



NUCLEUS
RESEARCH

WFM TECHNOLOGY VALUE MATRIX 2023

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THE BOTTOM LINE

Organizations that employ hourly workers are under intense pressure to keep operating costs low and productivity high. The ongoing uncertainty of the greater work landscape and economic climate make dedicated WFM solutions a critical means to optimize labor spend while reducing employee turnover and avoiding non-compliance fees. Leaders in this year's Value Matrix have doubled down on their investments in automation and analytics, specifically in complex scheduling and labor planning. Additionally, many providers have expanded integrations with other systems to minimize manual data entry and draw enhanced employee insights. As doing more with less becomes a staying reality, customers that take advantage of dedicated solutions for WFM will be better positioned to thrive amid market volatility.



MARKET OVERVIEW

Ongoing challenges in attracting and retaining frontline and hourly employees are now paired with economic uncertainty, pressing organizations to increasingly do more with less. The current environment has further underscored the need for Workforce Management solutions that optimize labor spend and allocation while mitigating unplanned overtime, compliance risk, and employee burnout.

Vendor investment over the past year has continued to focus heavily on AI and Machine Learning, specifically in areas such as labor optimization and complex scheduling. Customers Nucleus interviewed noted that as workforce conditions remain unstable, the ability to configure schedules based on a variety of unique factors is crucial to running operations as leanly as possible without understaffing or breaking compliance with regulations. Many vendors have also announced new or expanded integrations to add efficiency to processes between WFM, HRIS, and Payroll solutions. Reporting and analytics capabilities that leverage data across these systems can give employers and frontline managers a more complete view of factors that may be contributing to metrics including employee satisfaction, fatigue, and flight risk, and focus efforts accordingly.

In this Value Matrix, Nucleus evaluated WFM providers based on the relative usability and functionality of their solutions, examining the value achieved through the use of the product's capabilities (Nucleus Research V67 – *Understanding the Value Matrix* – April 2021.) The report is intended to serve as a snapshot of the WFM technology market, highlight the specific ways in which vendors are delivering value to customers, and take stock of what can be expected in the future based on current solution updates and releases.

LEADERS

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

BLUE YONDER

Blue Yonder provides its customers with broad WFM capabilities that are well-suited to the needs of organizations with complex workforce operations, such as large retailers, manufacturers, and wholesalers. The platform enables organizations to automate labor plans, labor forecasts, and schedules to significantly reduce the time it takes to complete a schedule while improving manager productivity. The platform also provides time capture, attendance management and payroll capabilities offering customers a holistic approach to their WFM needs. Scheduling functionality within Blue Yonder also enables managers to generate blank schedules that meet demand needs while giving employees the ability to self-select shifts that match their individual preferences. Automated scheduling functionality also takes into account employee preferences and skills and creates schedules that align business needs with an employee's desired shift. The compliance management capabilities of the platform ensure that schedules are compliant with local, state, and federal regulations as well as internal standards and needs. Blue Yonder also provides its customers with long-

range labor planning capabilities that analyze real-time and historical data to determine future staffing and labor budget requirements.

Blue Yonder has strong dashboarding capabilities that improve visibility at both the executive and manager levels. Users can leverage the analytics and dashboards of the platform to compare locations with inefficient staffing and make adjustments in real-time to optimize operational efficiency. Blue Yonder's labor optimization functionality can help an organization reduce unplanned overtime costs and better align available resources with customer and production demand. Managers also have the ability to see employee preferences and skills, and can utilize that information to rank employees and ensure that every shift has the required personnel. Blue Yonder differentiates itself from competitors through its native Supply Chain Planning (SCP) functionality which provides customers full visibility into operations with a unified forecast that aligns resources with demand and can help businesses pivot to changes as soon as they occur.

