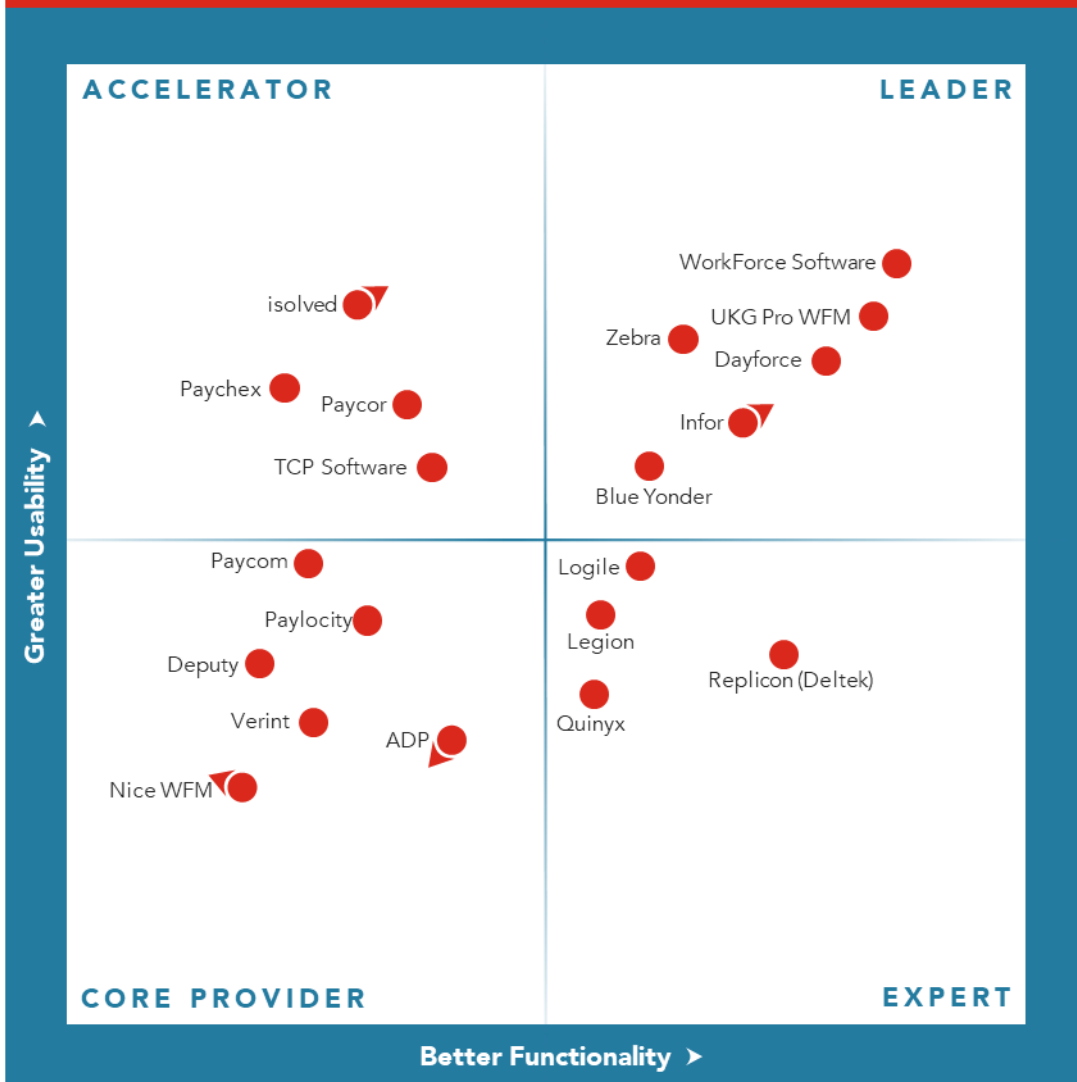**NUCLEUS RESEARCH**

WFM TECHNOLOGY VALUE MATRIX™ 2024

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THE BOTTOM LINE

As controlling costs remains a main priority for organizations, workforce management gives those with significant frontline and hourly workforces the opportunity to reduce losses associated with overstaffing, understaffing, and turnover. Over the past year, leaders have continued investments in AI and ML, specifically around forecasting capabilities and the introduction of Generative AI-powered virtual assistants. Quality of life enhancements for frontline workers are also a focus, with capabilities for communications, shift marketplaces, and the ability to state shift preferences fast becoming table stakes. Nucleus expects the WFM market to become increasingly competitive over the next 18 months as customers reassess the value delivered by current solutions, especially pertaining to industry-specific needs.

WFM
Value Matrix™ | April 2024

NUCLEUS RESEARCH

ACCELERATOR

LEADER

Greater Usability ▶

isolved

Paychex
Paycor
TCP Software

WorkForce Software
UKG Pro WFM
Zebra
Dayforce
Infor
Blue Yonder

Paycom
Paylocity
Deputy
Verint
ADP
Nice WFM

Logile
Legion
Quinyx
Replicon (Deltek)

CORE PROVIDER

EXPERT

Better Functionality ▶

MARKET OVERVIEW

Controlling costs remains a main priority for organizations across sizes and industries, marked by ongoing consolidation of technology infrastructures. However, the complexity of workforce management (WFM) operations makes functionality that optimizes staffing, scheduling, and other day-to-day operations crucial to avoiding costs associated with unplanned overtime and turnover.

