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RESEARCH

WFM TECHNOLOGY VALUE MATRIX 2021

ANALYST

Trevor White, Evelyn McMullen

THE BOTTOM LINE

Organizations have had to adjust to a rapidly changing work landscape over the past year. As machine learning driven functionality and analytics become common among leading vendors, differentiation is now focused on niche areas and capabilities, particularly around schedule optimization and employee experience. Leaders in this year's Value Matrix continue to invest heavily in these areas and have planned for further innovation in their respective product roadmaps. The pandemic has also driven investment in compliance and regulation technology, with leaders needing to adapt their current technologies regularly and with speed to keep up with changing demands and regulations.

WFM
Value Matrix | April 2021

NUCLEUS RESEARCH

FACILITATOR

LEADER

Blue Yonder

Reflexis (Zebra) → Ceridian

Ramco Systems

Workforce Software

Infor   UKG

Greater Usability ▲

Paychex

ADP

Ascentis

Paycor

Replicon

Paycom

Verint

Deputy

Paylocity

CORE PROVIDER

EXPERT

Better Functionality ➤

MARKET OVERVIEW

As organizations continue to restabilize post-pandemic, there is a greater need not only to optimize workforce operations, but employee engagement as well. The ongoing reopening of organizations and new regulations surrounding health and safety and labor compliance have emphasized the need for modern, flexible workforce management (WFM) solutions. Additionally, in order to maximize efficiency while properly managing employee

engagement, organizations require functionality such as forecasting and automation to take care of otherwise mundane WFM tasks.

Key investments by vendors in recent years include workforce analytics, forecasting capabilities, and machine learning automation. These investments have continued over the past 12 months, as vendors look to separate themselves from the competition. There is now a focus on more granular differentiators within analytics and scheduling as general functionality becomes table stakes. As economic recovery continues, organizations can ensure that they are optimizing labor spend with increasingly sophisticated forecasting and scheduling features. There has been increased investments in compliance, as various labor laws and health and safety regulations have become a requirement for many businesses to reopen. Leading vendors invested significant resources into employee sentiment analysis, both as a response to the pandemic and in anticipation of decreasing unemployment as the economy returns. Analytics can be used to monitor employee sentiment and reduce involuntary turnover – provided that the analytics are prescriptive, and not just predictive. Nucleus believes that as the economy recovers, the quantified measure of employee sentiment and experience will lead workforce investment over the next 12 months.

In this Technology Value Matrix, Nucleus evaluated several WFM solutions that stand out in their ability to improve workforce efficiency for organizations. The Matrix positions vendors in the market based on the paired functionality and usability of the software, and the value that they deliver customers. (Nucleus Research V67 – *Understanding the Value Matrix,* April 2021). The WFM space is split between providers well-equipped to support complex use cases and the needs of larger global enterprises, and those with functionality that is more tailored to SMB users.

LEADERS

Leaders in the Value Matrix include Ceridian, Infor, Reflexis Systems (Zebra Technologies), UKG, and WorkForce Software.

CERIDIAN

Ceridian Dayforce is a SaaS-delivered cloud HCM platform that offers a full range of WFM functionality. The platform has a single dataset governed by a single rules engine and is an attractive solution for organizations looking to expand globally, as it is used in more than 60 countries. Dayforce functionality includes time and attendance, labor planning, scheduling, analytics, and leave, absence, and task management.

WFM capabilities through the platform offer managers access to advanced scheduling tools which can reduce costs and maximize business performance through staff alignments corresponding with peak periods, employee skills, and regulatory requirements. With Dayforce, managers can create schedules using different methods, such as auto-allocation of labor based on prescriptive analytics and historical data. The solution provides visual alerts to notify users of labor costs outside of set budget and regulatory requirements, allowing users in management positions to avoid unnecessary labor costs and improve budget adherence while remaining compliant. The vendor's labor scheduling capabilities are well suited for specific industries, including healthcare, retail, hospitality, and manufacturing.

The Dayforce Mobile app provides full employee self-service, enhanced by Dayforce Assistant, the vendor's virtual assistant utilizing natural language processing (NLP) to take user requests and provide relevant results to search offers. Users can give voice or text commands to the Dayforce Assistant for support, approvals, and absenteeism management in compliance with an organization's rules.

