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# The Essential Guide to Selecting Workforce Management Software



# Is Your Workforce Management Solution Up to Current Challenges?

In this time of accelerating change and continued economic uncertainty, your company is likely navigating many challenges. You must optimize your investment in labor, quickly adapt to support profitability, nimbly respond to operating disruptions, and strategically adopt and leverage technological advances.

And, you must prioritize employee experience to attract and retain the talent required for your organization to thrive and grow.

Modern workforce management (WFM) bridges the gap between desired business outcomes and employee expectations by optimizing operational performance and supporting the ability to treat workers as valuable resources. Through cloud-based intelligent automation and consumer-grade apps, modern workforce management enables the success of your organization and employees no matter where and when work happens.

## This guide is tailored to professionals who...

- Are being forced to select a new workforce management solution because their legacy application provider is sunsetting their current product
- Want to modernize their approach to workforce management because: a) their requirements have evolved, including the need for the critical capability of communicating effectively with their frontline workers, and b) their current solution no longer meets their needs as it did many years ago when they bought it
- Are looking for a cloud-based modern workforce management solution that will not only optimize their workforce management operations today, but provide the cutting-edge technology advancements that will help them rapidly adapt now and in the future

## Use this guide to help you...

- Identify how your workforce management needs have evolved in the context of the business challenges, regulatory changes, and worker expectations you've encountered
- Examine your operational and employee-focused requirements
- Understand the implications of implementing a new workforce management solution
- Select a modern workforce management solution that improves performance now and adapts along with your organization and workforce moving forward



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# The Evolution of Workforce Management

Few of us could have imagined the profound changes to workforce management in the past ten years, especially since the pandemic dramatically changed the workplace forever. The disruption accelerated digital transformation initiatives around the world and prompted companies to rethink their workplace practices.

The importance of frontline, or “deskless,” workers has also gained prominence as many of these workers have left the workforce or switched to other industries after COVID-19 disruptions. Those same employees, however, felt overlooked by their employers, as they perceived a disparity between how they were treated compared to their corporate counterparts. Many quit, contributing to an ongoing labor shortage and highlighting the importance of improving overall employee experience to attract and retain workers in support of operational resiliency.

Today, we’re working in a business landscape shaped by economic volatility and the lasting impact of COVID. As we look for solutions that allow us to remain agile in the current environment and beyond, one thing’s for sure — there’s no going back.

One clear lesson from these experiences is that old approaches to workforce management, which were designed for highly transactional, top-down communications, no longer work. Employees want more — scheduling flexibility, information on demand, learning opportunities, and connections to their employers and each other. This is especially true of the growing number of digital natives, who expect consumer-grade technology, a deeper level of engagement, and instant access to the resources and tools they need to be productive and successful in their jobs.

Without the right people, it’s not possible for an organization to succeed. Companies must become an employer of choice to meet current operating requirements and maintain a healthy workforce.



of the global workforce is made up of deskless workers

About 2.7 billion deskless workers<sup>1</sup> go to work in the field, on the assembly line, behind the wheel, at brick-and-mortar shops, in the classroom, and in emergency rooms. The needs of deskless employees are often overlooked as compared to those of corporate or knowledge workers.



## Employers of Choice Win the Battle for Talent

Many deskless shift workers say that a flexible, predictable, and accessible schedule adds stability and control to their lives. Yet, [62% don't see their schedule more than a week in advance](#)<sup>2</sup>. To become an employer of choice, companies must offer their employees:

- Improved training opportunities and enablement
- Greater work-life balance
- Increased scheduling flexibility and control
- A mechanism for real-time feedback at the time work is happening

Organizations that win the competition for labor adopt modern workforce management software that improves employee experience and engagement, increases productivity, and ultimately boosts operational efficiency and financial performance.