Specific investment areas over the past year continue to focus on AI and machine learning, with some leaders announcing the release of generative AI-powered virtual assistants and AI-driven forecasting enhancements. Customers that Nucleus interviewed for this report acknowledge that AI has demonstrated benefits, and significant potential to drive efficiency in forecasting. Nucleus expects further customer adoption of AI as the groundwork is laid and early adopters demonstrate success in its application, provided that vendors provide resources to educate decision-makers and prospective users. Feature releases have also marked increased dedication to frontline and hourly worker engagement, launching tools that give end-users more control over shift preferences and schedules. Shift bidding through shift marketplaces has also become more popular. However, there is a significant degree of change management required for the adoption of such capabilities, with some providers making usability enhancements such as UX redesigns for web and mobile experiences.

Usability improvements also tie into customization, with many vendors offering tools that enable organizations to tailor existing deployments to granular requirements. With the rising demand for industry-specific functionality, some vendors have released pre-configured solutions for the specific needs of customers in industries such as retail, manufacturing, hospitality, and healthcare. Nucleus expects to see further verticalization over the next 18 months.

For this year's Value Matrix, Nucleus evaluated WFM providers based on the relative usability and functionality of their solutions to assess the value that can be achieved through the use of the products' capabilities (Nucleus Research X222 – *Understanding the Value Matrix* – December 2023). The report is intended to serve as a snapshot of the WFM technology market, highlighting the specific ways in which vendors are delivering value to customers and taking stock of what can be expected in the future based on current investments.

LEADERS

Leaders in the Value Matrix include Blue Yonder, Dayforce, Infor, UKG Pro WFM, WorkForce Software, and Zebra Technologies.

BLUE YONDER

Blue Yonder is a provider of supply chain management technology with a keen focus on workforce management, making its solutions best suited for the needs of organizations in retail and manufacturing. The vendor's workforce management features span labor planning, forecasting, scheduling, time and attendance, payroll, and employee self-service.

Automation is present throughout Blue Yonder solutions. For example, managers can automate labor plans and labor forecasts to reallocate time to higher-value tasks. AI-powered scheduling service through Blue Yonder offers unparalleled flexibility by incorporating employee preferences and skills into the scheduling process. It utilizes ranked preferences, such as the number of hours per week, hours per shift, preferred job roles, and more, to tailor schedules to individual needs. Alternatively, the scheduling service can opt to generate blank schedules, enabling employees to self-select shifts according to their preferences. This hybrid approach allows for a combination of scheduling methods to best suit the situation. Managers benefit from accurate schedules aligned with employee needs, allowing them to focus on more value-added tasks.

The vendor has made scheduling service improvements, adding custom goals for areas including shift start and end times, role segment minimums, alternate morning and evening shifts, and unfilled shifts within budget. Compliance management capabilities of the platform ensure that these schedules maintain compliance with internal standards and regulations at the local, state, and federal levels.

Blue Yonder's dashboarding capabilities give executives and managers enhanced visibility into metrics such as staffing, enabling them to make real-time changes to optimize efficiency. The vendor's labor optimization functionality can also help organizations better align available resources with customer and production demand and reduce instances of unplanned overtime and associated costs. Blue Yonder is built upon a micro-services architecture and powered by the Snowflake data layer to enable improved scalability and integration with supply chain data.

Recent updates and announcements include:

- Blue Yonder has continuously enhanced its WFM Scheduling Micro-Service with feature additions, including unfilled shift assignment, split week smart logic with override, shift preference logic within schedule priority, consecutive day-off prioritization, and fixed shift weighting.

- The enhanced scheduling micro-service now incorporates expanded self-service inputs to accommodate employee schedule preferences more effectively. For example, employees can input preferences that pertain to days off, order of days scheduled, hours per day, hours per week, time range, and secondary job order.

- The vendor launched an AI-powered Forecasting Micro-Service for WFM, which runs on its proprietary deep learning models. Forecasting Workbench is a feature that improves visibility into forecasts and the ability to manage and edit them across different organizational levels. Enhancements have also been made to improve the usability of the solution, with custom overrides and the ability to configure forecasts according to specific business requirements.

- Blue Yonder's Shift Marketplace configuration has been updated to give customers the ability to dictate which types of unfilled shifts (called off shifts, shift offers from employees, system-generated unfilled shifts, or manually created unfilled shifts) are showcased at the top of the Shift marketplace. Managers approval is also now included in Shift Pickup functionality, keeping shifts picked up by employees in a "pending" state until a manager approves or denies the change. Additionally, configuration options include auto-approval of swap requests based on pre-configured criteria. Both enhancements give managers greater oversight and control over shift assignments in accordance with organizational policies. From an employee perspective, users now have the ability to narrow down potential shift swap options based on preferences and availability.

DAYFORCE

Dayforce, formerly known as Ceridian, is a provider of HCM software that includes extensive workforce management capabilities. The Dayforce platform is governed by a single data set and rules engine, establishing seamless integration of WFM and global payroll operations. Specific features include time and attendance, scheduling, absence management, labor planning, analytics, and task management. The vendor also offers on-demand pay through its Dayforce Wallet solution and offers physical time clock machines and software. The Dayforce mobile application enables end-users to access self-service capabilities that are driven by the Dayforce Assistant, which leverages natural language processing to analyze voice and text commands. Dayforce Assistant can then assist managers and employees with processes such as scheduling and absence management.