- In March, Ceridian announced its acquisition of Ascender, an HCM provider prominent in the Asia Pacific Japan region, to advance global expansion.

INFOR

Infor provides organizations in 29 distinct verticals with a broad range of industry-specific, cloud-based WFM functionality. The vendor takes a verticalized approach to provide organizations in specific industries with a fully tailored enterprise functionality, rather than providing a blanket approach to WFM and HCM.

The vendor's Coleman AI leverages natural language processing (NLP), image recognition, and machine learning (ML) to surface insights from its cloud-based analytics platform, Birst, which uses data from several modules, including WFM and other first- and third-party enterprise applications. Upon interviews with Infor customers, Nucleus found that Infor WFM users have experienced increases in user productivity upon deployment, and have found satisfaction through the vendor's scheduling solution, employee self-service and manager self-service capabilities, and mobile-friendly interface. Organizations have reported significant returns with reduced need for training through the usability of the solution.

Other updates and announcements since the last Value Matrix include:

- In July, Infor has launched a multitenant payroll module that offers functionality including back-end payroll processing, employment tax filing, wage payments, and garnishments. The solution is also available on the Infor Go mobile application and is planned to be compatible with third-party financial applications.

REFLEXIS SYSTEMS (ZEBRA TECHNOLOGIES)

The Reflexis One platform provides users with comprehensive functionality for scheduling optimization, employee self-service, time and attendance, and analytics and reporting. The vendor has gained popularity with retailers, QSRs, banks, and hotels due to its ability to help simplify store and branch operations with its optimized labor spend functionality. The solution itself can also provide organizations with sales and customer satisfaction improvements driven by greater alignment of available labor and customer demand.

Scheduling through Reflexis enables organizations to optimize labor spend by advancing customer engagement, conversion, and sales with its AI-powered forecasting, labor budgeting, and advanced scheduling capabilities. Organizations that deployed the solution realized a significant reduction of their annual labor cost through the elimination of unnecessary overtime and early clock-ins, increased accuracy time and attendance data, and improved compliance with labor laws. Additionally, the vendor's Task Management solution offers greater functionality when compared to competitors and enables managers to organize, automate, rank, and complete daily tasks with higher efficiency, giving them more time to focus on other, higher priority tasks. Nucleus found that Reflexis customers reported rapid implementation times and user adoption, which is further driven by MyWork, the vendor's mobile-first unified interface.

Updates and announcements since the last Value Matrix include:

- In May 2020, Reflexis launched Reflexis Appointments, a solution to help retailers safely reopen amid the COVID-19 pandemic. Reflexis Appointments enables customers to book time slots online to shop in-store, schedule curbside pickup, join on-site queues for walk-in services, and schedule home delivery or in-home service. Key features include a schedule-aware tool that aligns customer appointments with staff availability, virtual queue management, reminders and checklists for necessary sanitation, and support for the concepts of "assets" such as curbside slots.

- In September 2020, Reflexis was acquired by Zebra Technologies and integrated into its new Software Solutions division, which is also comprised of several other leading SaaS solutions for front-line workers. SmartCount (a self-scan, physical inventory management solution), Zebra Prescriptive Analytics (an AI/ML-based software solution that identifies patterns in store data and assigns tasks for front-line workers to execute corrective actions) and Workforce Connect (secure, flexible and instantaneous PTT, voice call and messaging for front-line workers). This new combination has the potential to provide current Reflexis customers advanced capabilities in a unified architecture that can help them elevate the performance and experience of front-line staff and drive higher levels of utilization and return from their inventories.

- Reflexis and Zebra recently announced a collaboration with Microsoft that will connect the Reflexis Real-Time Task Manager and Workforce Scheduler solutions with Microsoft Teams' Task and Shift applications. The integration will allow customers of both providers to further optimize operations by syncing engagement with task lists and schedules.

- The vendor recently added functionality to the Reflexis Q-Suite, a group of easy-to-implement solutions that leverage data and hierarchies from the Reflexis ONE platform to improve communication and compliance processes across an organization. For example, Q-Comm is a social communication system within the Reflexis ONE platform that enables users to send messages without the need for third-party tools.

