

An aerial, long-exposure photograph of a multi-level highway interchange at night. The image is dominated by vibrant, multi-colored light trails from cars, creating a sense of motion and energy. The trails are primarily blue and white, with some red and yellow accents. The background shows the dark silhouettes of buildings and the structure of the interchange.

A complete buyer's guide to HCM technology

Working smarter and driving value with your HCM partner

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Choosing the right HCM partner



The world of work has changed, and it's going to keep changing. Success in the new world requires a rethinking of HR strategies to put agility first and prepare the workforce for whatever the future holds.

You need technology that enables your HR strategies, and that can adapt and scale with your business. Your HCM strategy starts with a trusted partner and a foundation of innovative technology. The right HCM solution will drive value for your business both today and tomorrow.

New platforms that help your organisation drive productivity, manage compliance, hire and develop key resources, and deliver AI-driven insights are available everywhere. In fact, there are over 85 human capital management (HCM) software providers competing for your business. How do you choose the one that will drive the most value for your organisation?

An HCM solution is critical for managing your people and delivering on your strategic initiatives, so you need to look deeper than the list of shiny tech features when selecting a vendor. Look for a partner that delivers intelligent technology, fueled by deep expertise, with an overall focus on creating value.

This guide will help you:

- Understand key HCM technology differentiators
- Know what to look for during the evaluation process
- Understand the right questions to ask each vendor
- Determine your ideal vendor partner

There are

85+

HCM technology providers
in the market

**MARKET GUIDE FOR HUMAN CAPITAL,
GARTNER, 2019**



**Getting
started**

Thinking about investing in an HCM solution? Start with these considerations

HR is uniquely positioned to dramatically impact an organisation's trajectory. HR leaders have the power to unlock and create value through talent strategies and employee data, ultimately driving bottom line results. Technology can either make this process rigid and cumbersome or flexible and scalable, depending on your solution.

Access to better analytics, spending less time on transactional tasks, and improving the employee experience should be top of mind as key value drivers that deliver positive results. You also need to see a return on your technology investment, but it's not always easy to see the path to payback. That's why making some upfront decisions to narrow down the field of HCM vendors will help you pick the one best suited to your organisation.

Let's dig a little deeper into the differences

With a crowded field of HCM vendors, it can be hard to know the fundamental differences between solutions. Sleek marketing messages and technology buzzwords can make the search for an HCM solution even more confusing for potential buyers.

A key difference between HCM providers is how they deliver your solution. While there used to be a significant divide between on-premise and cloud solutions, modern vendors have shifted almost entirely to cloud delivery. It offers more flexibility and scalability for customers, and that scalability is well-suited for global deployments and enterprise-size organisations.

Cloud delivery also requires fewer IT resources to maintain the solution, and provides a more predictable cost of ownership through a Per Employee Per Month (PEPM) fee schedule.

60%

of global mid-market and large enterprises will have invested in a cloud-deployed HCM suite for administrative HR and talent management by 2025.

GARTNER HYPE CYCLE FOR HUMAN CAPITAL MANAGEMENT, 2020

Within the cloud suite of solutions, there's further differentiation between integrated and single HCM solutions. It can be hard to distinguish between these two types of applications, but it's a critical step in understanding what each solution can offer you.

What's the difference between single HCM and integrated HCM?

Simply put, a single HCM system is built on a common platform with a unified rules engine across all HCM areas (or modules). This provides access to real-time data and seamless information flow across the application for a more unified experience for users.

An integrated HCM solution will have different databases for different HCM modules and uses integrations to connect them. Integrated solutions can be difficult to spot because they're often built through acquisitions and white-labeling – a process where the vendor applies their branding to a third-party product. Other integrated HCM solutions use deep linking to connect separate applications and facilitate quick navigation between them.

SINGLE (UNIFIED) HCM**INTEGRATED HCM****Analytics**

Analytics spanning multiple HCM areas can be run easily and automatically because of availability of all data in a single database, in real-time.

Integrations can impact data integrity and accessibility, making it harder to access accurate, real-time data from different modules for analytics and decision-making.

Compliance

Rules are updated and applied consistently across all relevant modules.

Users may experience challenges with ensuring rules are being applied consistently, which may require a duplication of efforts across different modules.

Third-party integrations and maintenance

Integration overhead is substantially reduced in a single system since there is only one point of integration required to connect to your technology ecosystem.