People analytics through Dayforce offers 15 visualizations and 27 measures that cover the entirety of the Dayforce suite. The vendor has also continued to release additional measures for areas including burnout and worker energy levels. Intelligent nudges are included, providing actionable recommendations to managers and other leaders. The Dayforce platform is open to system integrators, customers, and the Dayforce services team to ease the creation of custom rules for specific, complex use cases. Additionally, Dayforce Exchange was launched as an open marketplace to connect Dayforce capabilities across partner, solution, and talent ecosystems. The vendor also offers an Integration Studio, which enables customers to simplify the creation of integrations between Dayforce and other third-party tools an organization may be using.

Recent updates and announcements include:
- In October 2023, Dayforce announced the planned launch of Dayforce Co-Pilot, an AI-powered virtual assistant that can be used to augment Dayforce Autonomous Pay capabilities to streamline payroll and workforce management processes while minimizing the risk of errors and non-compliance.

- In February 2024, Dayforce completed its acquisition of learning experience platform provider, eloomi. The solution's AI-driven learning capabilities will be integrated into the Dayforce platform to help customers optimize training and development across their workforces.

INFOR

Infor is an enterprise cloud software provider that differentiates itself through its offering of verticalized CloudSuite solutions, built for the specific needs of different industries and micro verticals. The vendor has more than 29 CloudSuite solutions for industries, including healthcare, industrial manufacturing, food & beverage, and distribution. The vendor's WFM functionality covers time and attendance, scheduling, labor planning, and compliance management. AI and machine learning capabilities are present throughout the platform, enabling managers to create optimal, automated schedules and subsequently reduce unplanned overtime costs while reducing time spent on manual tasks. Additionally, the product's pay rule engine and library enable users to manage processes by exception, resulting in more timely and accurate pay.

Infor WFM provides two persona-based workspaces for shift-based employees and managers. Workspaces provide a centralized experience for day-to-day activities and actions, facilitating quick task completion without the need to toggle between modules. End-to-end self-service capabilities for frontline managers and employees can be accessed through the solution's mobile-enabled self-service portal (SSP.) Employees can leverage self-service to build and manage their schedules, trade, post, and claim shifts, and gain insight into their timecards from any device. Frontline managers can view and edit timesheets, approve workflows and time-off requests, and use reporting and analytics functionality through the self-service portal to make data-driven labor planning decisions. The SSP also supports GPS-based control, which gives organizations the opportunity to control what locations their employees can clock in from. Infor WFM customers get access to the vendor's Birst analytics module, which leverages Infor's Data Lake, which is built on Infor OS. Birst includes more than 30 dashboards across time and scheduling and enables bidirectional communications from modules within the CloudSuite or other existing third-party solutions. Overall, the extensibility and ease of configuration provided by the solution enables customers to meet changing needs without having to develop custom code or bring on additional third-party solutions.

Recent updates and announcements include:

- Central Staffing was launched to help customers manage immediate scheduling needs, such as unexpected absences or increases in staffing requirements. The tool provides a high-level view of schedules for multiple units or teams, including units that may work at different locations within the organization. Coverage details and

KPIs are displayed to track how well individual units are meeting productivity metrics and staffing targets. Central Staffing has since been updated to introduce a dynamic census-driven staffing matrix to help organizations ensure that they are planning according to anticipated census levels. Customers can specify target staffing levels for various positions based on ranges of census metrics, which are then used to provide guidance when assessing schedule coverage demands.

- Infor's Employee Shift Billboard module enables managers to post open shifts that can be claimed by employees, reducing instances of understaffing while giving employees a greater degree of control over their schedule. Employees can also post their assigned shifts to the shift billboard for other employees to pick up. Configuration gives organizations control over who can post shifts, who can claim posted shifts, and when shifts can be posted. Workflows can also be configured to determine which validations or approvals are needed to complete billboard transactions with full compliance.

- The vendor launched Clinical Science, a healthcare patient workload and assignment solution based on GRASP methodology. The solution is fully integrated with Infor Workforce Management, helping to build optimized schedules based on patient workload.

- Form Studio is a native web-based platform in the application that can be used to create forms, custom actions, and workflows to enhance the WFM application to conform to specific business processes. It can also be used to develop custom actions, which can then be combined and assembled into a workflow. Form Studio contains a library of fields that you can use to lay out WFM forms and specify property values for each field within the form. All forms created in Form Studio are responsive and can be consumed across all device types.

- TimeTrack is Infor WFM's web-based clocking solution that enables employees to record the start and end of their shifts, meal breaks, and labor metric transfers, including job, department, or project transfers. The solution can be accessed via a web browser or on a smartphone, tablet, or desktop computer and allows employees to enter a badge ID manually or scan a barcode. The supervisor mode capability enables a supervisor to perform actions on behalf of an employee, for example, ending the shift if the employee forgot to clock out.

- In October 2023, Infor launched additional dashboards for Shift Billboard and Clinical Science in Birst analytics.

- Organizations can now leverage point-of-sale datasets, including sales or foot traffic, to develop forecasts and accurately project workload demands for future periods.

- Infor WFM now provides the ability to implement earned wage access as an option through its partnership with EWA provider, DailyPay.

UKG PRO WFM

UKG Pro Workforce Management is a global WFM suite built for the needs of mid-sized and enterprise-sized organizations, supporting customers in over 40 countries, with employees in nearly 150 countries, across all industries, including specialized industry-specific solutions for customers in retail, hospitality, healthcare, public sector, and manufacturing. Capabilities of the suite span timekeeping, scheduling, forecasting, strategic workforce planning, earned wage access, communication culture-building, and absence management, including real-time employee shift swapping. Additional functionality includes data collection, people analytics, and AI capabilities that add efficiency and accuracy to schedule forecasting by considering organizational and industry-specific data, employee preferences, skills, and market conditions.

