

# The Buyer's Guide to HR Management Software

2019 edition



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# 1

## Why Read This Guide?

Buying new HR software, like many other large technology purchases, can be a stress-inducing process. Some of the most difficult parts can be figuring out which products meet all your business needs, getting the information you need from vendors, making sure everyone is on the same page internally, and scheduling time for multiple product evaluations.

This guide seeks to provide HR software buyers with a free resource to help them make better informed purchasing decisions and let them know what fellow HR professionals think of 10 popular HR Management products. This guide is based on detailed information from 5,235 reviews and ratings published on TrustRadius, as well as 212 additional survey responses from end-users about the buying process.

In this guide readers can find:

- > Candid feedback from fellow HR professionals about the do's, don'ts, and difficulties of buying HR software.
- > At-a-glance summaries of 10 HR Management products highlighting reviewer demographics, highest and lowest rated product features, and end-user feedback.

**68% of  
HR professionals  
agree that it's hard  
to find the right  
HR Management  
software, according  
to our latest survey.**

## HR Management Category Coverage

This guide provides software buyers with advice from fellow HR professionals who have themselves gone through the process of purchasing and using new HR software. We hope to help you differentiate between the 10 most reviewed HR products. Our HR Management category is comprised of 114 product listings, with 5,235 ratings and reviews of these products. Each review and rating has been individually vetted by a TrustRadius researcher to ensure we're providing authentic feedback from real users of the software.

**176,000 reviews  
from 100%  
verified users**

## About TrustRadius

TrustRadius is the most-trusted review site for business technology, bringing transparency to the \$3.7 trillion B2B market. We help buyers make confident decisions with in-depth reviews and ratings from real software users. Every reviewer on TrustRadius is authenticated and every review vetted by our Research Team before publication. We also help vendors engage and convert buyers by putting their customer's voice to work, authentically and at scale. Headquartered in Austin, TX, TrustRadius was founded by successful entrepreneurs and is backed by the Mayfield Fund and LiveOak Venture Partners.

**To learn more, visit [www.trustradius.com](http://www.trustradius.com).**

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# 2

## What are HR Software Buyers Struggling with Most?

Sorting through *literally* hundreds of products to find the right HR software is hard. Reading reviews is one key way to narrow down your search and find out whether or not a product will live up to expectations a month, a year, or even multiple years after the purchase has been made. Beyond reviews, advice from other buyers about the process of choosing a product and their subsequent experience can be another helpful resource.

**57% of survey respondents discussed one or more of these issues.**

In order to better understand what's so difficult about choosing HR software, we asked HR professionals what they found most challenging about purchasing and using HR software.

There were a few common concerns buyers voiced, regardless of the product they selected. Some of the most prevalent issues include internal communication and scheduling among key stakeholders, trouble implementing the software, system and application limitations, issues with after-sale customer support, and steep learning curves.

Here are some examples of these issues in buyers' own words...

## Internal Issues

*Getting everyone on board to purchase —we did the implementation with a consultant only—needed more help to get it done sooner.*

*Not enough time to fully test all of our unique pay situations and pay rules. This was our own fault, we rushed the implementation and should have allowed more time.*

*Project management and change within the company itself during implementation. The product is great and the support teams they give you are great too. It's coordination internally that will cause the most stress.*

*It's important to have good company process and policies prior to implementation along with a plan on what is desired big picture/long term.*

## Tips for Buyers

Before even beginning to research and evaluate different products, try to get everyone involved in the purchasing process at your company on the same page. This can include:

- > Understanding what the needs are of the end-users
- > Getting a clear understanding of requirements from key stakeholders
- > Identifying technical processes that may be unique to your business
- > Communicating any unique circumstances clearly if you're working with a consultant
- > Being aware of any upcoming personnel movements
- > Having a clear sense of available internal resources

# Implementation

*Implementation of all of the modules was tricky. We have many staff who changed to different depts, and at times the layers of the software made it difficult to navigate.*

*Because the system is so robust, implementation was hard. I wish we would have given ourselves 6 months instead of 3 but [the vendor] will work with you to make sure all of the issues get fixed.*

*We really struggled with the implementation. We had to do a lot of it ourselves in XL importing from [our previous product]. It was incredibly difficult getting information from [our previous vendor] and putting it into [the new product] to use in a reliable and validated way.*

*Too tight of a timeline with the scale of implementation. Sales tells you it can be done faster than is realistic for all optimizations. Current staff with no experience do not embrace full technologies nor understand full possibilities.*

*Our implementation was handled by individuals who did not fully understand how to configure the software and the software was not developed with an understanding of HR needs. The result is a product that doesn't work properly and doesn't meet our basic HR's needs.*

## Tips for Buyers

Though the implementation phase doesn't happen until after a purchase has been made, you might want to factor implementation considerations into your purchase decision. Two ways to learn more about the implementation process for a specific product and avoid any unwanted surprises are:

- > Asking the vendor questions directly about implementation duration, support, and any specific needs your business may have
- > Reading reviews from HR professionals that work at a similar size company, in the same department, or even have the same job function to find advice, and unearth any implementation challenges before making an expensive purchase

Implementation of a new HR Management system may be tough, regardless. But these steps will help you set realistic expectations and plan ahead.