- Enhanced AI/ML capabilities have been added to the vendor's suite of solutions to help customers manage staff efficiently while facing fluctuating demand. This includes advanced mathematical forecasting models that can improve forecast accuracy at various locations, and a COVID lockdown model that can lend to better outlier detection and trend analysis.

UKG

UKG Dimensions, formerly known as Kronos Workforce Dimensions, is a modern global Workforce Management (WFM) SaaS solution. UKG Dimensions suite is best suited for large organizations, with 2,500 or more employees, providing best-in-class workforce management functionality for timekeeping, scheduling, absence management, vaccination management and attestation, forecasting, data collection, and workforce analytics. Its intuitive, mobile-first experiences and artificial intelligence platform empowers teams to be successful, providing capabilities such as augmented forecasting for optimized scheduling, proactive compliance rules engine and alerts, and advanced people and labor analytics with risk mitigation. UKG Dimensions is built for every industry and intentionally designed to handle the unique needs of specific industries, such as manufacturing, healthcare, retail and hospitality, logistics, public sector, etc. For example, in healthcare, UKG Dimensions provides an exclusive suite of analytics and tools purpose-built to optimize and assist healthcare organizations in developing the most ideal schedules based on an array of industry-specific factors, such as compliance guidelines, skill sets, and predicted patient volume. In addition, the UKG Dimensions suite continues to expand the definition of workforce management by harnessing aspects of HR service delivery—like file management, document generation with eSignatures, and employee case management—to address the newly surfaced, and often critical, needs of front-line workers and organizations. Similarly, the UKG Dimensions partner network also continues to expand, powered by its embedded

integration platform, facilitating the exploration and extensibility of the solution with trusted partnerships like Branch, PayActiv, Salary Finance Advance, etc.

Other updates and announcements since the last Value Matrix include:

- Contact-tracing is an area for which UKG Dimensions workforce management data is a natural fit. With the UKG Dimensions infrastructure in place, automated reports and people analytics display all data points derived from various devices, such as time clocks and mobile devices, yielding a clear picture of the workers who may have been exposed to someone with COVID-19 in the workplace. Organizations can take action quickly to protect employees and potentially combat the spread of the virus, providing advantages both in terms of employee safety and business continuity.

- Attestation helps organizations stay compliant in a myriad of circumstances, from required meal-breaks to well-being pulse surveys to requests to fix missed punches. With Attestation (on any device – laptop, tablet, mobile, clocks, or kiosk), organizations can quickly surface relevant questions to employees, whose responses may trigger automated processes, workflows, and notifications, further reducing potential exposure or risk. Attestation can also be configured to support specific employee populations locally as well as globally.

- With UKG's new Touchfree ID capabilities, organizations can utilize facial recognition for punch authentication as well as other self-service transactions to promote employee safety.

- For organizations with a focus on team excellence, updated complex scheduling through UKG Dimensions incorporates factors to optimize scheduling for productivity as well as health and safety purposes.

- UKG Dimensions' fully integrated People Assist gives HR teams the opportunity to connect, understand, and offer better support workers in a meaningful way, providing that consumer-level of service employees expect today. Leveraging the significant touchpoints of workforce management, employees are also empowered to find answers to their HR-related questions through an on-demand, personalized knowledge base and instantly initiate requests to for faster resolve.

- UKG Dimensions' market-leading AI and machine learning has been enhanced to drive increased schedule forecast accuracy that gets smarter over time by taking into account a variety of factors (e.g., vast amounts of data, actions taken, business climate, etc.)

- UKG Dimensions' analytics capabilities extend beyond the traditional labor and workforce descriptors; it provides actionable insights, purpose-built for C-level executives to concisely uncover progress on KPIs as well as reveal inequitable

practices and unethical behaviors impacting engagement, compliance, and labor costs

- Last fall, two notable partners joined the UKG partner ecosystem, taking full advantage of UKG Dimensions' Open-API Platform available to customers and partners. FieldCentric for Healthcare leverages UKG Dimensions to deliver a simple mobile experience that enables home healthcare service providers to manage their schedules, collaborate with their colleagues and give individualized care to their patients. Beekeeper provides services to deskless, front-line employees, notifying them of schedule updates via the UKG Dimensions mobile app.

