

CHECKLIST FOR SELECTING WORKFORCE MANAGEMENT SOFTWARE



Doing a detailed evaluation of workforce management software vendors using focused checklists will give you a deep understanding of the business and technical value a given solution and vendor provides.

WorkForce Software, an ADP company, has curated a set of checklists for every evaluation you conduct so you can make an informed decision about which workforce management solution will support your organization now and in the future. The following are the most important factors to consider.

Starting your evaluations

Business value

- ✓ The vendor provides a detailed assessment based on your unique company data
- ✓ The vendor describes the typical payback time in months for an organization of your size, complexity and organizational maturity
- ✓ The solution offers capabilities that align with the metrics you’re trying to improve

Innovation

- ✓ The vendor offers examples of where their solution improves productivity and optimizes user experience for employees and frontline managers
- ✓ The solution easily integrates with third-party systems
- ✓ The solution provides unique labor optimization and productivity features that offer value to your organization

Vendor partnership

- ✓ The vendor extends their company values to their business relationships (e.g., integrity and trust)
- ✓ Clients rate the vendor high in trust and transparency
- ✓ The vendor clearly articulates their approach to customer success

Future readiness

- ✓ The solution supports your business needs and growth initiatives
- ✓ The vendor provides reliability and security to protect your company's data
- ✓ The vendor simplifies compliance to reduce the risk of ever-changing labor laws

Evaluating shortlisted vendors

Business value

- ✓ The vendor provides personalized ROI models to aid your business case based on your unique data
- ✓ The solution provides features that enhance employee experience (e.g., real-time communications, instant access to information and scheduling flexibility)
- ✓ The solution enhances employee experiences, boosting productivity, retention and positively impacting the overall client experience

Innovation

- ✓ The solution leverages intelligent automation to deliver digital assistance that simplifies work for employees and managers
- ✓ The solution does not need to be fully reconfigured and tested with every upgrade
- ✓ The vendor has a structured process for client feedback on their product roadmap and business strategy

Trusted advisor

- ✓ Clients rate the vendor high on trust and transparency
- ✓ Clients are likely to recommend the vendor’s solution, and the vendor can provide data to support this
- ✓ Clients rate the vendor high on overall services experience

Future readiness

- ✓ The vendor simplifies global compliance with local statutory and union rules for your staff
- ✓ The vendor provides third-party research that compares their solution to others
- ✓ The vendor offers in-depth product demonstrations that include business requirements specific to your organization

The ADP WorkForce Suite adapts to your organization's needs — and we can prove it.

Our commitment to transparency is embedded in every interaction we’ll have with you, from your evaluation to implementation. Let us show that we understand and are ready to deliver on your unique needs.

Request a demo