# System & Application Limitations

*It is not a completely integrated system within itself. Don't get me wrong, it does contain a lot of the parts it needs, but you need to buy a lot of add-ons to get parts like recruitment, training, reviews, etc. Those pieces only flow one way either to or from the HR system and often need additional information added to them in order to make them workable.*

*Some of the applications were written by an engineer, not an HR professional. The performance management piece could use a lot of work. I also don't like that all historical reporting (unless I'm looking at wages) only gives me where the employee is now, not where they were (department, cost center, etc) in the past, based on the dates of the report.*

*Core is great..but other modules need work. Sales team tends to sell "add-ons" that are not easily integrated. [The product] is a good value for core, but unless you can make your practices fit their system and your setup is not complex, beware other modules and the sales practices.*

*[The vendor] over promised and under delivered regarding what their system could handle. One of the biggest letdowns was their reporting. It is so very limited. Things that are basic with many other payroll vendors were not even possible with [the product]. They have only about 50 canned/standard reports—some of which can be tweaked—many cannot.*

## Tips for Buyers

While no software is perfect, being aware of system or application limitations is just as essential as understanding the benefits associated with a product. Especially when it comes to larger suite software, including HR Management or HCM suites, consider system functionality such as:

- > How well each of the modules are integrated
- > How easy it is to customize features
- > Whether or not the solution includes all the reports your business will need



# Customer Support

*Trying to get a dedicated client specialist assigned to our account. Very frustrating because they have gatekeepers who won't let you talk to superiors.*

*Customer Service is poor and their tax group is a disaster. We have received notice after notice from state agencies that we did not file our taxes.*

*I was not satisfied with account support. For example, our company had several state tax discrepancies. When I asked [the product] support [team] to help resolve the discrepancies, they denied that there were any problems although our company was receiving notices directly from state tax agencies. Finally, when I involved management the issue was resolved. Other requests were ignored and required repeated follow up for weeks, sometimes months before [the vendor] took action.*

*We were a small, early stage business when we used them. Around 12 months in they summarily dropped us for being ca. 3 days late with a payment due to clearing time on a large check (which we warned them about). This meant staff did not receive benefits for several months while we scrambled to find another solution. There was essentially no warning, no playing nice, no support.*

## Tip for Buyers

It can be difficult to figure out what level of customer service a vendor truly provides after the sale has been made. HR professionals listed customer support issues ranging from support not being knowledgeable about the product, bouncing from one customer specialist to the next, and ignoring their requests for help.

Get clear information from the vendor about the level of support included in your package. Also, read reviews or talk to other users to find out more about the degree of post-sale support a vendor provides.

# Learning Curves

*Obviously the most difficult thing was just trying to locate some of the tools in the interface. There was no really effective training for the software. But we have gotten the hang of it now.*

*There is a learning curve and it took a fair amount of training to get our people comfortable with the software.*

*Our implementation went very smoothly with [the product], but there was a lot we didn't know about what the new system would/could do because of our limited functionality previously. It's one of those situations where 'we didn't know what we didn't know.' Some things have been a struggle to learn, but we've made great progress over the past two years.*

*As with all software, learning how to use all the features.*

## Tip for Buyers

While most new software will have a learning curve to some extent, one important thing to be aware of is what types of training will be available. Especially for more complex products, or suite solutions where users may need to integrate multiple different modules, training videos, PDFs, online courses, and other learning resources can be a great way to shrink the learning curve.

One thing to consider of is what types of resources will be at your disposal once you're up and running with your new software. Reading product reviews, joining software community forums, and talking with the vendor are all good ways to find out about training & learning resources.

# 3

## Spotlight on 10 Leading HR Management Products

This guide aims to give you a snapshot of 10 of the most reviewed HR products on TrustRadius. An exhaustive list of HR products can be found on the [HR Management](#) category on our website.

**46% of buyers  
evaluating HR  
software on  
TrustRadius are  
looking at these  
10 products**

The product profiles in this report showcase aggregate data from reviews collected on TrustRadius, including the product's highest and lowest rated features, feedback from reviewers, and customer demographic information. We also present the results of a recent user satisfaction survey that asked reviewers questions like "Do you think the product is a good value for the price?", "Did implementation go as expected?", and "Would you buy the product again?".

In order to be included in this guide, products must have met three requirements:

- > The product must be in our HR Management software category.
- > The product must have at least 50 reviews.
- > The product must be 'customer verified' — indicating there have been at least 10 new or updated reviews within the past year.

Most of the products included in this guide are HR Management / HCM Suite solutions that include Core HR / HRIS, talent management, and workforce management modules. However, some of them are more focused on HR and payroll. These products may not include the same level of talent management and workforce management functionality as the more robust HCM suites, though feature sets are always expanding. All of these products serve a range of business sizes, from small startups to enterprise level companies, and offer varying degrees of employee self-service options. Some offer newer features such as risk management and AI-powered analytics.

# Product Comparison Tables<sup>1</sup>

|                               | Overall Satisfaction Rating | Product Metrics |                  | Reviewer Company Size <sup>2</sup> |         |            | Comparison Information  |
|-------------------------------|-----------------------------|-----------------|------------------|------------------------------------|---------|------------|---|
|                               | trScore                     | # of Reviews    | Share of Traffic | Small                              | Midsize | Enterprise | Most Compared To  |
| <b>UltiPro</b>                | 8.6                         | 557             | 8.5%             | 2%                                 | 45%     | 53%        | Ceridian Dayforce<br>Workday HCM<br>ADP Workforce Now               |
| <b>Workday HCM</b>            | 8.3                         | 61              | 5.2%             | 6%                                 | 22%     | 72%        | Salesforce.com<br>Oracle HCM<br>Core HR                             |
| <b>Ceridian Dayforce</b>      | 8.2                         | 304             | 5.3%             | 1%                                 | 49%     | 50%        | ADP Workforce Now<br>UltiPro<br>Workday HCM                         |
| <b>TriNet</b>                 | 8.1                         | 342             | 3.3%             | 71%                                | 25%     | 2%         | ADP TotalSource<br>Gusto<br>Paychex Flex                            |
| <b>Oracle HCM Cloud</b>       | 7.7                         | 143             | 3.1%             | 4%                                 | 19%     | 77%        | Oracle PeopleSoft<br>Workday HCM<br>SuccessFactors Talent Solutions |
| <b>Kronos Workforce Ready</b> | 7.5                         | 65              | 4.8%             | 3%                                 | 52%     | 29%        | Workforce Central<br>ADP Enterprise eTIME<br>Ceridian Dayforce      |
| <b>Paycor</b>                 | 7.2                         | 71              | 3.1%             | 45%                                | 48%     | 7%         | Paycom<br>Paychex Flex<br>ADP Workforce Now                         |
| <b>ADP Workforce Now</b>      | 7.2                         | 216             | 6.0%             | 11%                                | 69%     | 20%        | Paycom<br>RUN Powered by ADP<br>ADP Enterprise eTIME                |
| <b>Paycom</b>                 | 7.0                         | 72              | 5.7%             | 25%                                | 68%     | 7%         | ADP Workforce Now<br>Paycor<br>Paylocity Web Pay                    |
| <b>Ascentis</b>               | 6.6                         | 101             | 1.2%             | 6%                                 | 80%     | 12%        | Sage HRMS<br>Paycom<br>Kronos Workforce Ready                       |