WORKFORCE SOFTWARE

WorkForce Software offers users a modern SaaS-delivered WFM platform with broad functionality, including that for time and attendance, scheduling, absence and leave management, labor analytics, fatigue management, and data collection devices. The solution is available via apps for Android and iOS, allowing users to rely less on e-mail, voice, and SMS to manage schedule-related tasks. By leveraging a growing library of application programming interfaces (APIs), the vendor is able to integrate its solution to access and augment an organization's existing payroll and HR solutions through Web Services and file-based integrations. The vendor's WorkForce suite gives each employee a configurable WorkForce Hub to access and manage priorities and turn visibility for certain actions on or off based on personal preference. Employees can also set a specific page or action, such as approvals, as their homepage. The WorkForce Hub also gives users the ability to have more input in their schedules by leveraging demand forecasting and schedule optimization to publish schedules quickly and allow employees enough time to work through any potential conflicts. Employees are also given the opportunity to express unavailability, swap shifts, request time off, and accept or deny extra shifts across all devices. Some requests can be automatically accepted or denied based on set organizational standards, eliminating time spent waiting for a manager's response.

WorkForce Software has a fully configurable, automated rules engine that validates all input actions, including time-off requests, scheduled shifts, and forecasts, within the WorkForce Suite to deliver the relevant response. The vendor has continued to expand the rules engine to better support automated compliance with national to local regulations, as well as internal labor rules. The vendor also provides a regulatory update service that sends update notifications to customers when external policy changes are made and allows them to decide if they want to load them into the system. Managed system update processes allow users to assume the most updated version of the solution.

Updates and announcements since the last Value Matrix include:

- WorkForce Software has expanded its AI and machine learning capabilities to include demand forecasting, predictive scheduling, and employee and manager task prioritization that is backed by a proprietary urgency model.

- Ad-hoc messaging between individuals and groups can now be delivered as push notifications via the vendor's Android and iOS apps. Push notifications have also been expanded to support communications for urgent timesheet exceptions.

- In the past year, WorkForce Software has added Standard Scheduling as the first stage in the development of a universal scheduling solution, which combines the functionality of 3 scheduling paradigms (template, job, demand) on a single platform. Standard Scheduling provides users with a modern and flexible approach to template-driven scheduling with a mobile-first design and tools for employees to take a greater role in their scheduling.

- The vendor's support for demand-based support has expanded to incorporate machine learning. Demand forecasting through the Workforce Suite gives managers, schedulers, HR staff, and other teams associated with scheduling to better insight into changing business demands and the impact that they are expected to have on shift resource needs.

- WorkForce Software introduced chat-based, pre-shift health screening amid the Covid-19 pandemic in order to allow workers to discreetly perform health surveys that evaluate exposure risk, confirm or deny clearance to arrive to a shift, and provide proof of clearance through channels such as QR codes, SMS, e-mail and embedded communications within the corporate intranet.

EXPERTS

Experts in the Value Matrix include Ascentis, Deputy, and Replicon.

ASCENTIS

Ascentis is a provider of cloud HCM solutions that covers elements of WFM such as compliance and time management and advanced scheduling. The platform allows organizations to manage compliance with local, state, and federal regulations and union agreement rules, with the ability to add obscure rules that other vendors may not support. Ascentis also offers an accruals calculation engine that can meet complex rule needs. The solution includes complex scheduling tools that are flexible and meet the needs of workforces with multiple shift rotations. Users have a full view of team status and can easily see who is scheduled, not scheduled, pending request, and on leave. Managers also have

access to daily headcount and total hours worked. The Ascentis mobile app also provides users with automated change notifications. The platform can integrate with more than 400 other Payroll and HR software systems, allowing organizations to take an incremental approach to the implementation of the system. The cost-efficiency of the Ascentis platform, along with full-suite functionality without the need to commit to the full suite, makes it an attractive option for SMBs looking to drive efficiency across its HCM and WFM processes.

Recent updates and announcements include:

- Ascentis released updates to CarePoint, including the ability for users to ask attestation questions, take employee temperatures (with notice to consent), and use voice command on NT8000 time clocks to reduce physical touch. Reporting has also been added to help managers better indicate workflow failure points.