Recent updates and announcements include:

- Blue Yonder recently made scheduling service improvements and added custom goals for shift start and end times, role segment minimums, non-worked holiday time, specified roles for job segments, alternate morning and evening shifts, unfilled shifts within budget, and multi-week scheduling. Additionally, new visibility and filter enhancements, workflows for managing open shifts, and auto-save and refresh capabilities were introduced.
- The vendor improved ML models to include additional causal factors and improve forecast accuracy.
- The vendor also made end-user enhancements around workflows, end-user permissions, editing capabilities, and enhancements in end-user visibility.
- Mobility improvements now enable field managers to view multiple sites.
- Blue Yonder expanded its API suite for ease of integration into third-party systems including HCM and other use cases.

CERIDIAN

Ceridian Dayforce is a full-suite HCM platform that provides users with extensive WFM functionality. The platform is governed by a single data set and rules engine which provides users with a single source of record across all operations. Dayforce has a strong international presence, making it an attractive choice for global organizations or those seeking to scale up operations. The solution provides functionality for scheduling, time and attendance, leave and absence management, analytics, task management, and labor planning. Additionally, through the Dayforce mobile application, end users can access Employee Self-

Service capabilities powered by the Dayforce Assistant. The Dayforce Assistant utilizes Natural Language Processing (NLP) to analyze text and voice commands and assist managers and end users with processes across scheduling, leave management, and absence management.

Recent updates and announcements include:

- Ceridian released fair shift fulfillment features in Dayforce, including Shift Bidding with configurable parameters and Overtime Equalization to prevent burnout.
- The launch of Centralized Scheduling makes it easy for managers to schedule across locations and share the workforce to quickly fill open shifts.
- Ceridian has opened the Dayforce platform for system integrators, customers, and the Ceridian services team to create custom rules for distinct and complex compliance needs.
- The vendor launched a new rate calculation engine in Dayforce Industry Solutions to help manage complex, industry-specific compliance regulations such as union agreements, job costing, and tip pooling.
- The vendor also released People Analytics with 15 visualizations and 27 measures that cover the entire Dayforce suite and continues to add more workforce-centric measures including burnout and worker energy. Intelligent nudges will also be incorporated to provide recommendations and courses of action to people leaders.
- The Integration Studio within Dayforce enables customers to write their own integrations in a simplified way.

INFOR

Infor is a business cloud software provider that takes a vertical approach to its product strategy. The vendor has more than 29 CloudSuite solutions for specific industries, including healthcare, industrial manufacturing, food & beverage, and distribution. Infor's WFM module includes functionality for time and attendance, compliance management, scheduling, and labor planning. Users can leverage the analytics and machine learning (ML) capabilities of the platform to create optimal schedules to reduce unplanned overtime costs and improve manager productivity, enabling them to focus on higher-value tasks. Infor customers that use the vendor's WFM capabilities also gain access to Coleman, the vendor's AI solution, which leverages NLP, ML, and image recognition capabilities to gain additional data-driven insights through the Birst analytics module. Birst allows for bidirectional communications from modules within the suite or other solutions an organization might already employ. Nucleus has found that users of the platform continue to experience productivity improvements in areas related to time and attendance, scheduling, and

workforce analytics. Additionally, Infor provides its users with a mobile application that provides employees and managers with on-demand self-service capabilities.

UKG PRO WORKFORCE MANAGEMENT

UKG Pro Workforce Management (Formally UKG Dimensions) is a SaaS-based global workforce management suite developed to support organizations in engaging employees at various stages of their life-work journey and addressing the requirements of the evolving workplace. It is well-suited for midsize to enterprise-sized organizations across multiple industries, with specialized solutions for manufacturing, retail, healthcare, hospitality, and the public sector.

The suite offers features for timekeeping, scheduling, absence management, forecasting, data collection, communication, and workforce analytics. Leveraging Google Cloud's computing services, the UKG platform aims to be adaptable, intelligent, and extensible, facilitating digital transformation and integrating seamlessly with HR, Payroll, ERP, and other vital enterprise systems. With a wealth of workforce data available for strategic decision-making, the platform assists organizations and frontline managers in making informed decisions on a large scale. The vendor's AI capabilities contribute to schedule forecasting accuracy by considering factors such as organization and industry-specific data, actions performed, employee preferences, skills, market forces, and business climate.