Scheduling through the suite includes a schedule scoring capability, which provides managers with a weighted score, dashboards, and tools that determine whether or not a schedule meets specific objectives. The tool also provides visibility into how scheduling changes impact schedule quality. The vendor also provides AI-based forecasting that provides guided recommendations for managers to optimize schedules based on factors, including business demand and employee preferences. Users can also adjust forecasts to look out 12, 18, and 24 months and perform what-if scenario planning. Advanced intelligence within the feature makes recommendations that align skills, hiring, capacity, and training to long-term goals to get the right people in the right place.

The UKG Pro WFM suite leverages Google Cloud's computing services, making it adaptable, intelligent, and able to integrate seamlessly with a customer's existing HCM, ERP, and Payroll systems. FleX by UKG is the vendor's Google Cloud-based platform, which has three main components: FleX Fabric, FleX Flow, and the FleX Dev developer hub. While the platform extends across UKG's functionality, WFM-specific features include real-time insights, recommendations, reminders, and nudges based on WFM data. The vendor continues to expand its partner ecosystem and marketplace (350+ partners) to further improve the extensibility of the platform through APIs and the delivered integration platform. The solution also integrates aspects of HR service delivery, such as file management, employee case management, and document and form generation. UKG Pro WFM supports all types of employees, including hourly, salaried, project-based, field service, part-time, gig, and contingent workers.

Recent updates and announcements include:

- UKG Bryte AI, the vendor's new AI-powered assistant, is embedded throughout UKG Pro Workforce Management and helps users streamline processes and uncover accurate answers to questions. It also guides employees by providing insights into their schedules and shift trends, helping them balance life and work.

- In July 2023, following the acquisition of Immedis, UKG launched UKG One View. One View is a multi-country payroll solution that can be configured to meet the unique payroll requirements of different organizations. The solution provides users with a centralized global view across all payroll providers, simplifying the complexity of country-specific processes, such as time tracking and GL reporting. Organizations can deploy One View with Pro WFM in as short as a few weeks, regardless of their existing payroll technologies and providers. The solution also includes a proprietary perpetual validation engine and robust reporting capabilities to help global payroll teams maintain compliance, proactively address errors, and more easily analyze data, such as hours worked, equitable pay, planned versus actual payroll costs, and trends.

- Recent feature additions to the vendor's communication and collaboration app, UKG Talk, include personalized nudges to guide employees with relevant news and information and support for multiple languages.

- Next Gen Scheduling through UKG Pro WFM enables employees to communicate their own schedule preferences, which are then considered during the schedule creation process. UKG Bryte works with this feature to make it easier for the frontline workforce to receive schedule insights based on their personal and professional needs. Additionally, the Schedule to Skill tool can identify the number and types of skilled staff required to match business volume and proficiency needs.

- UKG has continued enhancing its Next Gen Timekeeping capabilities to meet the complexity and volatility of its customers' time and attendance needs. Accessibility is a primary focus, highlighted by updates to timecard approvals and signoffs. UKG Pro WFM can now handle multiple timecards for employees who work in multiple locations. Additionally, updated employee self-service experiences add simplicity to absence and time-off management.

- The vendor's enhancements to Strategic Workforce Planning promote tighter integration and modeling between short-term forecasting and longer-term planning. Specifically, the Next Gen Recommendation Engine reconciles the two, enabling what-if scenario testing. Additionally, AI-driven insights can guide managers' staffing decisions and identify opportunities for hiring or cross-training.

- The extensibility offered by the UKG FleX platform now enables users to access UKG Pro WFM in Slack, Teams, and within the Google Suite. The vendor has also added UKG Incentives, powered by Uber for Business, to offer Uber vouchers to help fill

difficult shifts more quickly. UKG Wallet, powered by PayActiv, delivers earned wage access and financial wellness.

- Key enhancements to contingent workforce functionality include enhancements to the Totalizer engine, which enables managers to waive overtime for contract work. Additionally, these users can now swap between Contract Shift and Open Shift, making it easy to compliantly fill shifts between full-time and contract employees.

- The FleX Dev Developer Hub was launched in 2023, built to deliver a range of guides, resources, and references to help customers and third-party developers build apps and integrations with UKG API offerings.

WORKFORCE SOFTWARE

The WorkForce Software platform, WorkForce Suite, is SaaS-delivered and offers advanced capabilities for time and attendance, scheduling, labor demand forecasting, fatigue management, leave and absence management, task management, and analytics. The solution runs on a configurable and automated rules engine that can be leveraged to validate input actions across processes such as scheduling, forecasting, and PTO requests. The engine also offers the ability to set rules that can automatically approve and deny requests and is continuously updated to incorporate changes to local, state, and federal regulations to ensure compliance with various labor laws. The vendor's network of API integrations enables organizations to easily integrate existing HCM and payroll solutions with the WorkForce Suite to reduce manual data re-entry associated and data siloes, lending itself to greater efficiency.

Scheduling capabilities through the WorkForce Suite have continued to expand. For example, managers can automate the publication of generated shifts and automatically assign support for multi-week contracts. Additionally, the vendor integrates the functionality of its communications solution, WorkForce Experience, WorkForce Hub, and Digital Assistant into the WorkForce Suite UI, enabling customers to access all of the vendor's features in the same user interface.