- New features on the Ascentis Mobile App include benefits summary, companywide push notifications, payroll notifications, the ability to view and edit dependent information, and the ability for managers to view direct reports.

- The vendor launched the Employee re-hire wizard, allowing HR teams to bulk re-hire employees returning to work following layoffs or furloughs.

DEPUTY

Scheduling and time and attendance functionality through Deputy can integrate with an organization's existing payroll, point of sales, and HR solution. For example, the vendor integrates with popular payroll providers such as Paychex and ADP, ECM vendors including Dropbox and Box, and full suite HR vendors, such as BambooHR. The vendor's main point of expertise is in scheduling, and its solution provides both managers and employees with enhanced access to schedules and timesheets, leave management, shift swapping, and communication through a singular platform on any device. Deputy can be configured to fit the needs of specific industries and serves a broad set of verticals, including healthcare, logistics, retail, and education.

REPLICON

Replicon is a modern, cloud-based WFM platform that offers functionality for time and attendance, leave management, job costing, complex scheduling, global payroll and compliance, and workforce analytics. The solution is fully mobile, with a modern UI and advanced capabilities that offer a single source of record for time data, crew management, and global compliance, with a dedicated dashboard that provides updates and notifications. The solution's flexible functionality for time and attendance, scheduling, and global and local compliance allows it to meet the needs of business of all sizes. The vendor's mobile-

first time tracking platform allows remote employees and supervisors to leverage self-service capabilities such as viewing, recording, and approving time, expenses, and time off requests on-demand. Employees can also easily capture time for various purposes, including job costing and accounting for shared services. AI-powered chatbots also allow users to enter, approve, and edit time and time off records automatically, saving time spent on manual processes. Replicon's Time Intelligence platform leverages Internet of Things (IoT), artificial intelligence, and deep learning to connect to structured and unstructured time data sources and automate the capture, classification, and contextualization of time spent.

Replicon's real-time time capture facilitates accuracy in payroll, client billing, and job costing. Additionally, automation capabilities speed up time to gross pay processing while eliminating human errors and ensuring global compliance. The vendor offers a global pay rules library, time off and absence rules, and work and rest time enforcement for more than 80 countries, which automates payroll processing with minimal compliance risk. Pay data can also be integrated with a customer's existing payroll vendor.

Updates and announcements since the last Value Matrix include:

- Replicon released a Touchless CloudClock to allow employees to safely punch in and out of shifts with Face ID functionality.

- The vendor has achieved Federal Risk and Authorization Management Program certification, marking it as the first cloud-based WFM vendor to have done so. The vendor also has the latest ISO-27001 certification, which further bolsters the solution's ability to support unique local requirements and use-cases through a secure, singular platform.

- Compliance management improvements released over the past year include expanded coverage to new countries, updated compliance coverage for existing countries, accommodation for unique payroll use cases, and updated support for DCAA compliance.

- The vendor offers plug and play integrations with any on-prem and cloud solutions including recent marketplace listings and enhanced integrations with SAP, Salesforce, ADP, Sage Intacct & more; offering users a modern, secure, and scalable way to track time with increased efficiency.

- The vendor also launched Polaris PSA for professional services automation, a solution that offers advanced capabilities for project management, resource management, and project accounting.

FACILITATORS

Facilitators in the Value Matrix include Blue Yonder, Paychex, and Ramco Systems.

BLUE YONDER

Blue Yonder provides customers with strong time and attendance and scheduling capabilities that can handle high levels of complexity within a single platform, making it well-suited for the retail industry, particularly for retailers with global operations. Managers can set fixed shifts for individual employees through the solution while identifying the optimal tasks for them to complete during the shift. The solution also includes employee attributes in the scheduling process to ensure that employees are well-equipped for the jobs and tasks they are assigned. The vendor provides functionality for long-range planning, which leverages both historical and real-time data. Blue Yonder offers an ESS mobile application that allows employees to change shifts and communicate with their team.