<sup>1</sup> The information contained in these matrices was pulled on March 25th, 2019. <sup>2</sup> TrustRadius company size definitions are as follows: Small businesses (1-50 employees); Midsize companies (51-1,000 employees); Enterprises (1,001+ employees).

|                               | Overall Satisfaction Rating | Feature Rating <sup>1</sup> |              |                         |                       |            |              |                     |                  |                     |                |
|-------------------------------|-----------------------------|-----------------------------|--------------|-------------------------|-----------------------|------------|--------------|---------------------|------------------|---------------------|----------------|
|                               | trScore                     | Human Resource Mgmt         | Payroll Mgmt | Leave & Attendance Mgmt | Employee Self Service | Asset Mgmt | HR Reporting | Performance & Goals | Performance Mgmt | Succession Planning | Recruiting/ATS |
| <b>UltiPro</b>                | 8.6                         | 8.5                         | 8.8          | 8.1                     | 9                     | 7.8        | 8.3          | 8.6                 | 8.4              | 8.2                 | 8.4            |
| <b>Workday HCM</b>            | 8.3                         | 8.6                         | 8.7          | 8.9                     | 8.9                   | 7.9        | 8.2          | 8.5                 | 8.2              | 8.3                 | 8.0            |
| <b>Cerdian Dayforce</b>       | 8.2                         | 7.6                         | 8.2          | 8.1                     | 8.2                   | 7.7        | 6.9          | 8.0                 | 7.6              | 7.3                 | 7.7            |
| <b>TriNet</b>                 | 8.1                         | 7.4                         | 8.6          | 8.7                     | 8.2                   | --         | 6.6          | 7.8                 | 7.1              | 7.2                 | 7.2            |
| <b>Oracle HCM Cloud</b>       | 7.7                         | 7.5                         | 7.6          | 7.7                     | 8.0                   | 7.5        | 6.7          | 7.7                 | 7.6              | 8.1                 | 7.6            |
| <b>Kronos Workforce Ready</b> | 7.5                         | 6.7                         | 6.9          | 7.8                     | 7.6                   | 7.4        | 5.8          | 7.4                 | 7.0              | 6.2                 | 7.9            |
| <b>Paycor</b>                 | 7.2                         | 8.1                         | 8.2          | 8.7                     | 8.6                   | 8.9        | 5.6          | 8.4                 | 8.1              | 8.7                 | 8.6            |
| <b>ADP Workforce Now</b>      | 7.2                         | 7.8                         | 8.2          | 8.3                     | 8.3                   | 6.0        | 7.0          | 5.5                 | 7.7              | 7.1                 | 6.8            |
| <b>Paycom</b>                 | 7                           | 7.1                         | 7.6          | 6.7                     | 7.3                   | 8.2        | 6.6          | 7.7                 | 7.7              | 7.3                 | 7.8            |
| <b>Ascentis</b>               | 6.6                         | 7.2                         | 7.4          | 7.5                     | 7.6                   | 6.9        | 6.2          | 6.6                 | 6.1              | 5.9                 | 6.8            |

<sup>1</sup> These are aggregate ratings for groups of related capabilities. Visit the product scorecards on TrustRadius.com to see more granular ratings of individual features.

# UltiPro



Score 8.6 out of 10

From Ultimate Software, which was recently acquired by private equity firm Hellman and Friedman, UltiPro is a comprehensive HCM Suite solution. It includes traditional HR modules such as payroll administration, benefits administration, local and global compliance, employee record keeping, and employee analytics. It also includes strategic HR functions such as talent management, learning management, employee engagement surveys, and workforce management.

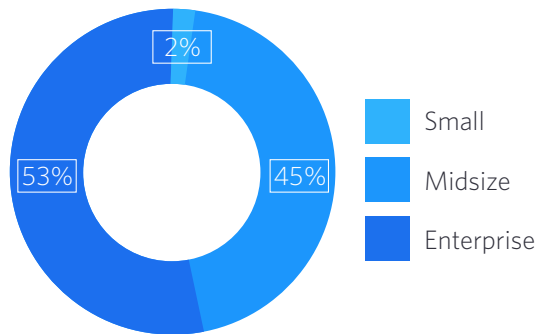
## Highest Rated Features

- + Employee Self-Service 9/10
- + Payroll Management 8.8/10

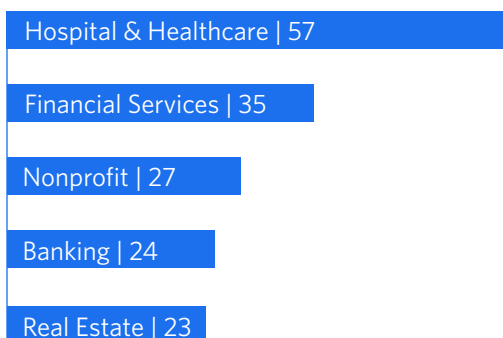
## Lowest Rated Features

- Succession Planning 7.9/10
- Asset Management 7.8/10

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



*We began by using UltiPro for strictly HR functions but have now incorporated a lot more features. It is a great tool to link the employee to the organization and answer questions they may have without having to come to HR directly. Our employees like that they can correct their own details, such as address, and submit them for approval without having to fill out forms.*

[Anna S.](#) | Office Administrator  
Civil Engineering Company, 51-200 employees

*We implemented UltiPro about 4 years ago and our employees love it. They love the convenience of being able to access [UltiPro] anywhere and being able to get information and answers themselves.*

[Verified User](#) | Director in Human Resources  
Retail Company, 5001-10,000 employees

*UltiPro has become the company HCM solution. Employees use it across the globe. HR and Finance use it for HRIS system of record, reporting needs and processing Global Payrolls... Payroll runs on demand at any given moment. No more calling your [product] rep to schedule ahead of time. You simply open a new payroll, enter data and process.*

[Anthony K.](#) | Payroll Manager  
Computer Software Company, 501-1,000 employees

*Payroll is very easy with UltiPro. We are able to easily manage our numerous companies and their payrolls with a very small number of employees. The system is very user friendly and can import almost any type of time file. Thus adding flexibility to companies when converting.*

[Verified User](#) | Director in Human Resources  
Retail Company, 5001-10,000 employees



93% agree that UltiPro delivers good value for the price



93% say they would purchase UltiPro again.