Recent updates and announcements include:

- In September 2023, WorkForce Software announced the launch of a prebuilt integration with the SAP SuccessFactors HXM suite using the SAP Integration Suite, which is part of the SAP Business Technology Platform (SAP BTP)

- Also, in September 2023, the vendor announced the release of WorkForce Spark to its Global Partner Network, enabling small and midsized businesses to quickly and easily deploy and drive value from the Workforce Suite solution.

ZEBRA TECHNOLOGIES

Zebra Technologies is a provider of hardware and its Workcloud software solutions that cover Workforce Optimization, Enterprise Collaboration, Inventory Optimization, and Demand Intelligence. The vendor solutions are best suited to the needs of organizations with large workforces and complex operations, offering industry-specific solutions for the requirements of customers in retail, banking, healthcare, manufacturing, and hospitality. The Workcloud Workforce Optimization Suite spans WFM needs, including scheduling, time and attendance, employee self-service, task management, compliance, and labor optimization, underpinned by analytics, reporting, and mobility.

Zebra's forecast modeling functionality offers customers more than a dozen forecasting models, leveraging machine learning (AI) to optimize labor spend while improving efficiency. Customers have the flexibility to leverage the solution to create schedules that align with their staffing goals, including aligning staffing to factors such as customer demand, addressing over or under-staffing, leveraging excess staffing funding across the organization, and other ways to improve labor investments. Schedule generation also automatically factors in employee considerations, ensuring that employee needs are accommodated. Multi-store Scheduling furthers workforce optimization goals by providing the ability to schedule shifts across multiple locations, as well as schedule cost calculation options using its Timekeeping pay engine.

The vendor's Employee Self-Service functionality enables employees to take more control of their own schedules, which can improve engagement and reduce employee attrition. Companies can also leverage the vendor's Workcloud Communication solution to improve frontline communications across the organization with support for push-to-talk and cross-device communication capabilities. Zebra Workcloud Workforce Optimization solutions are built on the Google Cloud Platform, offering enhanced support, availability, scalability, and reliability for customers.

Recent updates and announcements include:

- Zebra's 4.5 release added functionality for staff planning, shift bidding, partial shifts, and net rules. Other updates include enhanced security, and modern deployments and release management that reduces complexity.

- The vendor has made UI/UX enhancements across its device modalities and achieved ISO 27001 Certification, as well as compliance with WCAG.

- New Earned Hours functionality displays a new statistic, Productivity to Date, which details day-wise pacing information about workload, schedule, earned, actuals, and forecast for a particular week of a store.

EXPERTS

Experts in the Value Matrix include Legion, Logile, Replicon (Deltek), and Quinyx.

LEGION

The Legion WFM platform offers a holistic, modular approach with solutions that are tailored to the unique needs of different industries, including retail, food service, health & fitness, and hospitality. The vendor's functionality spans labor budgeting, labor optimization, demand forecasting, time and attendance, scheduling, and strategic insights. Legion also offers on-demand pay through Legion Instant Pay, performance tracking and rewards, and frontline communications. The Workforce Sharing feature can automatically schedule employees from other locations based on preset preferences, enabling managers to fill open shifts quickly while maintaining compliance. Legion Strategic Insights provides managers with actionable insights into trends, including manager productivity, labor optimization, and compliance management. AI-powered demand forecasting through the solution builds unique machine learning models for unique drivers, helping employers to proactively address labor requirements.

Legion WFM enables what it calls Intelligent Automation, which enables organizations to reduce errors and eliminate bias across processes such as demand forecasting and scheduling. The vendor places emphasis on its microservices architecture, providing a network of strategic integration partners to enable customers to connect their HCM ecosystem and take advantage of best-of-breed functionality.

Recent updates and announcements include:

- In September 2023, Legion announced the launch of Legion Copilot, a generative AI-powered assistant embedded within the Legion WFM platform. The Copilot, which is projected to launch this year, will act as a virtual assistant to employees and managers, providing answers to questions based on Legion product knowledge content and trusted public sources. It can also make actionable nudges with quick access to tools and information needed to finish a task. The bot can also automate actions via voice commands and serve as a virtual coach. As part of its AI-centric development efforts, the vendor is also building a reference structure for Generative AI in SaaS applications.

- In January 2024, the vendor announced the availability of Legion WFM in the SAP Store, which enables joint customers to better integrate the Legion WFM platform with SAP SuccessFactors solutions.

LOGILE

Logile offers a unified platform for retail, with solutions for labor standards and modeling, planning and budgeting, multidimensional AI forecasting, store execution, inventory management, and workforce management. Specific WFM capabilities include employee scheduling with AI logic, time and attendance, employee self-service, and staffing demand and analysis. Logile's mobile employee communications portal enables users to view schedules, request time off, bid for and swap scheduled shifts, and receive messages, job tasks, and real-time updates. The staffing demand and analysis solution enables organizations to optimize staffing operations with high levels of accuracy, with the ability to drill down to 15-minute intervals and specific labor tasks. The vendor also offers automated scheduling and cross-scheduling functionality that generates schedules that utilize existing labor resources across departments and even across stores. Time and attendance capabilities within the platform take rules, regulations, and business policies into account to maintain compliance. Compliance is a critical focus for the vendor with state, regional, and corporate guidelines automatically applied within schedule creation and timesheet approval functions.

