ISG Provider Lens™

2020

Digital Business - SaaS Solutions 2020

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ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 700 clients, including more than 75 of world's top 100 enterprises, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,300 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data. For more information, visit www.isg-one.com.

Table of Contents

Definition

In 2019, ISG introduced the ISG Digital Cube™, an interactive model, to define the enterprise capabilities required for digital transformation. It includes six parameters, namely, digital backbone, emerging technologies at scale, enterprise agility, digital ecosystems, insights, and business model innovation. The ISG Digital Cube™ is the primary reference model for ISG as it guides clients toward realizing their digital ambitions. This ISG Provider Lens™ study focuses on identifying the service providers that can support clients in achieving digital capabilities.

Enterprise clients looking for alternative ways of building a robust digital backbone may consider the software-as-a-service (SaaS) option. SaaS is a ready-to-use option and can support end-to-end business processes such as market-to-order, recruitment-to-hire and procurement-to-pay.

Eligibility Criteria for All Quadrants:

- The software solution covers most functional areas within a given domain (e.g., HR, Finance, Supply Chain). This survey is not looking at single function solutions, such as applicant tracking or financial close only.

- The solution is offered as Software as a Service run in the cloud.

- Its commercialization model is subscription based.

ISG studies serve as the foundation for important decision-making in the areas of positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients use information from these reports to evaluate their current vendor relationships and potential new engagements.

Quadrant Research

For this ISG Provider Lens™ quadrant study, SaaS providers will be evaluated on three quadrants: human capital management (HCM) SaaS, enterprise resource planning (ERP) SaaS and customer relationship management (CRM) SaaS.

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HCM SaaS	ERP SaaS	CRM SaaS

Source: ISG 2020

HCM SaaS

HCM solutions comprise end-to-end employee data management, including functions supporting recruitment, development, training, compensation, payroll, benefit management and related functionalities. Leading SaaS providers enable a superior user experience in a digital workplace that attracts the best talents.

Companies that do not meet the eligibility criteria can respond to the survey to include their offerings in the ISG knowledge base. Their solutions would not be included in the quadrant report but in the solution and services procurement processes supported by ISG Advisory Services (Candidate Provider Qualification - CPQ process).

Eligibility Criteria:

- The solution should have a core HR functionality (only payroll not included).

ERP SaaS

ERP solutions, minimally, comprise accounting (GL, AP, AR), finance, planning and reporting, and procurement. Superior ERP-as-a-service encompasses industry-specific solutions. Leading SaaS providers offer real-time business dashboards that leverage insights from artificial intelligence (AI) algorithms.

Eligibility Criteria:

- The core functionality of the solution should include accounting, finance and procurement.

CRM SaaS

CRM solutions support all the touchpoints between a company and its clients. CRM-as-a-service, minimally, covers client records (accounts), registers contacts from multiple channels (such as phone, e-mail and chat) and provides sales and service support dashboards. Leading SaaS providers enable clients to increase sales and automate customer support using cognitive solutions.

Eligibility Criteria:

- The core functionality of the solution must include account/client information, contact/call management and order management (sales or service order).

Schedule

The research phase is during the period **March 2020 to June 2020.** During this period, survey, evaluation, analysis and validation will take place.

Milestones	Beginning	End
Launch	March 20, 2020	
Survey Phase	March 20, 2020	April 24, 2020
Sneak Preview	June-July, 2020	
Press release	August, 2020	

Please refer to this link to view/download the ISG Provider Lens™ 2020 research agenda.

Research production disclaimer:

ISG collects data to conduct research and create provider/vendor profiles. These profiles and supporting data are used by ISG advisors to inform clients about the experience and qualifications of providers/vendors for the outsourcing work identified by the clients. This data is collected as a part of the ISG FutureSource process and the Candidate Provider Qualification (CPQ) process. ISG may choose to utilize the data on certain countries or regions for the purpose of educating its advisors and not produce ISG Provider Lens™ reports. These decisions would be determined by the quality and comprehensiveness of the information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. The data could also be used for individual research projects or by lead analysts to write briefing notes.

Partial list of invited companies for the survey

Are you in the list? Do you see yourself as a relevant provider but missing from the list? Contact us to become an active participant in the research phase.

Acumatica	Oracle NetSuite
ADP Systems	Pegasystems
Ceridian	Ramco System
Cornerstone OnDemand	Sage
Dovetail Software	Salesforce
Epicor	SAP
Freshworks	ServiceNow
Infor	SugarCRM
Kronos	Ultimate Software
Microsoft	Unit4
Neocase	Workday
Oracle ERP Cloud	Zendesk

Contacts for this study

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Do you need any further information?

If you have any questions, please do not hesitate to contact us at isglens@isg-one.com.