80% agree that UltiPro lives up to sales & marketing promises (13% are not sure)



70% thought that implementation went as expected (13% are not sure)



93% are happy with UltiPro's feature set

Based on a survey of 29 UltiPro users.

Interested in learning more about what HR professionals think about UltiPro? [Read reviews on TrustRadius.](#)

# Workday Human Capital Management



Workday Human Capital Management (HCM) is a cloud-based HR management suite that provides companies with core HR functionality and multiple strategic HR modules in one integrated platform. It offers users a range of human resource management capabilities such as employee demographic information and histories, job profiles, benefits processing, payroll processing, an org chart, and compliance data. Workday HCM also includes multiple strategic HR modules such as talent management, workforce planning, learning, recruiting, time & absence, and reporting and analytics.

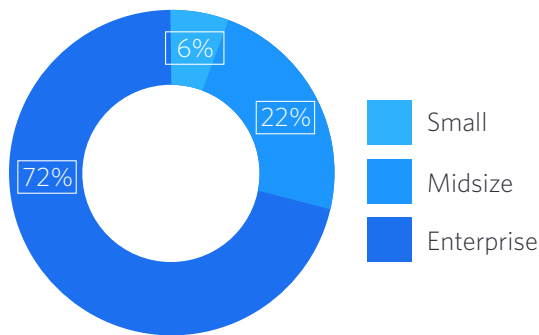
## Highest Rated Features

- ⊕ Employee Self-Service 8.9/10
- ⊕ Leave & Attendance Mgmt 8.9/10

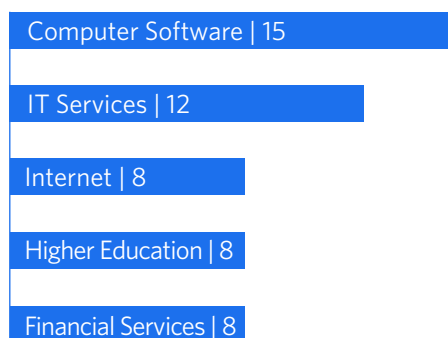
## Lowest Rated Features

- ⊖ Asset Management 7.8/10
- ⊖ Succession Planning 7.6/10

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



*It does a very good job of managing paid time off requests and paid time off calendars. The submission and approval process is very streamlined and understandable.*

[Nathan K.](#) | Applications Analyst  
Wellness and Fitness Company, 1001-5000 employees

*Paired with some of the other modules offered by Workday, HCM is a powerful tool for employee and manager self-service in a wide range of tasks such as personal data entry, review and acknowledgment of company policy documents, time tracking for Non-exempt and overtime eligible employees and managing time off.*

[Monika G.](#) | HR Technology Change Management and Training Lead | Wellness and Fitness Company, 1001-5000 employees

*I use Workday as my HR system of record. All employees at my organization use it to view pay stubs, update biographical information, change tax elections, view historical tax forms, as our employee directory, etc.*

[Jarod B.](#) | Senior Product Manager | Computer Software Company, 1001-5000 employees

*Time tracking—I like the ease of entering time worked and the time off request policies. That system works very well for my colleagues and I am able to revise entries and easily submit it to my supervisor.*

[Sarah R.](#) | Program Coordinator | Education Management Company, 501-1000 employees



100% agree that Workday HCM delivers good value for the price.



100% are happy with Workday HCM's feature set.



80% agree that Workday HCM lives up to sales and marketing promises (20% are not sure).



53% thought that implementation went as expected (33% are not sure).



100% say they would purchase Workday HCM again.

*Based on a survey of 14 Workday HCM users.*



# Ceridian Dayforce



Ceridian Dayforce is an HR Management solution that includes both traditional and strategic HR modules. These include HR management, payroll, benefits, talent management, and workforce management. Some of the standard human resources features Ceridian Dayforce offers are employee histories and tracking, employee reporting, employee self service, and document storage. The product also provides users with a particularly robust talent management solution that incorporates recruiting, onboarding, learning and performance management, and compensation and succession planning capabilities.

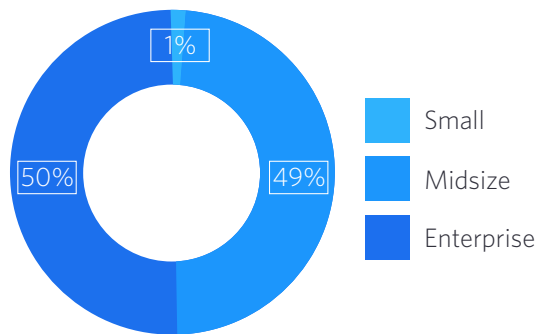
## Highest Rated Features

- + Employee Self-Service 8.2/10
- + Payroll Management 8.2/10

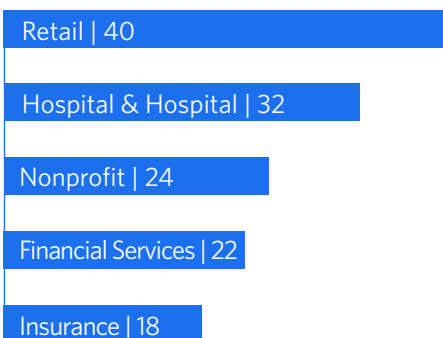
## Lowest Rated Features

- Performance Management 7.3/10
- HR Reporting 6.9/10

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



*Real-time payroll calculations...Need to see what impact a commission payment will have on employee taxes? Need to check to see what your to-date payroll liability for the pay period is? Any of these and many more are at your fingertips in just a few minutes with the ability to recalculate the pay file at any time during the pay cycle. You no longer have to wonder what your payroll will look like when processing day comes along- you can see it all along.*