Recent updates and announcements include:

- Over the past year, Logile has launched several new modules and capabilities for grocery and convenience customers, including food safety compliance features that augment existing store execution and scheduling modules.

- WFM feature additions and enhancements include revised and upgraded forecast and scheduling screens that incorporate key demand and coverage information within an intuitive UX. The vendor's time and attendance module has also undergone a UX refresh to streamline timesheet approval processes.

- The accruals module can now send users proactive alerts with enhanced alerts functionality to proactively mitigate compliance issues such as approaching overtime or minor working time violations.

- Logile continues to upgrade its pay and scheduling rules to accommodate for legislative changes (Ex. Fair Work Week Ordinance.) Additionally, rules now include predictive scheduling compliance.

- The vendor launched flexible scheduling capabilities, enabling gig workers to be scheduled across multiple locations and pick up short-notice shifts through the Logile Connect mobile app.

REPLICON (DELTEK)

In August 2023, ERP software provider Deltek completed its acquisition of Replicon, a move signaling Deltek's intent to strengthen its presence in the project-based business across industries. Deltek | Replicon's Workforce Management Platform offers comprehensive capabilities like time and attendance management, global time-off tracking, optimized cost scheduling, global payroll, and labor compliance. Its strengths lie in its compliance-first approach to workforce management with a built-in labor compliance library covering 375 regulations across 147+ jurisdictions and over 85 countries.

The platform integrates AI/ML technologies to enhance efficiency and accuracy. AI-powered timesheets, powered by the vendor's ZeroTime automated time tracker, automatically capture accurate employee work time data from more than 100 collaboration apps. CloudClock enables touchless punch-in/out functionality through facial recognition and voice commands. The mobile app provides self-service for employees and supervisors, enabling efficient time and attendance management, meal breaks, and time-off requests. In addition, the platform features an AI-driven SmartSchedule engine, streamlining shift assignments and allowing managers to enforce customizable rules tailored to meet diverse use cases, such as minimum breaks and night shift restrictions.

Deltek | Replicon's flexibility extends to its configurable workflows, modeling approval workflows, setting validation rules, or automating approvals that cater to diverse organizational needs. Scalable across multiple locations and time zones and supporting more than 30 currencies, it offers adaptability to organizations of all sizes.

Recent updates that further enhance user experience are new usability features, including a simple and clean interface, fast performance, seamless navigation, redesigned product menus, and improved accessibility and readability, ensuring an intuitive and efficient workflow for all users.

QUINYX

The Quinyx WFM platform is underpinned by artificial intelligence and is best suited to the needs of organizations within the retail, healthcare, hospitality, transportation, and warehousing sectors. Capabilities include scheduling, employee engagement management, workforce communications, time and attendance, task management, labor optimization, demand forecasting, and analytics. The vendor's AI and analytics functionality can be used across areas such as labor planning and scheduling to save managers time, optimize labor spend, and reduce instances of schedule padding and unplanned overtime. For customers that wish to integrate the solution with an existing HCM, Business Intelligence, or ERP platform, Quinyx offers an extensive API library.

Recent updates and announcements include:

- In May 2023, Quinyx announced its strategic partnership with earned-wage access provider, DailyPay. The move integrates DailyPay's solution with Quinyx's optimized schedules, enabling frontline workers to access earned wages instantly and at no cost to the employer.

- In January 2024, Quinyx launched Quinyx Messenger. The new chat tool is designed specifically for frontline teams with support for two-way conversations and communities directly within the Quinyx App.

ACCELERATORS

Accelerators in the Value Matrix include isolved, Paychex, Paycor, and TCP Software.

ISOLVED

isolved People Cloud is the company's modular HCM offering, which includes Workforce Management (WFM) capabilities that span scheduling, expense management, time and labor management, analytics, and employee self-service. The WFM module's scheduling capabilities enable managers to assign schedules and manage employee inquiries at any time and from any device. Employee self-service features give workers enhanced visibility into schedules and subsequent changes as they take place, with the ability to request shifts or shift coverage as needed. The vendor's conversational virtual assistant can also be leveraged to simplify self-service tasks for users. Time tracking can be deployed across multiple work environments, including remote, on-site, and hybrid structures, offering greater visibility for organizations with disparate workforces. The vendor's Analytics Everywhere feature can be applied to enable managers to predict staffing requirements across employee groups, time periods, and other criteria while ensuring compliance with business rules and overarching regulations. Insights and recommendations can be delivered in context and in the flow of work, maximizing manager productivity.

In addition to its horizontally-focused People Cloud suite, isolved also offers preconfigured People Cloud offerings for industries including construction and engineering, financial services, professional and business services, manufacturing, healthcare, retail, hospitality, and quick service restaurants. This approach enables customers with unique requirements to accelerate the time to value of their deployment.

Recent updates and announcements include:

- isolved has made several WFM-centric enhancements, including the addition of prior period modifications, multi-legal clocks, support for biometric privacy law consent, and enhanced time imports for TCL and TTL.

- isolved Compensation Management is a new offering that enables practitioners to manage the entire compensation process, from planning increases, bonuses, and salary adjustments, to getting appropriate approvals and automatically calculating changes in payroll. Embedded analytics are also extended into this area, providing leaders with relevant metrics.

- The isolved People Cloud Mobile App is now available through the Apple and Android app stores, providing users with a consistent experience to access capabilities across the People Cloud platform.