Compared with employees who feel their well-being is neglected, employees who feel cared for are<sup>3</sup>:

**69%**

less likely to search for a new job

**71%**

less likely to report experiencing burnout

**3x**

more likely to be engaged at work

A 2022 Gallup report<sup>4</sup> found that compared with bottom-quartile teams, highly engaged employees yielded:

**23%**

higher profitability

**18%**

higher productivity (sales)

**14%**

higher productivity (production records and evaluations)



# Is It Time to Change Your Workforce Management Software?

Your workforce management software is critical to efficiently running your organization. Changing it is no small task, so it's important to take time to evaluate your options. In this section, we'll discuss the top three reasons for changing your workforce management software.

## 1. Your Legacy Application Provider is Ending Support for Your Current Solution

You may be in the unfortunate position of being forced to find a new workforce management solution because your legacy application provider has decided to sunset your current product. Soon they'll no longer support it. Keep in mind that:

- Since you must move to a new solution now, it's important to pause and do a robust comparison of at least two other leading market alternatives to ensure that they meet—or better yet exceed—your requirements
- Any alternative product from your vendor still requires that you do a full evaluation to see if it meets your current and future requirements
- Implementing a new workforce management application, even from the same vendor, means that administrators, managers, and employees must learn a new system
- Any alternative solution should maximize your investment in making a change by improving your ability to optimize labor, increase productivity, elevate the employee experience, and ensure ongoing compliance
- Changing your workforce management system requires that you rethink many things, including how you'll retrain users and adopt new capabilities given your own business changes





## 2. Your Workforce Management Needs Are No Longer What They Were a Few Years Ago

It may be a long time since you bought your current workforce management solution, and even though it met your needs when you selected it, your requirements have likely changed. Regulations and the pace of regulatory change have increased. Unions have been formed within organizations, including companies not previously unionized and who are now dealing with complex union rules. The balance of power between employers and employees has also shifted in the face of labor shortages, requiring that companies do more to improve employee experiences.

## 3. Your Manual Processes and Homegrown Applications Don't Enable Rapid Change or No Longer Scale

Your company may have grown a lot since you started. In the early years, you could get by with manual processes and static homegrown applications, but those no longer scale or enable operational agility. There are simply too many complexities to manually optimize your workforce management operations. The risks of expensive errors and noncompliance are too high, and the costs associated with inefficiencies could be negatively affecting the bottom line.

Success, especially in a volatile economic environment, depends on how quickly your organization can identify and adapt to opportunities. Lack of agility caused by manual approaches to labor compliance, managing costs, optimizing labor usage, and avoiding unplanned expenses are certainly inhibitors to growth, as are outdated ways of managing workers. Without fully optimizing your systems and your people, it's nearly impossible to meet your financial goals.



**By 2026, 75% of global midsize and large enterprises** will have invested in a cloud-deployed human capital management (HCM) suite for administrative HR and talent management (TM), **but will still need to use other solutions for 20% to 30% of their HR requirements.**

(Gartner<sup>5</sup>)



# What to Look for in a Modern Workforce Management Solution

Advances in analytical software and time-tracking technology have allowed organizations to gather data that shows the link between employee well-being and successful business outcomes. With unequivocal proof of a positive relationship between the two, many companies are shifting from an input-output approach to thinking about employees holistically.

Modern workforce management rests on the fundamental understanding that operational excellence depends on delivering a compelling employee experience. A fully modern workforce management system provides a comprehensive set of capabilities for delivering both.



**Labor Optimization** - Eliminates manual labor management practices and enables you to optimize the use of your workforce and leverage the right people with the right skills at the right time. Enables intelligent planning to match labor supply with the optimal labor needed to meet current demand. Reduces manual work with digital assistants and automation, for example, auto-approvals of planned and unplanned shifts based on predefined criteria, flagging overtime overages and no-shows, and automatically filling shifts with qualified, fit-for-duty workers.



**Increased Operational Efficiency and Productivity** - Provides labor forecasting and time-tracking technology that aligns company requirements with employee data, such as personal leave, availability hours, and skill level. Optimizes staffing outcomes while delivering employee benefits, such as improved safety, flexible scheduling, and smart communications between managers and employees integrated into the flow of work.



