPERTS

Experts in the Matrix include ADP, Paychex, and Snag.

ADP

ADP offers three multitenant cloud solutions for HCM that cater to employers based upon size. ADP Run is intended for companies with 1 to 50 employees, Workforce Now for firms with 50 to 3,000 employees, and Vantage HCM is designed for organizations with over 3,000 employees. Each of these solutions offer a wide array of functionality. These include 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's acquisition of The Marcus Buckingham Company has enabled it to bolster its talent management capabilities with coaching and educational resources. ADP is a great choice

for global payroll due to its better capability to support this feature globally relative to other vendors. Its wide degree of functionality, together with its usability shortcomings, justifies its placement within the Expert quadrant. In the past year, ADP announced a number of advances to its solution:

- ADP now offers Wisely Pay, a feature that leverage technology from ADP's acquisition of Global Cash Card to enable clients to provide employees with multiple options to receive, spend, and manage money, financial management tools, and the ability to avoid paper check fees
- 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
- The vendor partners with collaboration hub Slack to enable mutual clients to provide their workers with access to HR and payroll information such as pay notifications and details, and time off balances and requests.

PAYCHEX

Paychex's HCM platform for SMBs, Paychex Flex, is a modular cloud solution that includes payroll, core HR, benefits administration, retirement administration, time and attendance, compliance, and integration with GL, analytics, and talent acquisition. Its analytics capability includes a "quick answers" feature that enables easy user access to the most frequently mentioned information 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 places an emphasis on mobile usability with an intuitive ESS and UI.

In May 2018, the vendor announced 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.

Although Paychex offers good usability, it is not on par with vendors in the Leaders quadrant. Nucleus expects it to increase with the maturation of its analytics features. This, together with the eventual appearance of additional talent acquisition functionality, may enable Paychex to enter the Leader quadrant.

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 with a connect to hourly job candidates and hiring organizations interested in them.

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. Currently available in Richmond and Washington, D.C. the company is looking to expand into other markets. In July, Snag announced that it would now has begun offering its recruiting services to employers in Canada, the companies first international market. Canadian companies can now use Snag’s innovative platform to create and post job openings and to manage the hiring process from start to finish.