



**\*ISG** Provider Lens™

2022

# HCM Technology Platforms 2022

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# Introduction

Organizations of every size, industry and geography recognize that optimizing the human side of their business usually translates into major competitive advantage. The ISG Provider Lens™ HCM Technology – 2022 study examines how human capital management (HCM) technology solutions help organizations achieve critical and strategic goals by way of enhancing organizational agility, upskilling and reskilling workers, and delivering a superior employee experience — with the latter being the key to attracting and retaining top talent. HCM technology solutions are also associated with supporting the daily decisions and activities of people managers, ensuring efficient back-office HR and payroll operations and regulatory compliance in operating regions.

This range of outcomes, both strategic and operational in nature, can clearly help organizations improve business results and sometimes even increase their industry rankings. Moreover, managing the people side of a business is not only about effectively stewarding what is usually the largest cost component of an operating budget, but also about driving employee productivity. Even modest upticks in productivity (for example, as measured by revenue, per employee) result in major value creation.

This 2022 ISG Provider Lens™ study includes an evaluation of three distinct sets of HCM technology solution providers, each of which is covered in a quadrant analysis: Core HCM Technology Plus Talent Management (Large Market), Core HCM Technology Plus Talent Management (Mid Market) and Best-of-breed Recruiting Technology. The third group of solution providers covered in this IPL report specialize in and derive the vast majority of their customer revenue from automating and enabling different aspects of the end-to-end talent acquisition process, and each has estimated annual SaaS revenues of at least \$25 million. ISG believed the Recruiting Technology market warranted its own special call out or separate quadrant given today's well chronicled resourcing challenges. Also, the intense focus on skills relationships (e.g., to other skills and roles), now enabled with AI/machine learning, has also amplified the importance of this market segment.

The ISG Provider Lens™ study offers HR and IT-decision makers:

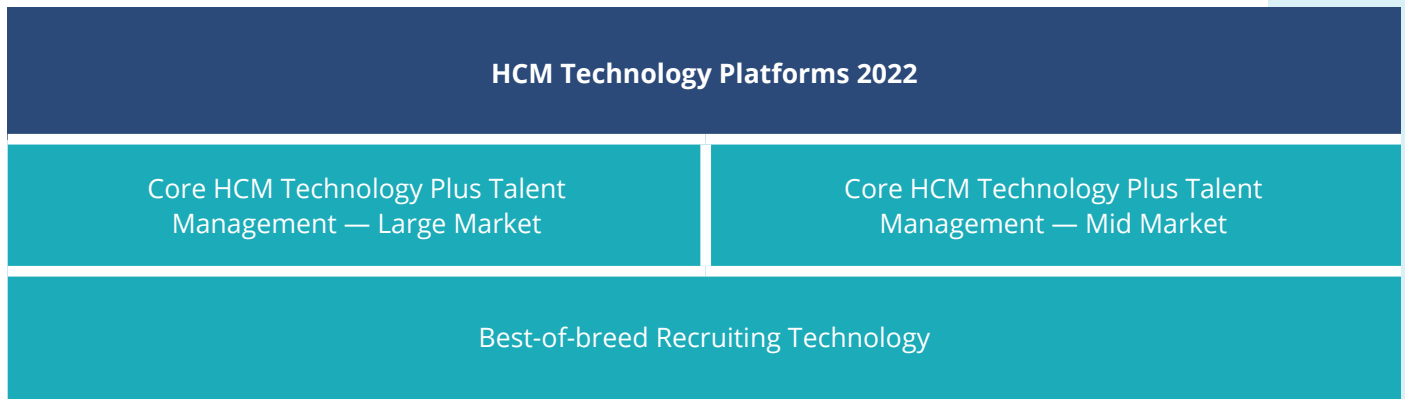
- Transparency on the strengths and weaknesses of relevant providers;
- A differentiated positioning of providers by segments;
- Actionable guidance to decision-makers and other professionals involved in selecting, deploying and maximizing the business impact from HCM systems and recruiting technology platforms.

Our study serves as an important analysis and decision-support tool for those in the market for a new HCM technology offering, or just wanting to validate their current vendors, solutions and/or deployment strategies. ISG advisors and enterprise clients also use these reports for these same purposes.

# Quadrant Research

As a part of this ISG Provider Lens™ HCM Technology – 2022 study, we will evaluate participating solution providers on the following three quadrants:

Simplified illustration



Source: ISG 2022

## Core HCM Technology Plus Talent Management – Large Market

This report quadrant includes SaaS solution providers offering products for automating and enabling “core HR” functions such as employee lifecycle recordkeeping, benefits administration, payroll and workforce management. The latter often includes product support for some or all of the following: time, attendance and absence/leave management processing; employee/worker scheduling; and sometimes labor forecasting.

Core HR systems serve as a system of record for employee personal data, such as previous work history and education, and track key data associated with events that occur in the life of an employee. Effective dates, job and compensation information and the event or data change type comprise what is typically captured (facilitated by workflow automation) and maintained. This audit trail is also used for reporting and compliance purposes and forms a historical record for the employee.