The solution integrates aspects of HR service delivery, including file management, document/form generation, and employee case management, into workforce management to address sensitive topics and strengthen HR's presence on the shop floor as organizations undergo transformation. UKG continues to broaden its partner ecosystem and enhance the solution's extensibility by increasing the number of open APIs and the delivered integration platform.

UKG Pro Workforce Management aims to alleviate the burden of routine, daily tasks for frontline managers and employees, allowing workers to operate more efficiently. In the past year, the vendor made the following updates:

- UKG Talk, Through two-way communications, targeted channels, pulse surveys, and content sharing, UKG Talk connects frontline, often deskless employees, to the company, to their managers, and to each other. In 2023, Employee Resource Group channels were added as well as AI-powered content moderation.
- Long Range Strategic Workforce Planning: UKG extended AI-based forecasting, providing recommendations to optimize schedules based on business demand and employee preferences, to planning/budgeting looking out 12, 18, and 24 months, performing what-if scenario planning. Advanced intelligence makes recommendations matching capacity, skills, hiring, and training to long-term goals.

- Scheduling: The vendor released Schedule Scoring, a weighted score that helps managers assess if a schedule meets their objectives. The feature includes dashboards and tools allowing managers to see if and how their edits are improving or reducing the schedule quality. In November 2022, UKG announced TeleStaff Cloud, a multi-tenant scheduling solution powered by FleX that extends UKG Pro capabilities to better support Public Safety and Emergency Response workers. It creates schedules that align employee qualifications, certifications, availability, and even required skill sets — all while adhering to organization, union, and HR rules and policies.
- Time Off Equity: UKG Pro Auctions, an automated solution to ensure employee time-off is awarded in a fair and equitable manner, while automatically factoring in policies like work rules and seniority.
- UKG People Operations: In October 2022, UKG announced a solution built for the hourly and frontline worker that bundles Workforce Management and HR Service Delivery.
- FleX by UKG, a newly launched Google Cloud-based, hyper-scale platform purpose-built to support workplaces. FleX features three primary components:
 - FleX Fabric: behavior-focused AI fed by UKG’s HCM and workforce management datasets, providing real-time insights, recommendations, reminders, and nudges.
 - FleX Flow: a highly adaptable API framework that anchors UKG solutions in the flow of work. Customers can maintain a third-party system of engagement, such as Microsoft, Google, or Salesforce, while UKG maintains the system of record.
 - FleX Dev: a collection of tools and services, including low-code and no-code designers, that enable IT teams and third-party providers to configure Pro and quickly build applications to automate processes.

WORKFORCE SOFTWARE

WorkForce Software is a SaaS-delivered WFM solution that includes functionality for time and attendance, advanced scheduling, demand forecasting, fatigue management, leave and absence management, and analytics. Users of the platform gain access to their own configurable WorkForce Hub which enables employees to manage priorities and gain visibility into a range of actions of their choosing. The vendor has a large network of API integrations which allows users to seamlessly integrate their existing HR and payroll solutions to fill in functionality gaps and eliminate data siloes. WorkForce Software runs on a configurable and automated rules engine that can be utilized to automatically approve and deny requests and validate input actions in processes such as scheduling, forecasting, and PTO. The vendor also constantly expands its rules engine to incorporate the latest local,

state, and federal regulations to ensure its users remain compliant with current labor laws. WorkForce software also provides its users with task management functionality through WorkForce Task which was integrated as a result of the vendor's acquisition of Foko Retail in 2021. Organizations can leverage the functionality to improve store productivity and ensure process standardization across locations. The schedule optimization functionality assists organizations with matching schedules with expected customer demand, thereby improving operational efficiency and reducing instances of schedule padding.