[Kristin B.](#) | Payroll Specialist | Education Management Company, 501-1000 employees

*Dayforce is quite an intuitive system. We find that it cuts down on paperwork due to the Self Service features. It helped enormously during Open Enrollment.*

[Verified User](#) | Administrator in Finance and Accounting Automotive Company, 1001-5000 employees

*It allows the employees the ability to track, change or update as necessary. It keeps documents in one system.*

[Verified User](#) | Professional in Human Resources Real Estate Company, 1001-5000 employees

*When calculating payroll I find that Ceridian Dayforce moves really quickly. The flow of information from the timesheets to payroll is seamless. There is no need to wait for timesheets to be approved or committed. The information is available with payroll for early review right away.*

[Sarah B.](#) | Payroll Benefits Coordinator Food Production Company, 201-500 employees

100% agree that Ceridian Dayforce delivers good value for the price.

85% are happy with Ceridian Dayforce's feature set.

75% agree that Ceridian Dayforce lives up to sales and marketing promises (10% are not sure).

50% thought that implementation went as expected.

100% say they would purchase Ceridian Dayforce again.

*Based on a survey of 19 Ceridian Dayforce users.*

# TriNet



**TR** Score 8.1 out of 10

TriNet offers full-service HR solutions for small and medium size businesses, providing payroll, benefits, risk mitigation services and HR expertise delivered through one platform. This product provides businesses with a centralized way to manage their core HR functions, and enables employees to access and update their information from multiple devices. TriNet also offers industry-specific HR solutions for a range of industries including manufacturing, architecture & engineering, marketing, lifesciences, retail & wholesale, and many more.

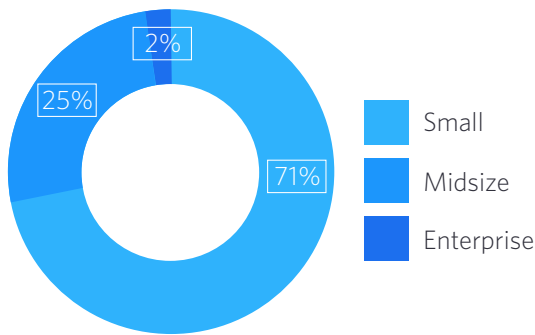
## Highest Rated Features

- + Leave & Attendance Mgmt 8.7/10
- + Payroll Management 8.5/10

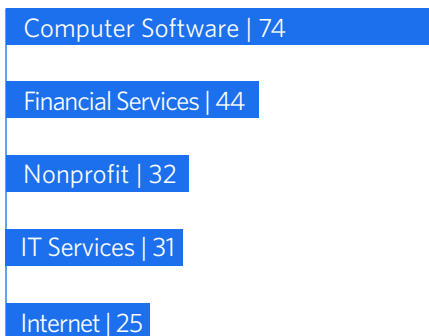
## Lowest Rated Features

- Performance & Goals 7.1/10
- HR Reporting 6.6/10

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



*[TriNet] improved payroll accuracy and gave us good reporting methods to review our pay and how our resources are being allocated.*

Verified User | Project Manager in Corporate Hospital & Health Care Company, 11-50 employees

*TriNet helps us to focus on the numbers of running our business by taking care of the payroll and benefits information for us. This is a time-saver for us, and one that we highly value.*

Verified User | Professional in Finance and Accounting Staffing and Recruiting Company, 1-10 employees

*HR Time & Attendance is being used by our whole organization to capture employee timesheets. Users can view and manage their earned time-off. Admins are using timesheets and labor distributions to bill our state, federal, and private grant-funders, and for accurate reporting.*

Laura D. | Manager of Human Resources & Operations Civic & Social Organization, 11-50 employee

*TriNet provides us with everything we need: an on-line HRIS system that is user-friendly for both HR and the employees, a cost effective benefit program, payroll administration and even a time and attendance solution.*

Diane G. | Director of Human Resources Design Communications Company, 51-200 employees



88% agree that TriNet delivers good value for the price.



86% are happy with TriNet's feature set.



69% agree that TriNet lives up to sales and marketing promises (17% are not sure).



80% thought that implementation went as expected (7% are not sure).



83% say they would purchase TriNet again.

*Based on a survey of 41 TriNet users.*

Interested in learning more about what HR professionals think about TriNet? [Read reviews on TrustRadius.](#)

# Oracle HCM Cloud



Oracle HCM Cloud is a comprehensive human resource platform that focuses on serving enterprises. It encompasses both Core HR functions and strategic HR modules, including Global Human Resources, Talent Management, Workforce Management, Workforce Rewards, HCM Analytics, and Work Life Solutions clouds nested within the larger HCM Cloud platform. Some of the strategic HR features Oracle offers in their HCM solution include workforce 'what-if' scenario modeling, job-specific skills gap analysis, talent performance and attrition prediction, succession management, and career development tools.

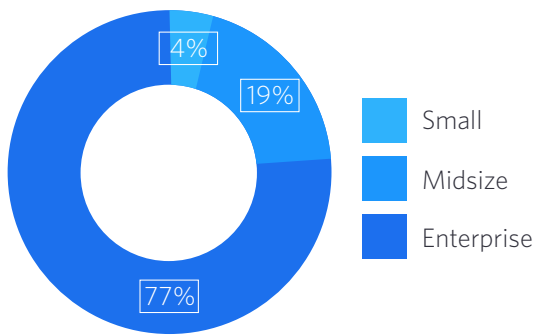
## Highest Rated Features

- + Employee Self-Service 7.9/10
- + Onboarding 7.7/10

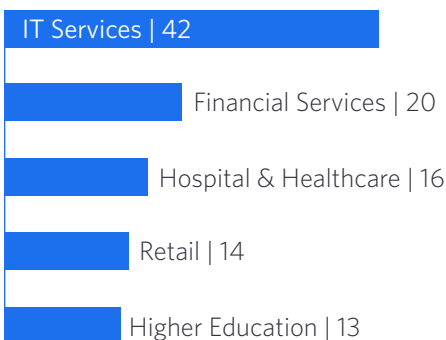
## Lowest Rated Features

- Human Resource Mgmt 7.4/10
- HR Reporting 6.7/10

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



*[Oracle HCM Cloud] Improves the recruiting and onboarding process, removing many of the manual tasks that we are performing today.*