Dashboards through the solution allow managers to access side-by-side comparisons of locations that have faced recent instances of over-or understaffing, giving them the opportunity to mitigate future issues by adjusting schedules accordingly. Retailers continue to drive value from the Blue Yonder solution, especially as integration with the vendor's supply chain management solution adds further efficiency to industry-specific tasks and processes.

Updates and announcements since the last Value Matrix include:

- Blue Yonder has adapted its solution to help organizations handle fluctuating customer demand and new health and safety regulations amid the COVID-19 pandemic. Updates include employee health attestation in ESS and Mobile as well as at the Clock, mass editing capabilities for shift scheduling in Schedule Editor, intra-day labor demand re-optimization, voluntary time off notifications, and mobile punching secured by geofence, WIFI, and beacon.

- The vendor has also added functionality for predictive scheduling, as well as additional configurations for Seniority Dates, Premium Pay and Overtime, and Time for Time in support of Contract Management to help customers better manage legal compliance. The Blue Yonder platform can also conceal PII data and now supports AA Level WCAG standards.

- Blue Yonder recently announced that its Scheduling Optimization functionality is now SaaS-delivered through Microsoft Azure microservice to offer customers simple deployment and configuration.

- Blue Yonder has continued to expand its public API network, with more than 950 Endpoints and more than 300 Resources. The vendor is also natively integrated with

Microsoft Teams and is developing access to an external labor pool with integration to Trax Flexforce.

PAYCHEX

WFM capabilities offered through the Paychex Flex platform cover benefits administration, time and attendance, compliance, core HR, and payroll. The vendor can provide time and attendance functionality to organizations of up to 10,000 employees, with advanced scheduling, budgeting, and analytics. Paychex Flex is easy to navigate and integrate with key applications, including the general ledger, and continues to build out its cloud integration repertoire. The vendor's employee self-service platform allows users to access their time and pay information and gives them a dedicated support specialist with 24/7 availability to help answer any questions they have on an on-demand basis. Additionally, a Paychex team of more than 200 compliance experts works along every federal, state, and local jurisdiction to ensure that the solution stays up to date with compliance regulations. Paychex recently partnered with PayActiv to release the Paychex Pay-on-Demand solution, giving organizations the opportunity to give employees access to wages at any time during the pay period through the PayActiv app.

- In September, Paychex introduced solutions to help organizations manage employee health and safety in the workplace, including COVID-19 Screening, Leave Tracking, and Health Attestation Support.

RAMCO SYSTEMS

Ramco Systems is a SaaS-delivered HR and Global Payroll solution with support for more than 45 countries that also covers enterprise asset management (EAM), enterprise resource planning (ERP). The vendor provides a solution that is specifically configured for the aviation industry, as well as one for logistics management. Ramco's WFM functionality spans core HR, global payroll, and time and attendance. Time and attendance capabilities through the solution include facial recognition and thermal screening through RamcoGEEK! And NFC and GPS-based attendance. Employee and manager self-service are included throughout the vendor's offerings, with a native mobile application for Android, Windows, and iOS. There are approximately 30 different self-service transactions that can be completed through the application and simplified by the Ramco CHIA self-service chatbot. The vendor is continuing to build out CHIA's functionality, which includes improvements in Cognitive Process Automation. The bot can be integrated with platforms such as Facebook, Microsoft Teams, and WhatsApp and can support all languages by leveraging the Microsoft Louis platform.

Ramco Insights is the vendor's analytics feature, which can predict metrics such as employee attrition. Nucleus found that analytics capabilities are often a key factor in organizations' decision to deploy Ramco. Organizations with a large, dispersed workforce can significantly benefit from the vendor's global pay functionality, especially as many look to expand their remote workforces while facing costs associated with integrating multiple third-party vendors across international locations.

CORE PROVIDERS

Core Providers in the Value Matrix include ADP, Paylocity, Paycom, Paycor, and Verint.

ADP

ADP offers customers 3 multitenant cloud-based HCM solutions based on organization size. ADP Run is best suited for small businesses with 1 to 50 employees, while Workforce Now works well for those ranging from 50 to 3,000 employees. Vantage HCM is well equipped to serve enterprises with more than 3,000 employees. Workforce management capabilities offered by the vendor include time and attendance, scheduling, absence management, compliance, and analytics. This functionality fully integrates with the vendor's payroll and HCM solutions.