**Compliance** - Enables compliance across multiple countries no matter how unique the pay rules, labor regulations, schedules, or policies. Allows employees and managers to adapt rapidly to changing schedules while meeting federal, state, and union compliance requirements.





**Digitized Communications to Improve Agility** - Goes beyond simple chat systems to integrate workflow-driven communications that leverage data, advanced analytics, and automation in real time and in the flow of work. Enables employees, and co-workers, and their managers to adapt and communicate quickly through mobile devices.



**Proactive, Data-based Decision Making** - Offers predictive analytics and insights to enable proactive actions. Allows for the monitoring, comparison, and assessment of data generated across employee populations, locations, and divisions to discover best practices and accelerate adoption.



**Peer-to-peer Communications** - Gives employees more independence and flexibility by enabling them to autonomously swap shifts, and makes it simple for managers to see whether shift requests are feasible. Fosters a sense of community and collaboration.



**Secure Data and Privacy Protection** - Offers global protection against any breaches in data security. Includes multiple co-located global SaaS facilities with primary and disaster recovery data centers and data encryption to safeguard information from unauthorized access.



## Human Capital Management Suites vs. Best-of-Breed Workforce Management Technology

While most Human Capital Management (HCM) suites offer some level of bundled workforce management capabilities, they often don't fully support the needs of organizations with advanced workforce management requirements.

Best-of-breed workforce management systems deliver the value necessary to maximize labor investments. The ROI achieved by optimizing labor spending, boosting productivity, reducing payroll leakage, and keeping employees engaged and in their roles exceeds the cost savings of HCM suite implementations alone.

Best-of-breed systems stand on their own or easily integrate with Human Capital Management suites to deliver optimal cost management and foster a satisfied, high-performing workforce.

A [Nucleus Research 2022 survey](#)<sup>6</sup> on workforce management satisfaction found that:



**More than half** of respondents using bundled HCM/WFM solutions would prefer a standalone workforce management solution.



Implementing dedicated solutions for modern workforce management can decrease turnover by **30 to 60 percent**.



Standalone workforce management platforms show a return of **\$12.24 for every dollar invested**.



## The Right Workforce Management System is About More Than Just Software — the Vendor Matters Too

Choosing a workforce management solution involves more than choosing software. It also requires finding the right vendor, one who will be a trusted partner and who will provide real business value and tailored guidance and support. A good vendor will work with you to optimize your workforce management operations, maximize efficiency, and drive overall business success.



# Resources for Evaluating Vendors and Solutions

Whether your legacy application provider no longer supports your current technology, or your current solution no longer meets your requirements, best practice is to evaluate a few alternatives to understand what's available on the market, what the similarities and differences are, and which solution best aligns with your workforce management goals and objectives. These resources will ease your evaluation process.

- **Request for Proposal (RFP) template** - [The RFP template](#) helps you be very specific about your needs and requirements. In addition, the answers from vendors highlight which requirements they can and cannot meet, allowing you to make the most informed choice.
- **Reports by leading research firms** - These reports include the [Gartner Market Guide for Workforce Management Applications](#)<sup>5</sup> and the [Nucleus Research Workforce Management Satisfaction Survey 2022](#)<sup>7</sup>. Each offers unbiased information from the leading industry analysts and experts on workforce management solutions.
- **List of Systems Integrators** - Talking to a [network of trusted Systems Integrators](#) is a great way to benefit from their direct experience with moving customers from one workforce management solution to another.
- **Guide to Running an Effective Demo Evaluation Process** - Running a [demo evaluation](#) is one of the best ways to see different vendor solutions in action and decide whether they can meet your functional needs. This guide offers best-practice tips on how to get the most out of your demo evaluation process.
- **Business Value Scorecard** - You can compare cloud-based workforce management solutions from different vendors by focusing on key performance indicators (KPIs) and aligning them with your business objectives. The [Business Value Scorecard](#) helps you assess the potential impact on efficiency, productivity, and cost savings so you can choose the most suitable solution for your organization.