Recent updates and announcements include:

- In September 2022, WorkForce Software integrated the core communication capabilities of WorkForce Experience, including the WorkForce Hub and Digital Assistant, directly into the WorkForce Suite User Interface. This allows customers to access the chat, channels, and broadcast capabilities of WorkForce Experience in the same UI as traditional Time, Scheduling, Absence, and Analytics capabilities.
- These communication capabilities have also been enhanced to extend the vendor's vision for Smart Communications, which provides a layer of automation and automatic generation of suitable context to communications to reduce manager workload and improve the quality of communications and expected outcomes.
- Throughout 2022, the vendor expanded its standard product global template library to include new best practices, rules, and regulations in France, Singapore, Vietnam, South Korea, Spain, and Italy. In addition, the vendor is actively working with industry-leading SI's to develop country and industry-specific fast implementation packages to support growing demand for the mid-market.
- In March 2023, WorkForce Software developed new HCM and Payroll Connectors for Workday, which utilizes WorkForce Integration Platform APIs for Suite access.
- Also in March, the vendor released WorkForce Suite Mobile Timesheets as part of its mobile-first strategy to improve automation, reduce manager workload, and improve overall employee experience.
- Throughout 2022 and early 2023, the vendor has continued to expand its broad range of scheduling solutions to improve productivity and automation. Enhancements include automatic publishing of generated shifts, auto-assignment support for multi-week contracts, enhanced editing in the scheduling editor, a new swap schedule screen, new assistant HUB cards for shift swap requests, and the ability to run auto-scheduler for specific employees.

ZEBRA (REFLEXIS)

The Zebra Workforce Management solution is well-suited to the needs of organizations in industries with large and complex workforces, including retail, banking, and hospitality. The solution includes functionality for time and attendance, scheduling, labor optimization, analytics, reporting, and employee self-service (ESS). Zebra also offers Task Manager, a fully integrated, real-time task management solution. Zebra acquired Reflexis in 2020. With these capabilities, managers can easily assign tasks to employees to improve productivity, standardize processes, and better align employee work with an organization's needs. The Workforce Scheduler solution was part of the Reflexis acquisition, which provides customers with AI-driven labor forecasting functionality, as well as advanced scheduling and labor budgeting capabilities. Users can leverage Workforce Scheduler to create schedules based on analytics metrics, such as customer demand, to reduce instances of over and under-staffing while improving operational efficiency. Employee preferences are automatically considered when a manager generates a schedule to ensure that employee needs are met while staffing a location.

Zebra's employee self-service functionality helps improve engagement and reduce voluntary turnover by enabling employees to take greater control over their schedules. Users can also leverage Zebra to fulfill their frontline communication needs through its Workforce Connect solution which supports push-to-talk and cross-device communication capabilities. Zebra's combination of its WFM and Inventory management solutions makes it an attractive choice for organizations in the retail vertical.

Recent updates and announcements include:

- Zebra enhanced cross-store optimization and the ability to schedule shifts across multiple locations. The vendor also made improvements to its schedule cost calculation options using the RTA pay engine, which improves accuracy and real-time visibility into schedule costs.
- The vendor made significant UI updates to modernize its ESS mobile application. It also added support for Microsoft Teams Shift Connector.
- Zebra now offers full ADA compliance for ESS applications (Level AA.)
- The transition to the Google Cloud Platform (GCP) has given Zebra the opportunity to improve support and increase its Global Security Services posture. GCP supports a true "global footprint" and on-demand infrastructure, enabling Zebra to provide enhanced reliability, scalability, and availability.
- The vendor has improved payroll integration in DACH, including period-level pay rules, variable surplus and overtime pay rules, period-level overtime compensation,

and public holiday prioritization. It has also addressed long-term leave and accrual enhancements for NALA.

EXPERTS

Experts in the Value Matrix include ADP, Legion, Quinyx, and Replicon.