[Mashariki D.](#) | Project Manager  
Real Estate Company, 1001-5000 employees

*We are a global company and are using the various modules for all of our employees throughout the world...New digital assistants will make it very easy for our employees to get quick answers 24/7 to their problems. Mobile enabled pages make it easy to access all the functions of Oracle Cloud anywhere in the world (I logged in while on vacation in Spain).*

[Lisa H.](#) | VP Payment Services & Financial Systems | Staffing and Recruiting Company, 5001-10,000 employees

*In the Talent Acquisition space, [Oracle HCM Cloud] streamlined processes and improved overall key metrics such as time to fill and time to slate. In onboarding, combining the offer letter with the onboarding transition flow has allowed for a seamless process. Further, integration with external third party vendors has improved overall quality/ candidate experience.*

[Verified User](#) | Manager in Corporate | Health, Wellness and Fitness Company, 10,001+ employees

*Employees can easily access directory information across the entire company. They can easily set goals and evaluate their performance over the year.*

[Verified User](#) | Director in Human Resources  
Telecommunications Company, 5001-10,000 employees



91% agree that Oracle HCM Cloud delivers good value for the price.



91% are happy with Oracle HCM Cloud's feature set.



58% agree that Oracle HCM Cloud lives up to sales and marketing promises (33% are not sure).



75% thought that implementation went as expected (8% are not sure).



91% say they would purchase Oracle HCM Cloud again.

*Based on a survey of 11 Oracle HCM Cloud users.*

# Kronos Workforce Ready



Kronos Workforce Ready (WFR) is an HR Management suite that combines human capital management and workforce management features. Some of the HCM capabilities Kronos offers include human resource management, talent acquisition and management, and payroll and benefits administration. Kronos WFR also includes a range of workforce management features such as time & attendance, employee scheduling, workforce analytics, and performance management. The vendor also has an Apple and Android friendly mobile application to allow employees to access their information on the go.

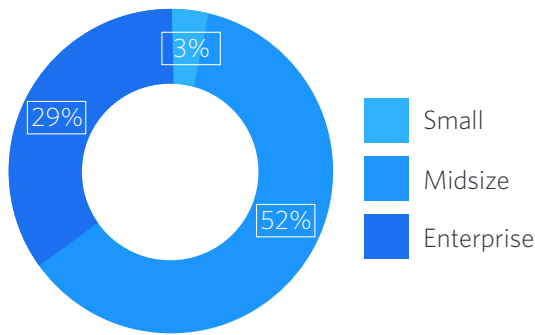
## Highest Rated Features

- ⊕ Recruiting & ATS 8/10
- ⊕ Leave & Attendance Mgmt 7.8/10

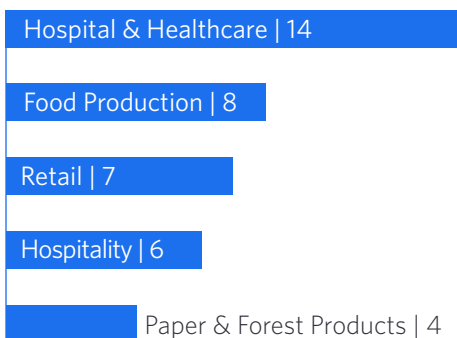
## Lowest Rated Features

- ⊖ Performance Management 6.2/10
- ⊖ HR Reporting 5.8/10

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



*The system has a lot of flexibility to customize it to our needs...We are able to import new hire data from our ATS, eliminating 90% of the manual entry into the system. We also import all payroll data from our POS, thus eliminating 95% of manual entry into the system.*

[Verified User](#) | Executive in Human Resources Restaurants Company, 1001-5000 employees

*I work for a major retailer and we use Kronos Workforce every day for our scheduling, for our workload planning, and vacation scheduling. Our employees especially like the Kronos Workforce app because it allows them to view their schedule, request time off, view hours, and request a swap-shift with other employees.*

[Joseph C.](#) | Assistant Manager Retail Company, 10,001+ employees

*Our entire workforce uses Kronos. We use it as our timekeeping as well as our HRIS/ communication system. The HR Department uses it for payroll processing, benefits tracking, onboarding new employees, and recruitment management. It saves us money and time... The recruitment management capabilities are excellent. It helps is manage candidates.*

[Wendy K.](#) | Human Resources Manager Banking Company, 51-200 employees

*Kronos Workforce Ready is being used across the whole company; it allowed us to integrate three separate systems into one. Time keeping, scheduling—well thought out time and attendance that is simple to use.*

[Phillip G.](#) | Senior Software Developer Hospitality Company, 1001-5000 employees



83% agree that Kronos Workforce Ready delivers good value for the price.



92% are happy with Kronos Workforce Ready's feature set.



75% agree that Kronos Workforce Ready lives up to sales and marketing promises.



50% thought that implementation went as expected (8% are not sure).



75% say they would purchase Kronos Workforce Ready again.

*Based on a survey of 11 Kronos Workforce Ready users.*

# Paycor



**TR** Score 7.2 out of 10

Paycor is an online HR and payroll services solution aimed at serving small and midsize businesses. It offers users features such as human resource management, benefits administration, payroll services and tax compliance, recruiting and onboarding, time and attendance, learning management, and reporting and analytics. Paycor also has a number of employee self-service features that help reduce the amount of time HR professionals spend on manually updating employee information. These include the ability for employees to view payroll and benefits information, update personal info, request time off, and view documentation on company policy.