In this IPL study, product support for payroll processing does not have to be natively built as long as this third party-built or partnered functionality is tightly integrated with the rest of the vendor’s core HR offering. Solution providers must offer (either via natively built or a tightly integrated solution) at least three talent management modules or solution components from among the following: talent acquisition or recruiting; performance management; compensation management/total rewards; learning and development; succession planning and/or workforce planning. Finally, solution providers typically have customers operating in three or more countries or regions of the world (“global” for the purposes of this report) and the majority of the vendor’s customers have more than 3,000 employees.

### Eligibility criteria:

- Ability to offer depth and breadth of HR/HCM functionality and process enablement, together with a range of strategic business outcomes related to the workforce.
- Ability to offer process and business rule configurability, alongside system interoperability
- Ensures quality of user experience, including mobile device support, digital assistants and voice activation
- Possesses globalization capabilities, including the ability to support languages and currencies alongside date and data formats
- Has an established product roadmap that includes prominent investment themes and R&D process efficacy
- Has a range of reporting and analytics capabilities, including the ability to incorporate external data from multiple sources
- Has an established and robust pre-built integration and marketplace model for partner applications
- An emphasis on common best-in-class enterprise solution vendor attributes and performance indicators related to customer satisfaction and retention

## Core HCM Technology Plus Talent Management – Mid Market

This report quadrant includes SaaS solution providers that offer products for automating and enabling “core HR” functions such as employee lifecycle recordkeeping, benefits administration, payroll and workforce management. The latter often includes product support for some or all of the following: time, attendance and absence/leave management processing; employee/worker scheduling; and sometimes labor forecasting.

Core HR systems serve as a system of record for employee personal data such as previous work history and education, and track key data associated with events that occur in the life of an employee. Effective dates, job and compensation information, and the event or data change type comprise what is typically captured (facilitated by workflow automation) and maintained. This audit trail is also used for reporting and compliance purposes and forms an employee historical record.

In this IPL study, product support for payroll processing does not have to be natively built as long as this third party-built or partnered functionality is tightly integrated with the rest of the vendor’s core HR offering. Solution providers must offer (either via natively built, or a tightly integrated solution) at least three talent management modules or solution components from among the following: talent acquisition or recruiting; performance management, compensation management/total rewards; learning and development; succession planning and/or workforce planning. Finally, solution providers typically have customers operating in three or more countries or regions of the world (“global” for the purposes of this report) and the majority of the vendor’s customers have between 1,000 and 3,000 employees.

### Eligibility criteria:

- Ability to offer depth and breadth of HR/HCM functionality and process enablement, together with a range of strategic business outcomes related to the workforce
- Ability to offer process and business rule configurability, alongside system interoperability
- Ensures quality of user experience, including mobile device support, digital assistants and voice activation
- Demonstrate globalization capabilities, including the ability to support languages and currencies alongside date and data formats
- Has an established product roadmap that includes prominent investment themes and R&D process efficacy
- Offer a range of reporting and analytics capabilities, including the ability to incorporate external data from multiple sources
- Has an established and robust pre-built integration and marketplace model for partner applications
- An emphasis on common best-in-class enterprise solution vendor attributes and performance indicators related to customer satisfaction and retention

## Best-of-breed Recruiting Technology

This HCM technology market segment includes SaaS solution providers that mostly or only deliver technology for automating and enabling aspects of the end-to-end recruiting or talent acquisition process. For easier report consumption and with the expansion of this segment in recent years, ISG has limited the recruiting technology vendors covered to those with estimated annual SaaS revenues of at least \$25 million. The covered vendors also provide solutions on a multi-region or multi-country basis with solutions readily adaptable and configurable for regional compliance and other process considerations. Vendors in this segment automate and enable processes and activities related to any of the following functions framed as solution categories: recruitment brand marketing; candidate sourcing; candidate relationship management; screening and assessment capability; ATS (end-to-end workflow automation) and/or onboarding.

Note: Background checking is not in scope, because providers tend to mostly or entirely focus on supporting this function through partnerships.

Because recruiting technology vendors and other specialized (or best-of-breed) HCM software vendors do not typically offer employee lifecycle or system-of-record capability, this usually necessitates offering a tight integration with a range of core HR/HCM solutions in the market. Finally, while this group of vendors usually has customers operating in three or more countries or regions of the world ("global" for the purposes of this report) no further segmentation around typical customer size has been applied. As indicated, a \$25 million annual SaaS revenue threshold was the key criterion used.