ADP

ADP is a global payroll and HR software provider that supports operations for users in more than 140 countries. The vendor has three multitenant cloud solutions with differing levels of functionality based on customer size. ADP Run is the SMB-tailored module that serves businesses with up to 50 employees while Workforce Now focuses on mid-market organizations with 50 to 1,000 employees. For enterprise operations, Vantage HCM is best suited for organizations with more than 1,000 employees. All three solutions provide functionality for WFM that includes time and attendance, scheduling, compliance management, absence management, and analytics. Users can integrate their respective WFM modules with ADP's HCM and payroll solutions to provide a more streamlined full-suite experience. ADP also has an extensive partner ecosystem that allows users to integrate solutions to add functionality in areas such as finance, operations, tax services, and talent management.

LEGION

Legion is a WFM provider that offers an end-to-end platform with a holistic, modular approach. The capabilities of the solution are best suited to the needs of retailers and include labor budgeting, demand forecasting, labor optimization, automated scheduling, time and attendance, and strategic insights. All modules are underpinned by artificial intelligence and machine learning capabilities. The vendor also offers users a self-service mobile app, on-demand pay functionality through Legion Instant Pay, performance tracking and rewards, and frontline communications. One of the vendor's core differentiators is its Workforce Sharing feature, which can automatically schedule employees from other locations based on preset preferences to fill open shifts faster while maintaining cross-locational compliance. Additionally, AI-powered demand forecasting through the solution builds a unique ML model for each unique driver, with more than 640 million forecasts generated weekly. Legion Strategic Insights gives managers actionable insights into trends, such as employee management, manager productivity, labor optimization, and compliance management.

QUINYX

Quinyx WFM is an AI-powered platform for Workforce Management that typically serves users in industries such as retail, healthcare, hospitality, transportation, and warehousing. The solution includes functionality for scheduling, time and attendance, employee engagement management, communication, labor optimization, demand forecasting, and analytics. Users can leverage Quinyx's analytics and AI capabilities in areas such as scheduling and labor planning to improve manager productivity while optimizing labor spend and reducing instances of unplanned overtime costs. The vendor also offers its customers an extensive API library that enables an organization to integrate the solution with several HCM, Business Intelligence, and ERP platforms. In 2022, Quinyx acquired Concrete, an employee productivity tool, which incorporated its task management functionality into the broader Quinyx suite. Users can utilize the functionality to assign tasks to employees on a recurring or singular basis and provide visual aids to assist employees and ensure standardization across locations.

REPLICON

Replicon is an AI-powered WFM platform that operates on a single data set and contains functionality for intelligent scheduling, time and attendance, global payroll and compliance management, job costing, PTO, and analytics. Replicon can be accessed through both a desktop and a mobile application, making it an attractive choice for organizations with a mobile or hybrid workforce. The mobile application provides geofencing capabilities which allow or prevent an employee from clocking in and out based on their physical location. Employees can leverage the self-service and AI chatbot capabilities of the platform to submit time-off requests and view schedules, and managers can utilize the mobile application to approve or reject requests and gain visibility into a broad range of metrics. A differentiator for the vendor is its new ZeroTime module, which provides organizations with advanced time capture capabilities. Users in professional services or project-based industries that require accurate job costing information can utilize the AI-powered module to track employee time across more than 100 work applications. Nucleus expects ZeroTime to significantly improve data accuracy by eliminating manual time-tracking processes which are typically prone to user error. Replicon also provides organizations with extensive payroll and compliance management capabilities that support operations for more than 85 countries. The solution also supports more than 30 languages. Replicon's compliance management functionality automatically incorporates local, state, and federal regulations to ensure that organizations can complete payroll with minimal compliance risk.