- The vendor launched isolved Optimization Services in response to feedback received at customer roadshows that span the country. The services provide customers with personalized engagements designed to simplify their operations and increase the ROI of their People Cloud deployment.

- isolved Benchmark Insights was released as an addition to Analytics Everywhere. This includes position-specific averages for salary, tenure, and turnover from more than six million data points to help organizations improve data-driven decision-making. Customers can also leverage predictive modeling and guidance capabilities to test out different scenarios and improve understanding of possible outcomes.

PAYCHEX

Paychex Flex, Paychex's full-suite HCM solution, is best suited to the requirements of small and midsized organizations with up to 1,000 employees. WFM capabilities of the solution include time and attendance, document management, financial wellness, compensation management, scheduling, compliance management, employee self-service, and compliance management. The vendor also offers integrated physical and software-based time clocks. Paychex Flex Time is a more recent addition to the suite, which gives administrators and employees the ability to set scheduling needs, manage time-off requests, approve timecards, and review data to ensure timekeeping and payroll accuracy and reduce time spent fixing errors. Paychex Flex can be accessed from any device, with dedicated web and mobile applications. The platform also integrates with an organization's general ledger and other business systems. The vendor's native offering of payroll and core HR capabilities eliminates cross-platform data siloes and adds efficiency to WFM processes for full-suite customers. For customers who are leveraging best-of-breed tools or want to connect solutions such as those for ERP, Paychex continues to build out its partner ecosystem and expand its repertoire of prebuilt third-party integrations.

Recent updates and announcements include:

- Paychex's Fall 2023 release included additions and enhancements to core functionality such as Paychex Pre-Check, timecard views, onboarding, time-off

management, and worker address verification. The vendor also improved payroll and check stub compliance, with options for custom calculations and retroactive overtime pay adjustments.

- Paychex's Summer 2023 release included improved Pay Ranges insights and enhancements to the Employee Millage Calculator. In Winter 2023, the vendor enhanced its State Tax workflow and added online employee consent to W2s.

PAYCOR

Paycor is a full-suite HCM solution built to meet the specific needs of frontline managers. With this vision in mind, the vendor offers WFM capabilities that cover time and attendance tracking, labor forecasting, scheduling, accruals and PTO, compliance management, and analytics. The solution can be accessed through web and mobile applications and equips employees with self-service features that enable them to clock in and out, access pay information, request time off, and pick up, release, or swap shifts with other workers. Manager self-service capabilities can be used to adjust and confirm schedules, approve PTO and shift swap requests, manage exceptions, edit time punches, and complete group punches. Workforce communication functionality is also present within Paycor, with support for employee-to-employee, manager-to-employee, and group messaging.

The Time Insights Widget provides managers with a simple outline of exceptions, hours, and required approvals on their home screen. Intelligent scheduling capabilities enable leaders to copy and paste schedules between days and weeks, create weekly templates, and set shifts to repeat daily or weekly to maximize efficiency. Paycor offers third-party integrations and industry-configurable technology, making it an attractive choice for organizations regardless of their specific requirements. The vendor also offers prebuilt integrations to maximize interoperability for industries such as healthcare, food and beverage, manufacturing, and professional services. Almost half of Paycor's product enhancements are based on customer suggestions, with more than 963 ideas implemented over the past year. This includes the recent revamp of the vendor's timesheet.

Recent updates and announcements include:

- The Time Off Advisor is a new addition to the Paycor suite, which enables leaders to set up time off rules to automatically approve or deny requests and escalate exceptions. These rules include Blackout Dates and Balance Forecasts and can be further configured based on specific policies. Time Off Advisor ensures that employees have equitable access to time off benefits while giving leaders back time to dedicate to other high-value tasks.

- Time Insights has recently been updated to include a previous pay view to reduce time spent reviewing timesheets.

- Labor Forecasting through Paycor provides frontline leaders with demand-based forecasting of labor needs using key business driver inputs such as sales, foot traffic, or transaction volume.

TCP SOFTWARE

TCP Software is a provider of time and attendance and employee scheduling solutions that are built to suit the needs of companies and organizations across a range of industries.

TimeClock Plus offers automated time and attendance with accurate calculations across nuanced payroll rules, flexible time collection, and leave management. Customers can control costs, eliminate errors, and save time with automated timekeeping and payroll and ERP/HCM integrations. They can also mitigate compliance risk with missed breaks and overtime rules matched to labor laws and union mandates, along with secure audit logs.

Humanity provides dynamic employee scheduling with AI-powered forecasting, automated scheduling, and a dedicated mobile app. Customers can create optimized schedules and control costs with predictive forecasting and real-time auto-scheduling by availability and skill. Automated communications help them quickly fill open shifts, share schedule updates, and send shift reminders. Shift trading, shift pick up, and scheduling that honors employee preferences can empower employees and bolster retention.

Aladtec provides 24/7 public safety employee scheduling with shift scheduling matched to unique rotation patterns and built-in rules to meet minimum staffing requirements. Aladtec helps agencies modernize scheduling and ensure proper coverage with paging to quickly fill open shifts with available and qualified staff. Fatigue rules and certification tracking help agencies mitigate compliance risk and improve transparency.

Recent updates and announcements include:

- TCP recently announced an enhanced integration between TimeClock Plus and Humanity, combining the two solutions into a unified experience, including a single mobile app.