## Checklists for Evaluating Vendors and Solutions

Doing a detailed evaluation using focused checklists will give you a deep understanding of the business and technical value a given solution and vendor provides. WorkForce Software has curated a set of checklists for every evaluation you conduct so you can be sure of making an informed decision about which workforce management solution will support your organization now and in the future.

### Checklists for Starting Your Evaluations

- Business Value
- Innovation
- Future Readiness
- Vendor Partnership

### Checklists for Evaluating Shortlisted Vendors and Solutions

- Business Value
- Innovation
- Trusted Advisor
- Future Readiness

[Download Your Evaluation Checklists](#)

## What Workforce Management Business Leaders Care About

Teams across your organization have different focuses of concern about workforce management. Understanding them is important when choosing a solution that addresses these varying needs.



**Finance** cares about ensuring full visibility of labor spend, accurately assigning labor hours to budgets or cost centers, and finding opportunities to reduce overspend.



**IT** cares about providing secure, performant best-in-class employee experience through the implementation of consumer-grade mobile self-service capabilities that boost employee engagement and productivity.



**Payroll** cares about ensuring accurate, prompt, and compliant payroll to deliver a great overall employee experience and improve employee productivity.



**Operations** cares about maximizing labor utilization and operational agility using accurate labor forecasting, flexible shift management, and employee self-service options.



**Human Resources** cares about improving the retention and engagement of deskless shift workers by giving them a voice, providing them the training they need when they need it, ensuring compliance with all workplace regulations, and making it easy for employees to balance work-life commitments.



# Why You Should Consider WorkForce Software

## #1 Rated Workforce Management Vendor by Both Analysts and Real Users

WorkForce Software is committed to making work easy for global employers and their teams with [modern workforce management solutions](#). We are the only global provider of modern workforce management solutions with smart, integrated employee communications. Our software leverages data, advanced analytics, and automation in real time to create personalized experiences in the flow of work, so you and your employees can respond and adapt quickly with the ease of use of a favorite personal app.

Enterprise-grade and future-ready, the [WorkForce Suite](#) adapts to your organization's needs — no matter how unique your pay rules, labor regulations, and scheduling requirements are — while delivering a breakthrough employee experience at the time and place work happens.

## Purpose-built Modern Workforce Management Boosts ROI

At WorkForce Software, our sole focus is on developing modern workforce management solutions to better enable enterprise organizations with large teams of deskless shift workers. Our [best-of-breed](#) software stands out for its capabilities, usability, security, and overall value to our customers — because, unlike other vendors, delivering the most advanced workforce management solutions is the only thing we do.

Not only do we enable a higher return on investment than Human Capital Management suites, we deliver that ROI through hard dollar savings in key areas such as time and attendance, scheduling and forecasting, and absence and leave, while helping our customers achieve returns more quickly. WorkForce Software's Value Engineering team partners with customers to develop ROI models: on average, the typical ROI calculated exceeds 600%, with a seven-to-10-month break-even period.

“WorkForce Software, an ADP company, is recognized by Nucleus as a leader in Workforce Management for eleven consecutive years. The combined organizations provide clients with high levels of functionality, enhanced usability, and ongoing innovation within a unified portfolio of solutions.”




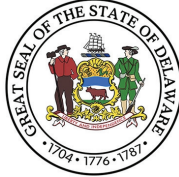








- Evelyn McMullen, Research Manager, Nucleus Research  
**Nucleus Research WFM Technology Value Matrix 2025**



## Select Set of Our Valued Customers

At WorkForce Software, our dedication to our customers is foundational to everything we do. Our customers include complex, global enterprise organizations with large, diverse employee groups. As the world changes, our customers' evolving needs inform our product strategy and solution investments. Our culture of service and commitment to customer success is what makes us stand out as a valued, long-term partner.

From education and government to manufacturing and healthcare—we're transforming the way people work.