Recent updates and announcements include:

- Replicon introduced several additional complex schedule management features including the ability to manage complex job requirements across roles, skills, and

shifts. Additionally, SmartSchedule, an AI-powered employee recommendation engine, helps managers by automatically finding the best resource for every job. Managers can also enforce minimum daily breaks, nightshift restrictions, and maximum weekly working time limits and create personalized scheduling rules to ensure adherence to unique use cases and complex bargaining agreements. Additionally, the solution can now choose between the best-fit and most cost-optimized employee for a job, enable full visibility into real-time labor costs to stay within budget, and manage labor costs at the shift level with up-to-date insights into employee roles and jobs.

- The vendor developed and deployed a new integration platform to better scale and support customer growth.
- Replicon gained certification for its SAP-endorsed App Solution for Project Time Tracking with SAP SuccessFactors and SAP S/4HANA cloud, specifically geared towards professional services organizations. The vendor also significantly expanded its presence in the ADP Marketplace with the launch of two new products in the ADP Canada Marketplace: Replicon for ADP Workforce Now and Replicon Connector for Workforce Now.

FACILITATORS

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

ISOLVED

isolved is an HCM software provider that offers customers a Workforce Management module within its greater People Cloud solution. The vendor's Workforce Management capabilities include time and labor management, scheduling, expense management, labor management, and analytics. Scheduling through the solution enables managers to assign schedules and manage employee inquiries from any device. Employee self-service keeps workers informed of schedules as they are published and changed to request shifts or shift coverage as needed, as well as provide an environment for open collaboration and feedback. isolved Workforce Management provides managers with flexible time tracking across multiple work environments, including home offices, worksites, and hybrid structures to improve workforce visibility. The analytics capabilities of the platform enable customers to predict staffing requirements across employee groups, time periods, and other criteria while meeting compliance requirements while giving managers back valuable time to rededicate to higher-value tasks.

Recent updates and announcements include:

- In February 2022, isolved launched isolved People Cloud for Health Services, an industry-specific solution that includes a breadth of WFM functionality that is tailored to the unique needs of healthcare organizations. In May 2022, the vendor also announced the release of People Cloud for Manufacturing.
- In May 2022, the vendor released a conversational virtual assistant, which employees can use to interact with the platform and simplify self-service for routine tasks, such as scheduling.
- In September 2022, isolved announced the integration between its People Heroes Community and People Heroes University, allowing customers to engage each other for support and Networking and learn with isolved certifications and career paths.

PAYCHEX

Paychex Flex is Paychex's full-suite HCM solution that is built for the needs of small and mid-sized organizations with up to 1,000 employees. The solution includes functionality for time and attendance, compliance management, core HR, and payroll. Paychex also includes ESS capabilities that allow employees to view their time and pay information as well as have access to more than 30 actions and 24-hour support specialists that can assist them with work-related questions. The vendor's compliance management capabilities help users navigate complex regulatory environments and help reduce compliance risk by automatically updating the platform with the latest regulations. Paychex is designed as a mobile-first solution and has an intuitive UI, making it easy to adopt for end-users without the need for formal training. The platform can be accessed from any device and integrates well with an organization's general ledger. Paychex continues to build out its partner ecosystem and constantly updates its platform with relevant functionality improvements.

Recent updates and announcements include:

- In March 2022, Paychex released a compensation summary report, secure document management capabilities, FinFit Integration for financial wellness, and the Paychex Iris Time Clock.
- In September 2022, Paychex launched Paychex Voice Assist, which enables payroll administrators to run payroll through any Google Assistant-compatible device for a hands-free experience. Capabilities include starting a pay period or acting on one already in progress, applying standard pay, making adjustments, reviewing totals, and submitting payroll for processing with built-in verifications for user authentication.

- In November 2022, Paychex launched Paychex Flex Time, which gives administrative and employee users the ability to control scheduling needs, manage time-off requests, approve timecards, and review data to ensure data accuracy for pay periods.