**Note that "HR" in this report shall refer to processes that are largely standardized by the HR department for execution across an enterprise; HCM shall refer to value-driving people, processes and activities owned and executed by an enterprise, and generally governed by the HR function for compliance and other reasons.**

### Eligibility criteria:

- Ability to offer depth and breadth of recruiting functionality and process enablement, together with a range of strategic business outcomes related to this corporate function.
- Ability to offer process and business rule configurability, alongside system interoperability
- Ensures quality of user experience, including mobile device support, digital assistants and voice activation
- Possesses globalization capabilities, including the ability to support languages and currencies alongside date and data formats
- Established product roadmap that includes prominent investment themes and efficacy of R&D process.
- Has a range of reporting and analytics capabilities, including the ability to incorporate external data from multiple sources
- Has an established and robust pre-built integration and marketplace model for partner applications
- An emphasis on common best-in-class enterprise solution vendor attributes and performance indicators related to customer satisfaction and retention



## Quadrants by Region

Quadrant	Global	
Core HCM Technology Plus Talent Management (Large Market)	✓	
Core HCM Technology Plus Talent Management (Mid Market)	✓	
Best-of-breed Recruiting Technology	✓	

# Archetype Report

In this report, ISG identifies and classifies the typical buyers (or subscribing customers) of core HCM and talent management technology, specifically in the form of SaaS/cloud-based enterprise software. Factors for vendor selection range from the need to consolidate and streamline HCM technology infrastructure (from many to fewer assets) to seeking better strategic outcomes, such as elevating productivity and organizational agility, from their workforce.

ISG has identified four major buyer archetypes:

- **Foundational:** Customers that focus primarily on HR and workforce-related cost reduction, process efficiencies and access to better people data.
- **Process Optimizers:** Customers that mainly want to optimize and integrate their HR processes to achieve both foundational and strategic outcomes.
- **Employee Experience-Focused:** Customers that want to offer a superior employee experience in order to attract, engage, energize and retain the best talent.
- **HCM/Talent Innovators:** Customers seeking to move ownership of key workforce-related business outcomes to employees, teams and people managers, with HR being the hub of best practice vetting and syndication.

# Schedule

The research phase falls in the period between **July and September 2022**, during which surveying, analysis and validation will take place. The results will be presented to the media in **December 2022**.

Milestones	Beginning	End
Launch	July 25, 2022	
Survey phase	July 25, 2022	January 13, 2023
Sneak preview	February 2023	
Press release	March 2023	

Please refer to this [link](#) to view and download the ISG Provider Lens™ 2022 research agenda.

## Access to Online Portal

You can view and download the questionnaire [here](#) using the credentials you have already created or refer to the instructions provided in the invitation email to generate a new password. We look forward to your participation!

## Research production disclaimer:

ISG collects data for the purposes of writing research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing work identified by the clients. This data is collected as part of the ISG FutureSource™ process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not to produce ISG Provider Lens™ reports. These decisions will be made based on the level and completeness of information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.

## ISG Star of Excellence™ – Call for nominations

The Star of Excellence is an independent recognition of excellent service delivery based on the voice of the customer concept. The Star of Excellence is a program designed by ISG to collect client feedback about service providers' success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG Analysts will be continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in context of its practitioner-led consulting approach.



Providers are invited to [nominate](#) their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

It is our vision that the Star of Excellence will be recognized as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure your selected clients complete the feedback for your nominated engagement please use the Client nomination section on the Star of Excellence [website](#).

We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply. Here is the email address: [Star@isg-one.com](mailto:Star@isg-one.com)

# Partial list of companies being invited for the survey

**Are you in the list or do you see your company as relevant provider that is missing in the list?** Then feel free to contact us to ensure your active participation in the research phase.

ADP	iSolved	PhenomPeople
AscentHR	JazzHR	Radancy (formerly TMP Worldwide)
Asure Software	Jobvite	Recruitee
Avature	Lever	Rippling
Bamboo	Meta 4/CEGID	Sage Business Cloud People
Bullhorn	MHR (midland)	SmartRecruiters
Ceridian	Namely	SAP SuccessFactors
Core HR	NeeiamoWorks	SyncHR
Cornerstone OnDemand	Oracle	UKG
DarwinBox	PageUp People	Unit 4
Greenhouse	Paychex	Workable
Harver	Paycom	Workday
HiBob	Paycor	Zenefits
HireVue	Paylocity	ZipRecruiter
iCIMS	PeopleStrategy	
Infor	Personio	

# Contacts for this study



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Lead Analyst, Global



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Partner, HR Tech  
Lead Analyst, Global



Steve Goldberg  
External Advisor



Akshay S Hiremath  
Enterprise Context and Global  
Overview Analyst



Pragathi Thimmaiya  
Global Project Manager

## Do you need any further information?

If you have any questions, please do not hesitate to contact us at [isglens@isg-one.com](mailto:isglens@isg-one.com).

# ISG Provider Lens™ QCRT Program Description

ISG Provider Lens offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context. In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three advisors participate as part of each study's Quality & Consistency Review Team (QCRT). The QCRT ensures each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct. ISG advisors participate in each study as part of the QCRT group and contribute at different levels depending on their availability and expertise.

The QCRT advisors:

- Help define and validate quadrants and questionnaires,
- Advise on service providers inclusion, participate in briefing calls,
- Give their perspectives on service provider ratings and review report drafts.

The ISG Provider Lens QCRT program helps round out the research process, supporting comprehensive research-focused studies.

## Do you need any further information?

If you have any questions, please do not hesitate to contact us at [isglens@isg-one.com](mailto:isglens@isg-one.com).