 <b>AIR CANADA</b> <a href="#">Read Story</a>	 <b>CITGO</b> <a href="#">Read Story</a>	 <b>CONVERSE</b> <a href="#">Read Story</a>	 <a href="#">Read Story</a>	 <b>Smurfit Westrock</b> <a href="#">Read Story</a>	 <b>newell</b> <small>BRANDS</small> <a href="#">Read Story</a>
 <b>Oregon State University</b> <a href="#">Read Story</a>	 <b>Shaw FLOORS</b> <a href="#">Read Story</a>	 <b>Tenet Health</b> <a href="#">Read Story</a>	 <b>Transgrid</b> <a href="#">Read Story</a>	 <a href="#">Read Story</a>	 <b>WHOLE FOODS MARKET</b> <a href="#">Read Story</a>

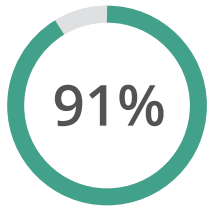
[Learn more](#) about our customers' success.

## When Our Customers Win, We Win

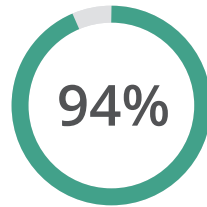
We care deeply about our customers' success, from their first interactions with our sales team to on-going assistance from our support and customer success groups. Our commitment is to keep their trust by continuing to innovate our solutions and increasing the value every customer receives from our modern workforce management solutions. We are proud to share that our dedication to excellence has been recognized by users in [Info-Tech's 2024 Buyer Experience Report](#), validating the high value and satisfaction our customers find in our solutions.



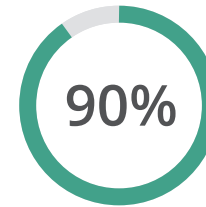
### What Customers Say About WorkForce Software<sup>8</sup>



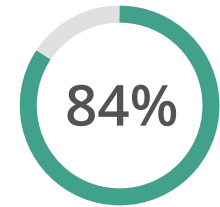
we are critical  
to their success



are planning to  
renew their license



love using  
our software



are likely to  
recommend us

WorkForce Suite supports every  
pay rule, compliance requirement,  
and unique agreement across your  
entire employee population.

— Sanjeet K, IT

With WorkForce Software, it has been  
perfection redefined and it has helped us  
almost double productivity. For this,  
I recommend it.

— Claire N, Finance

## Awards and Recognitions

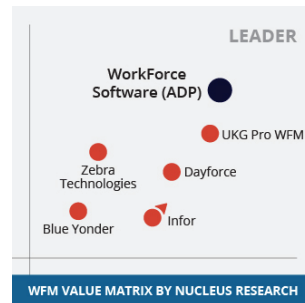
We believe that true success is measured by the experience and value we deliver to our employees, partners, and customers and by how we continue to work together to lead the future of the modern workforce. We are humbled and proud to be recognized as the #1 workforce management vendor year after year—not only from a product perspective but also as a company that our customers trust and want to do business with.

See more [WorkForce Software awards and recognitions](#).



### Top Leadership Position in the 2025 WFM

**Value Matrix:** For eleven consecutive years, WorkForce Software, an ADP company, ranks as the leader in the Nucleus Research Workforce Management Technology Value Matrix for value, functionality, usability, and ongoing innovation within a unified portfolio of solutions.



[Learn More](#)



### Most Innovative Tech Company of the Year:

WorkForce Software has been named the winner of a Bronze Stevie® Award in the Most Innovative Tech Company of the Year – up to 2,500 employees category in The 21<sup>st</sup> Annual International Business Awards®.



[Learn More](#)



### DHRmap's 2024 Top HR and Workforce

**Management Brand:** WorkForce Software is honored to be among the top workforce management companies, distinguishing ourselves as an outstanding digital HR brand.



[Learn More](#)



### 2024 Big Innovation Award:

WorkForce Software's WorkForce Suite is honored to be recognised in the technology category as a product bringing new ideas to life through innovation.