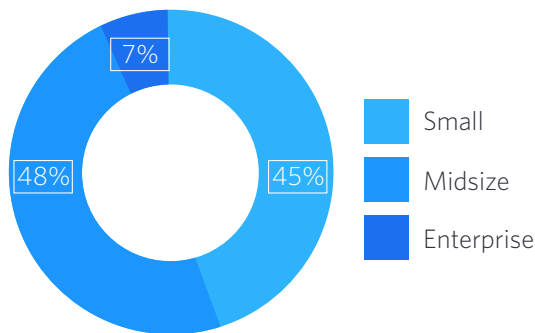
## Highest Rated Features

- + Asset Management 8.9/10
- + Leave & Attendance Mgmt 8.7/10

## Lowest Rated Features

- Human Resource Mgmt 8.1/10
- HR Reporting 5.6/10

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



*Paycor's time and attendance system integration into Perform allows me to answer employee questions very quickly, while offering employees the chance to find the information on their own phone app for their account.*

Matthew P. | Human Resources Manager | Plastics Company, 501-1000 employees

*We use Paycor and it's Ready Clock product.. Ready Clock module does a good job for us in tracking shop employees time and attendance which is a big help, and hours and attendance information is available as needed online anytime.*

Jim T. | Controller  
Building Materials Company, 11-50 employees

*We use Paycor not only to process our payroll but also for time and attendance, leave management and as our HRIS system. The system is completely web based which makes upgrades quick and easy. Our supervisors love the time and attendance portion which allows them to easily approve the time of their associates.*

Kelli P. | Senior Manager HR and EH&S | Consumer Goods Company, 501-1000 employees

*We use [Paycor] for our main business and one subsidiary. We use the timekeeping feature which is very easy to use and adjust keypunch errors. The online reports are precise and easy to read... Time keeping feature is great as there are no cards to swipe, only four digits and a pass code that is the same for everyone.*

Wendell S. | Controller  
Consumer Goods Company, 11-50 employees



93% agree that Paycor delivers good value for the price.



93% are happy with Paycor's feature set.



53% agree that Paycor lives up to sales and marketing promises (27% are not sure).



67% thought that implementation went as expected (13% are not sure).



87% say they would purchase Paycor again.

*Based on a survey of 14 Paycor users.*

# ADP Workforce Now



ADP Workforce Now is a modular HR management suite solution ideal for midsize companies. It includes modules such as payroll and tax, HR management, time & labor, talent management, and benefits management. ADP makes it easy for employees to enter work hours and for managers to approve and change time entries with its mobile app. There are also a wide variety of add-ons that companies can choose to add to the modules listed above. Some examples of these are paid time off accrual management, a general ledger solution, customized reports, labor scheduling management, retirement services, and insurance services.

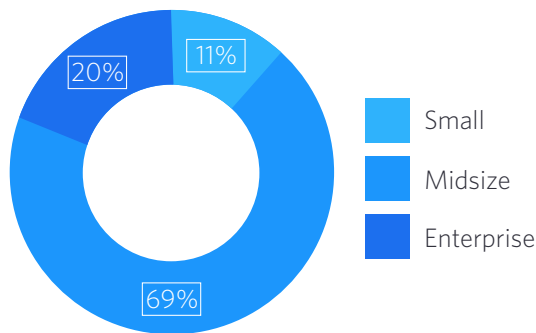
## Highest Rated Features

- ⊕ Leave & Attendance Mgmt 8.4/10
- ⊕ Employee Self-Service 8.2/10

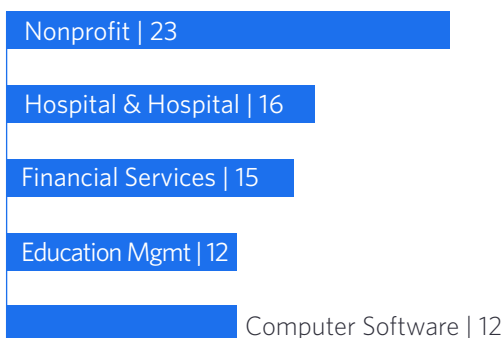
## Lowest Rated Features

- ⊖ Asset Management 6/10
- ⊖ Onboarding 5.5/10

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



*Employees have online access to their payroll information which saves staff time when employees need information.*

[Krystal D.](#) | Director of Accounting  
Individual & Family Services, 11-50 employees

*We utilize [ADP] Workforce Now for all of our Time and Attendance tracking and reporting. This allows us access to specific data for the clock in and out times, tracking overtime, and coordinating the various shifts we have across 3 work locations...We also track time for our temps, even though we don't pay them through our ADP payroll system.*

[Verified User](#) | Director in Human Resources  
Consumer Goods Company, 201-500 employees

*There is also a mobile app if you are an hourly employee and need to report hours which is pretty convenient!*

[Verified User](#) | Account Manager in Sales | Hospital & Health Care Company, 51-200 employees

*The flexibility and robust options available meet all of my needs in applicant tracking, a complex time attendance setup, performance management, analytics, and reporting. The employee portal offers easy access to our associates so they can easily stay informed of their pay and PTO, as well as a splash page that is customizable with company announcements and events.*

[Timothy L.](#) | Director of Human Resources  
Textiles Company, 501-1000 employees



97% agree that ADP WFN delivers good value for the price.



94% are happy with ADP WFN's feature set.



59% agree that ADP WFN lives up to sales and marketing promises (31% are not sure).



66% thought that implementation went as expected (22% are not sure).



84% say they would purchase ADP WFN again.

*Based on a survey of 31 ADP Workforce Now users.*

# Paycom



**TR** Score 7.0 out of 10

Paycom is an online payroll and HR Management software that offers companies a suite of five modules to help them manage the entire employee lifecycle. These modules include HR management, which also encompasses a benefits administration suite; payroll services and tax management; talent acquisition; talent management; and time & labor management. Paycom also offers 'Paycom University', a free training and certification resource that helps users learn how to navigate and utilize the platform.