- Recent releases also include Aladtec's Shift Bidding module, which helps public safety agencies automate their shift bidding process to award fair, compliant, and accurate schedules more quickly, as well as enhancements to Humanity's Demand Scheduler, which uses AI-powered forecasting based on business metrics to take the guesswork out of staffing coverage.

CORE PROVIDERS

Core Providers in the Value Matrix include ADP, Deputy, Nice WFM, Paycom, Paylocity, and Verint.

ADP

ADP is a global provider of payroll and HR software that offers three multitenant cloud solutions built for the specific functionality needs of different organizational sizes. Run by ADP is tailored to the needs of small businesses with up to 50 employees, Workforce Now focuses on mid-market organizations with 50 to 1,000 employees, and Vantage HCM is designed for the needs of organizations with more than 1,000 employees. All solutions include workforce management capabilities, including time and attendance, scheduling, compliance management, absence management, and analytics. These features can be seamlessly integrated with the vendor's HCM and payroll offerings to provide a more connected experience. To address any functionality gaps in areas such as finance, tax services, and talent management, customers can leverage ADP's extensive partner ecosystem to integrate third-party solutions.

DEPUTY

Deputy is a WFM provider that offers a single platform for scheduling, shift swapping, timesheets, leave management, and workforce communications. The solution can be configured to the needs of industries, including retail, healthcare, logistics, and education, to meet specific needs with quick implementation. Available through web and mobile applications, Deputy gives users the ability to complete WFM-related tasks across any device. The vendor provides prebuilt integrations with various payroll, HCM, and ECM solutions to enable customers to add efficiency to cross-functional processes.

Recent updates and announcements include:

- In March 2024, Deputy announced that it received SOC 2 Type II Attestation, highlighting its commitment to data security.

NICE WFM

The Nice WFM platform leverages AI and machine learning to drive efficiency across labor planning and forecasting, scheduling, and task management. The vendor's expertise lies in servicing call center organizations due to its robust staff planning capabilities. Machine learning-powered scheduling through the solution enables administrators and managers to create optimized schedules based on historical data on metrics such as average handle

time. The solution also re-forecasts continuously, providing managers with notifications if situations change and staffing changes need to be made. This gives employees greater insight into whether their schedule requests will be approved before submitting them.

PAYCOM

Paycom's single HCM software includes WFM-centered capabilities such as time and attendance, scheduling, labor allocation, compliance management, reporting, automated payroll, and analytics. Employees and managers can access self-service capabilities through the web and the vendor's mobile app. For example, employees can punch in and out, upload receipts for reimbursement, and make corrections to time sheets. Additionally, Paycom's self-service payroll experience, Beti, automatically flags errors and then guides employees to fix them before payroll is submitted, thereby ensuring paycheck accuracy. From anywhere, managers can approve timecards, punch changes, expenses and more, as well as complete other essential tasks involving the employees they supervise. Self-service functionality within Paycom also includes a direct communication channel between employees and managers.

Recent updates and announcements include:

- In April 2023, Paycom announced a global HCM offering, allowing clients with domestic and international employees to manage HR needs within a single software. Now, users in more than 180 countries and in nearly 20 languages and dialects can access Paycom's self-service functionality (for employees and managers), as well as tools for compliance, scheduling, and time and attendance.

- Over the last year, Paycom expanded payroll beyond the U.S. into Canada, the United Kingdom, and Mexico.

- In August 2023, Paycom launched Everyday, a tool that gives employees access to earned wages daily at no charge, while helping employers maintain compliance.

- In December 2023, Paycom enhanced its time-off requests tool by automating time-off approval and denials based on factors the employer sets, including staffing needs, days requested, and individual hours worked.

PAYLOCITY

Paylocity is a provider of HCM solutions with functionality that covers areas of WFM, including time and attendance, on-demand pay, workforce communications, scheduling, and tax filing and reporting services. The vendor's ability to provide payroll and workforce management features in a single platform contributes to more streamlined processes and reduced manual work. Paylocity can be accessed through the web or through a dedicated

mobile app, which enables users to complete WFM-related tasks at any time. This is especially beneficial for organizations with significant frontline workforces.

Scheduling through Paylocity can automatically consider roles, skills and certifications, and rules to maintain compliance and optimize shifts. In addition to creating schedules, managers can also make changes and leverage AI-powered staffing insights to build future schedules and be notified of situations such as when employees approach overtime. The vendor's Community Plus communication and collaboration tool can also be used to improve frontline productivity and workforce engagement.

VERINT

Verint's solutions are built for the needs of midsized and enterprise-sized organizations across verticals such as retail, finance, healthcare, and the public sector. The vendor's product portfolio spans workforce management, knowledge management, case management, and interactive engagement. The Verint Cloud WFM solution includes capabilities for workforce engagement management, automated scheduling, labor forecasting, employee self-service, and built-in compliance. Actionable Intelligence is another Verint solution that enables administrators to access data capture, analytics, automation, and visualization capabilities to drive improved decision-making.

Recent updates and announcements include:

- In April 2023, Verint announced the launch of advanced capabilities for Verint Intelligent Virtual Assistant (IVA). Powered by Verint Da Vinci AI, the assistant is built to provide users with insights and automation across the Verint Customer Engagement Platform through a conversational interface. Verint IVA also includes a low-code drag-and-drop editor called IVA Studio, enabling customers to quickly launch and fine-tune their bots without the need for additional technical resources.

- In March 2024, the vendor released the Verint TimeFlex Bot, which leverages AI with WFM forecasts to streamline the agent scheduling process for contact center employees.