Substantial effort may be needed to connect an integrated HCM solution to your technology ecosystem. Each underlying application may require a separate integration which can also increase maintenance efforts.

Implementation

Configuration activities are completed once and carried through to relevant areas of the application.

Configuration activities may be across multiple integrated applications. Additional implementation activities might be needed after go-live if a particular partnership or integration changes.

Support and services

Support teams are trained on a single application and can often provide a higher level of support and deeper product knowledge.

Depending on the support model, teams may require training on multiple applications, or the customer may need to contact multiple support teams to address issues.

User experience

Real-time data means employees can always access the most up-to-date information.

Employees may encounter inaccurate information due to integration delays or manual errors.

The same architecture and design principles are applied to all modules resulting in a consistent user experience across the entire application.

Employees may have an inconsistent user experience as they move between modules that weren't built using the same approach and principles. They may also experience confusing inconsistencies in application design and behaviour as they navigate between disjointed modules.

Product enhancements

Single application providers can more reliably deliver on their product roadmap with in-house development and accountability,

Providers often can't control roadmap delivery for white-labeled products and their own development teams may be fully engaged supporting multiple products. This can result in inconsistent roadmap delivery.

Understand the value of the right HCM solution



A full-suite HCM solution is more than the sum of its parts. Success in a complex world means understanding how your people impact revenue, profitability, and productivity. Your HCM solution should provide the business intelligence that helps you work smarter.

HCM is complex, and when done right, it has the potential to unlock exceptional value for your organisation by providing critical insights into your workforce, simplifying complex tasks, and creating an experience your employees will love.

A quality HCM solution not only solves business problems, but provides you with deep, actionable insights to help you continuously improve your operations.

With so many vendors in the market, and each with their own collection of features, it's critical that you dig deeper and understand the value each system can deliver to you today and in the future. Keep the focus on the results and efficiencies you can achieve.

Some vendors may try to sell you on the flashiness of their features while drawing attention away from their product's shortcomings. Make sure you're able to identify these vendors early in the process before they consume too much of your time.

89%

of respondents said they do not get access to real-time workforce data

**DELOITTE HUMAN CAPITAL
TRENDS REPORT, 2020**

Look for these key items when evaluating HCM providers.

Unified HCM

An HCM solution that delivers deeper insights about your people and processes should be a top consideration in your HCM strategy. You can achieve this by shifting to a more holistic approach for HCM. Key to this approach is leveraging a solution that pulls data from a single database to provide real-time insights about an employee.

For example, being able to view the learning achievements, certificates, and performance data of an employee provides a more complete picture of their progress and contributions to the company, rather than having to aggregate data from different systems and manually assess the results.

Another example is analysing an employee's compensation data, overtime hours, and performance to determine overall flight risk. This can be done with greater accuracy when the data is collected from a single source, instead of relying on fragile integrations.

A solution that lets you seamlessly connect all aspects of HCM in a single application with one source of data is a step toward developing a more holistic approach to HCM.

Purpose and innovation

Organisations rely on HCM technology to solve new and existing problems. HCM providers often create innovative technology to solve problems you may not have encountered in your organisation. Be cautious of the ones that may market “cool” features as innovations, because there's a risk that they're just simple features wrapped in shiny packaging.

Innovative technology needs to serve a purpose and provide value to your organisation. Vendors should be able to demonstrate this and provide a clear product roadmap for how they will deliver future enhancements. Take a step back and determine if a vendor's claims can add value and support your current and future business goals.

For example, many HCM solutions are equipped with deep auditing capabilities. However, users must first initiate the audit and review the results before they can triage an issue. HCM solutions that provide always-on, real-time monitoring and alerts enable users to troubleshoot issues instantly, saving time and effort.

Your HCM partner should be a true innovator that constantly strives to add value at every level of your organisation.

Intelligent insights

Now more than ever, you need to make data-driven decisions. With the rapid pace of change and an increasingly competitive market, you need to see the whole picture of your workforce and drill down on key trends.

When comparing solutions, consider where analytics and AI-driven insights are found. Areas of high importance or cost for your business, like payroll, scheduling, and benefits are a top priority.

Tools that combine data from across the application and highlight potential problems or areas for improvement are also critical. These insights can help you make quick improvements directly within processes and uncover trends that need to be addressed over the long-term.