[Learn More](#)



## WorkForce Software for Smooth, Robust Integrations

A robust integration strategy is important for ensuring smoother implementations, faster adoption, enhanced scalability and performance, lower lifecycle costs, and configurations that meet the specific needs of global employers.

WorkForce Software operates within a large ecosystem so you can easily share data between the WorkForce Suite and your other business critical systems, including HCM and ERP platforms, and hundreds of best-of-breed solution providers for payroll, core HR, operations, access control, and more.

WorkForce Software provides a mature and evolving integrations toolkit that offers secure, reliable, and high-performance data integration between WorkForce and other business systems. Our platform provides:

- Configurable, no-code connectors with major partners like SAP, Oracle, and Workday
- Pre-configured policy templates to support the most common integration scenarios
- Integration policy access to facilitate customizations
- REST APIs for data feed and application integrations to deliver maximum flexibility with other vendors
- Out-of-the-box support for major use cases like effective dates, new hires, and terminations

### Our Technology Partners

WorkForce Software provides rapidly deployable integrations with leading Human Capital Management suites so you can maximize functionality for an all-in-one HCM or ERP solution.



**Benefitfocus**

**CERIDIAN**

**ORACLE**

**workday.**

**infor**

**SAP**

## Systems Integrator Partner Network

Working in partnership with a large network of trusted advisors offers extensive value for organizations transitioning from one workforce management vendor to another.

Our partner experts:

- Ensure seamless migration
- Minimize disruption to daily operations
- Maintain data integrity
- Find opportunities for optimization
- Improve overall system efficiency
- Elevate the overall user experience

Their expertise helps organizations navigate the complex process of change, enabling them to take full advantage of the new solution's features and benefits. This partnership ultimately translates to reduced costs, increased productivity, and better decision making across the organization.

Trusted by the world's best workforce management implementation providers, our extensive ecosystem of global partners ensures your success.

**accenture**

**dexian**<sup>™</sup>

**EPI·USE**<sup>®</sup>

**RIZING**  
a wipro company

See our list of [regional partners](#).

## Work With the #1 Leader in Modern WorkForce Management

Modern workforce management solutions play a critical role in meeting the demand on companies to quickly adapt to opportunities in a climate of continuing labor shortages and accelerating change. Employers must prioritize employee experience, including for deskless workers, to become an employer of choice who attracts and retains the talent they need to succeed.

Whether your workforce management requirements have changed, or your vendor is forcing you to select something new, evaluating vendors according to robust criteria will enable you to find the best solution to meet your current objectives and plans for growth.

### Dedicated to Your Success

WorkForce Software can help you assess your workforce management needs and recommend a solution that's tailored to your specific workforce environment and aligns with your present and future business goals. We'll ensure you get the best option for modern workforce management and make the most of the effort required to move to a new system.

Our Customer Value experts are dedicated to your decision-making process and can work with you and your key stakeholders on a personalized value assessment that makes a compelling business case for change. Or, if you're clear on your needs and goals, we look forward to designing a solution that meets all the requirements of your RFP.

We're confident that we can help you define quantifiable benefits and savings using WorkForce Software's solutions.

[Request Your Personalized Value Assessment](#)

## About WorkForce Software

WorkForce Software is the first global provider of workforce management solutions with integrated employee experience capabilities. The company's WorkForce Suite adapts to each organization's needs—no matter how unique their pay rules, labor regulations, and schedules—while delivering a breakthrough employee experience at the time and place work happens.

Enterprise-grade and future-ready, WorkForce Software is helping some of the world's most innovative organizations optimize their workforce, protect against compliance risks, and increase employee engagement to unlock new potential for resiliency and performance. Whether your employees are deskless or office workers, unionized, full-time, part-time, or seasonal, WorkForce Software makes managing your global workforce easy, less costly, and more rewarding for everyone.

For more information, please visit [WorkForceSoftware.com](https://www.WorkForceSoftware.com).





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