ADP's broad presence globally makes it a strong payroll solution for international organizations. The vendor also has solid partnerships with other well-established software providers. For example, ADP partners with Microsoft Dynamics 365 Business Central to provide mutual clients with expanded HR functionality on a single platform, including that for finance, operations, sales, payroll, time and attendance, tax services, benefits, and talent management.

Updates and announcements since the last Value Matrix include:

- In February, ADP announced a partnership with Visa to enable organizations to provide off-cycle digital payments, including bonuses and reimbursements, to employees via debit card. This allows customers to deliver these payments faster, without the added cost of paper checks.

- Also in February, ADP implemented its customized coaching tool to its StandOut platform to provide managers and HR administrators with insights that can serve as talking points for employee evaluations.

- ADP recently launched its AI-powered payroll app, Roll, which offers automation of payroll tasks such as accounting, tax, and money transfers, for small businesses. Rol also distinguishes itself with its ability to deliver off-cycle payments to employees.

PAYLOCITY

Paylocity covers payroll, core HR, benefits administration, and time and labor, and primarily serves midsized to enterprise-level organizations. The vendor differentiates itself from other payroll providers in the space, as it is a registered reporting agent for the IRS and can provide customers with tax filing services. Paylocity's year-end dashboard can also help HR staff prepare W-2's and perform tax reporting.

Paylocity's automation of tasks such as expense filing, reporting, and reimbursement make it an attractive solution for organizations with many employees that are looking to retire time consuming, manual processes. The vendor can also handle flexible spending accounts (FSA), health savings accounts (HSA), and health reimbursement accounts (HRS) through its acquisition of BeneFlex HR Resources, Inc. Recent offerings released by the vendor include a community module and on-demand pay.

PAYCOM

The Paycom platform runs on a singular application and payroll database that gives users a cohesive experience across HCM and WFM processes. The solution can be accessed through desktop and mobile applications and provides employees with self-service capabilities that allow them to complete tasks such as clocking in and out of shifts, managing expense reports, and changing timesheets. Ask Here is a communication solution that is embedded in the vendor's employee self-service (ESS) platform that allows employees to ask managers work-related questions and quickly receive answers. The vendor also recently introduced Manager on-the-go, a mobile solution that enables managers to make task approvals on-demand. Paycom continues to be an attractive option for small and midsized organizations, as it is cost-effective while not only meeting base needs but continually adding new functionality.

PAYCOR

The cloud-based Paycor suite covers areas of WFM, including payroll, core HR, time and attendance, reporting, benefits administration, and compliance reporting. The solution can be accessed through the Paycor mobile application and allows employees to clock in and out, view schedule and pay information, request time off, and view action balances. On the other hand, managers are able to correct timecard issues, update or add missing punches,

approve timecard exceptions, and manage time-off requests. Employers can also automate attendance policies through the platform's attendance management capabilities.

Paycor recently acquired Ximble scheduling, providing customers with more efficiency in scheduling and shift swapping processes. This led to the subsequent release of Scheduling and Scheduling pro solutions as enhancements to the vendor's time and attendance module. A partnership with analytics provider, Visier also allowed Paycor to release Paycor Analytics, a solution that provides users with comprehensive benchmarking capabilities that allow them to rank themselves against competitors, as well as uncover insights to answer questions they have about their workforce. The recently updated accruals model includes support for balance rollovers and transfers, daily and hourly-based accruals, real-time deductions, and balance caps and floors.

VERINT

Verint's cloud solutions span workforce engagement management, employee self-service, experience management, security, and compliance. The vendor is equipped to serve a wide range of industries, such as finance, retail, and the public sector, that are midsized and larger. Verint's Workforce Engagement Cloud automates scheduling and forecasts staffing needs while helping users maintain regulatory compliance and engage and retain top-performing employees. The vendor also offers an Actionable Intelligence platform that includes data capture, analytics, processing, automation, and visualization capabilities that improve insights and decision making. Verint's Web Self-Service platform leverages Verint Knowledge Management to provides users with intuitive search capabilities. The platform also includes Verint Case Management, which allows employees to launch cases and check their status on-demand.