PAYCOM

Paycom is an HCM software provider, with WFM functionality that covers time and attendance, scheduling, labor allocation, reporting and analytics, and compliance management. Users can access the solution either through a desktop or mobile application, making the solution highly accessible for managers and end-users. Paycom also provides its users with access to ESS and Manager Self-Service capabilities. Employees can utilize this functionality for actions such as time punches, expense report management, and changes to timesheets. Managers can utilize Manager On-The-Go to approve time off requests and complete other workforce-related tasks directly from the mobile application. The Ask Here tool integrates with the ESS capabilities of the platform and provides a direct line of communication between employees and managers for work-related questions.

PAYCOR

Paycor is a payroll and HCM software provider that includes WFM capabilities for processes such as time and attendance, scheduling, accruals and PTO, compliance management, and analytics. The solution can be accessed either through a desktop or a mobile application which allows employees to clock in and out, access pay information, request time off, shift cover, and swap shifts with other employees. Managers can leverage the mobile application to adjust and confirm schedules, approve PTO and shift swaps, manage exceptions, and edit time punches. Other features include color-coding, filtering, and view-by options that improve ease of use for frontline leaders. Paycor also provides frontline managers and employees with robust communication capabilities that allow for employee-to-employee, manager-to-employee, and group messaging functionality. The vendor's upcoming intelligent scheduling capabilities enable organizations to optimize labor allocation based on factors such as foot traffic, sales, and number of transactions. Nucleus has found that labor optimization functionality, such as the one offered by Paycor, can aid in reducing unplanned overtime costs and improving operational efficiency. Paycor's unified HR platform is purpose-built for leaders, with easy third-party integration, powerful analytics, and industry-configurable technology. Paycor's product offerings are a great fit for nearly any company and can also be configured by industry, with specific integrations that maximize interoperability within demanding verticals like healthcare, food & beverage, manufacturing, and professional services.

Recent updates and announcements include:

- The new Time Insights widget gives managers a simple outline of exceptions, hours, and needed approvals on their home screen, providing greater efficiency.
- The vendor released Payroll-Based Journal reporting (PBJ) to help customers meet regulations on reporting direct care staffing and census information.
- Paycor recently launched mobile group punching capabilities, enabling managers to submit group punches from a mobile device. The feature was built for industries that need to punch multiple people in at once, including manufacturing, food & beverage, and construction. Each manager can create one or many groups, as well as do one-off group punches.

TCP SOFTWARE

TCP Software is a Workforce Management software provider that includes functionality for time and attendance, scheduling, job costing, leave and absence management, labor tracking, reporting, and analytics. TCP contains three modules: TimeClock Plus for time and attendance, Humanity for demand-based scheduling, and Aladtec for public safety organizations. TCP also provides its customers with physical time clocks that aid in time capture for users in industries such as retail, hospitality, healthcare, and education. Users can integrate the solution with their existing ERP and HCM solutions to increase visibility into labor costs, reduce implementation times, and minimize errors and disruptions. Users of TCP can automate workflows in time collection, shift scheduling, and compliance management. Organizations can leverage Humanity Scheduling's AI capabilities to analyze customer demand and create schedules that optimize operational efficiency and reduce schedule padding. Additionally, the scheduling functionality leverages the compliance management capabilities of the platform to automatically incorporate local, state, and federal regulations to help customers avoid non-compliance risk.

Recent updates and announcements include:

- In February 2022, TCP developed a new set of scheduling rules for organizations employing minors, using an employee's date of birth, school calendars, and daily and weekly hour caps legally required for minors to mitigate compliance issues.
- Also in February, the vendor's Humanity Scheduling released new custom scheduling rules, enabling organizations to manage unique and complex use cases. The new functionality enables customers to define what employee eligibility conflicts must be monitored to maintain compliance with regulations and internal scheduling policies.
- The vendor also launched an Apple Watch App, enabling employees to view their schedule on their Apple Watch Device.