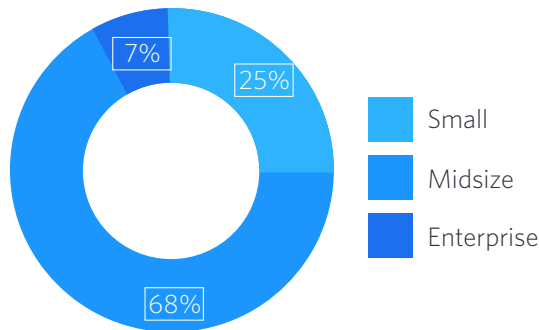
## Highest Rated Features

- + Succession Planning 8.2/10
- + Asset Management 8.1/10

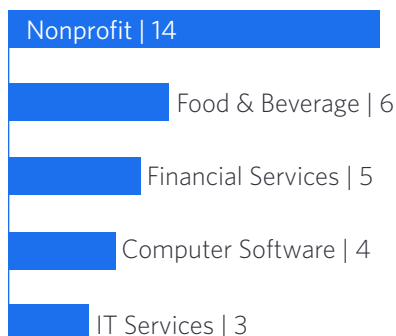
## Lowest Rated Features

- Leave & Attendance Mgmt 6.7/10
- HR Reporting 6.6/10

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



*Paycom links performance & compensation, which increased our employee satisfaction & retention!*

[Jeanean S.](#) | Executive Director | Non-Profit Organization Management Company, 1-10 employees

*[Paycom] gives us access to a number of reliable tools for recruitment, payroll, talent and HR management all of that in a single solution. It's used in the whole of our organization as it stores all the employee information securely and also forming the basis for other crucial HR procedures. It's reliable and gives us flexibility in managing our employees.*

[Richard G.](#) | Marketing Manager Hospitality Company, 51-200 employees

*We use Paycom across the organization to help us manage our onboarding and talent management processes, our performance management programs, time and attendance as well as managing our leave programs, benefits administration, compliance, reporting, and payroll. Paycom is being used to help us drive more comprehensive analytics to better leverage our talent and improve retention of our key players.*

[Corbin H.](#) | Director of Human Resources Retail Company, 201-500 employees

*One specific area which has provided exceptional value is the Human Resources portion of the solution. Using modules like Talent Acquisition, Talent Management, and Human Resources, BIS has been able to revolutionize the HR Department and its processes.*

[Rebecca M.](#) | Controller Computer Software Company, 51-200 employees



67% agree that Paycom delivers good value for the price.



67% are happy with Paycom's feature set.



56% agree that Paycom lives up to sales and marketing promises (11% are not sure).



44% thought that implementation went as expected (22% are not sure).



67% say they would purchase Paycom again.

*Based on a survey of 9 Paycom users.*

Interested in learning more about what HR professionals think about Paycom? [Read reviews on TrustRadius.](#)

# Ascentis



**TR** Score 6.6 out of 10

Ascentis is a modular HCM solution that focuses on serving midsize companies. It includes modules such as talent management, payroll processing and services, HRIS/HR, recruiting, and timekeeping. Ascentis also offers benchmarking software, a comparative analytics tool which enables companies to assess how key metrics are performing in terms of attracting and retaining high quality talent compared with industry standards. A mobile application also provides users with self-service tools including the ability to request time off, manage workflow tasks, and access company directory information.

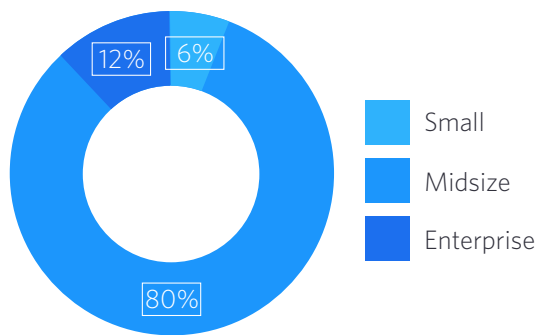
## Highest Rated Features

- ⊕ Employee Self-Service 7.6/10
- ⊕ Leave & Attendance Mgmt 7.5/10

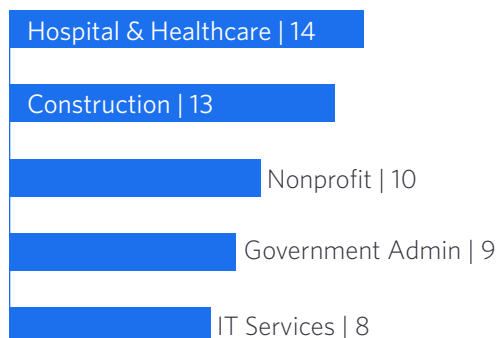
## Lowest Rated Features

- ⊖ Performance Mgmt 5.9/10
- ⊖ Succession Planning 5.3/10

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



*[Ascentis] is being used across the company for payroll, timesheets, PTO and recruitment purposes...The timekeeper/time cards are very user-friendly. Easy to understand.*

[Verified User](#) | Project Manager in Human Resources Packaging & Containers Company, 201-500 employees

*Ascentis HR and ESS have given my employees the option to finally go paperless with pay stubs. Employees like the option to access their pay stubs at any time. I appreciate not wasting costly check paper and time to stuff checks when employees throw their stubs right in the trash. We have had direct deposit for a long time, but didn't have a way to go paperless.*

[Verified User](#) | Administrator in Human Resources Wine and Spirits Company, 51-200 employees

*The ESS system is great to have for our employees. This takes a lot of time off of HR and provides a pretty seamless experience for my employees when making changes to their address, benefits, viewing their paystub, W2 etc.*

[Verified User](#) | Director in Human Resources | Computer & Network Security Company, 51-200 employees

*Ascentis HR is used by our Admin and Finance department, in-conjunction with Employee Self-Service which is used across the whole district. This allows for employees to review the benefits and change information electronically online versus using paper or processing these items at home with their families.*

[Olivia R.](#) | Senior Accountant Government Administration, 51-200 employees



56% agree that Ascentis delivers good value for the price.



60% are happy with Ascentis' feature set.



32% agree that Ascentis lives up to sales and marketing promises (36% are not sure).



64% thought that implementation went as expected (12% are not sure).



52% say they would purchase Ascentis again.

*Based on a survey of 24 Ascentis users.*

Interested in learning more about what HR professionals think about Ascentis? [Read reviews on TrustRadius.](#)