- TCP acquired InstaSub in February 2022 to enhance and automate absence and substitute management for its K-12 education customers. InstaSub is now integrated into TCP's TimeClock Plus software and is maintained as a standalone solution.
- In May 2022, the vendor announced a new partnership with Clair, an on-demand pay provider, to give customers that use TimeClock Plus and Humanity Scheduling the opportunity to offer Clair On-Demand Pay to their employees.
- Also in May 2022, the vendor acquired ScheduleAnywhere, a SaaS-delivered employee scheduling tool that is built for the complex needs of law enforcement and healthcare organizations.
- In January 2023, TCP released TCP Analytics, an analytics solution built to provide users with improved insights into their workforce data and optimize workforce management strategies. TCP Analytics can integrate data from a wide range of sources and offers configurable dashboards and reports to help users visualize data in meaningful ways. The first release of the solution is designed for the vendor's TimeClock Plus software with plans to launch in other TCP solutions later this year.

CORE PROVIDERS

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

DEPUTY

Deputy's WFM solution provides managers and employees with access to schedules, timesheets, leave management, shift swapping, and communication within a single platform. The vendor's main differentiator is its ability to be configured to the needs of specific verticals, including healthcare, logistics, retail, and education for quick time-to-value. Accessible through desktop and mobile applications, the solution enables users to complete scheduling and time and attendance-related tasks on any device. Deputy offers strong integrations with an organization's existing payroll, ECM, and HCM solutions, including Paychex, ADP, Dropbox, Box, and BambooHR.

NICE WFM

Nice WFM is a digital workforce management platform that leverages AI and machine learning to aid staff planning, hiring, forecasting, scheduling, and day-to-day task management. The vendor typically serves call centers due to its strength in staff planning functionality. The solution's scheduling capabilities are powered by machine learning

forecasting algorithms, enabling administrators to optimize schedules based on past behaviors and metrics such as average handle time. Nice WFM also re-forecasts on a continual basis and notifies managers when staffing needs to be adjusted. This also gives employees improved visibility into whether their schedule requests will be approved before they submit them. The flexibility of Nice WFM, along with its deep industry expertise makes it an attractive choice for customer-facing organizations and departments.

PAYLOCITY

The Paylocity HCM platform includes functionality for core HR, WFM, payroll, and benefits administration, serving the needs of midsized to enterprise-level organizations. Specific capabilities for WFM include time and attendance and scheduling with tax filing and reporting services. The vendor also offers on-demand pay to enable employers to give employees access to earned wages without requiring additional paperwork or payroll process changes. Paylocity offers a single platform, which contributes to smoother integration with payroll that reduces administrative burden. The solution can also be accessed through a dedicated mobile app, enabling users to complete WFM-related tasks at any time, on any device. Scheduling capabilities through Paylocity enable managers to build, view, and make changes to schedules. The system can automatically consider roles, skills/certifications, and rules to help ensure appropriate coverage and minimize compliance risk. Managers can also use AI-powered insight on staffing to build future schedules and assess which employees are approaching overtime as they do so. Employees can also swap shifts or claim open shifts using their mobile devices. The vendor also recently launched Community Plus, which adds incremental communication and collaboration features to its Community social hub, which can improve frontline productivity and employee engagement.

Recent updates and announcements include:

- In January, Paylocity announced its integration with low-code provider, Cloudsnap, enabling the vendor to offer customers greater ease of integration between Paylocity and other business applications to create a single source of record.
- In March, Paylocity announced the integration of generative Artificial Intelligence (AI) into its core HCM platform. Built using an integration with OpenAI—the developer of ChatGPT—Paylocity's AI Assist enables users to create effective communications in less time.

VERINT

The Verint Cloud platform spans areas of WFM including workforce engagement management, automated scheduling, labor forecasting, and employee self-service with

built-in compliance capabilities. The vendor typically serves mid-sized and enterprise-sized organizations across industries, including retail, finance, healthcare, and the public sector. The vendor's Actionable Intelligence platform gives administrative users access to capabilities such as data capture, analytics, processing, automation, and visualization to improve decision-making through better data visibility. Additional offerings by Verint include Verint Knowledge Management, Verint Case Management, and the Verint Connect interactive engagement portal.