A quality HCM solution will deliver real-time reporting tools and intelligent analytics that help you continually improve your business.

Complexity and compliance

The world of work is getting more complicated every day. To adapt, you need an HCM solution that automates complex tasks and helps you manage compliance.

Look for solutions that deliver critical and interconnected functions in the same application. By leveraging a single database and rules engine, these solutions automate the application of complex rules and policies in real-time.

For example, with HR, time and attendance, payroll, and benefits in a single application you can automatically determine employee benefits eligibility based on their information. Once they've enrolled in a plan, you can apply the appropriate deduction to their pay without manual steps.

Your HCM solution should also support your compliance with tax authorities and regional labour laws covering employment rights to help minimise potential risk from an audit, or prepare you in case one does happen.

An HCM solution should help you handle extremely complex tasks and changing requirements with minimal effort.

Employee focus

An organisation's most valuable asset is its people. Going forward, leaders will need to build talent strategies that are flexible and adaptable for the changing world. This starts with designing an employee-centric experience, one that makes work seamless and fits into the flow of life for each employee.

Every aspect of the employee experience, supported by technology, can help boost engagement, productivity, and profitability. Look for solutions that support internal talent development, deliver technology that makes employees' lives easier, and provide leaders with the data they need to make smarter people decisions.

An HCM solution that focuses on the employee experience can help organisations attract and retain top talent. Empowering employees with tools that provide convenience, enable flexibility, and support financial and mental wellness should be a key consideration.

A people-centric HCM solution will help your organisation build brand appeal and improve its opportunities to engage, retain, and attract top talent.

Find your ideal
fit based on
business needs



The next step is determining which vendors can deliver. Use the questions below as a guide to get the answers that matter most to your business.

Holistic

You want an end-to-end HCM technology suite

- What modules are included in your core platform?
- Which modules access data from the same database?
- Which modules access data from separate databases?
- Which modules rely on integrations to transfer HCM data between them?
- How many databases do we need to support end-to-end HCM?

You want a solution that provides a holistic view into each employee

- What HCM data is accessible from the employee's HR record?
- Is employee data from one module accessible from another related module?
- If we edit the data on an employee's record, will the changes automatically update across any modules that leverage that data?
- If we edit the data for a particular module, will the system automatically update the other modules that leverage that data?

You're looking for a solution that can deliver one employee experience

- How many HCM solutions are required to deliver an end-to-end HCM experience?
- Will the user experience be the same across all HCM modules?
- What design principles are applied to each of your HCM modules?

Technology

You're looking for a provider that continuously strives for innovation

- What are some of your most recent HCM innovations that have differentiated you from other vendors?
- What is your process for including customer feedback into your innovation strategy?
- How do you prioritise building enhancements to existing technology versus building new, innovative technology?
- Which processes have you enhanced through technology that set you apart from other vendors?

You want data-driven insights that help you make better decisions

- Does the system run audits in the background and automatically alert users to potential problems?
- Do AI-driven analytics leverage one data source in real-time?
- What are some of the business and HR problems your solution solves with analytics?

You want a solution that delivers value, not just flash

- What are some of the business problems your recent innovations have been able to solve?
- What are some of your HCM innovations that were not successful?
- Which of these failures were you able to turn into a success, and how?

People-centric

You want a solution that helps your employees work better

- Can an admin/manager/employee use single sign-on to use all areas of the system?
- Can all employee data be accessed from an employee's record, or do I need to navigate between modules (time, payroll, performance)?
- Do you offer a mobile solution that lets employees access HR functions anytime, anywhere?
- How long does it take to perform simple tasks, like requesting time off, editing schedules, or making a quick payroll entry?
- Can I easily make changes to the system, like general ledger changes, earnings/deductions, or benefit plans, without having to contact support?
- Once a user learns how to use one module, can they apply that usability experience to other modules?
- How does the solution enable simple processes and integrate them into the flow of work for employees?

You want a solution that supports employee well-being

- What solutions do you offer that help employees achieve financial and mental wellness?
- How does your solution facilitate a better employee experience?
- How does your solution support employee growth and development?
- Does your system provide tools for reducing bias in compensation decision-making?

Managing complexity

You're looking for a solution that can handle complexity and a partner that understands it

- How does your system support multi-level and conditional workflows?
 - In your demo, can you show us how to process one-time payroll changes?
 - Does the system support multiple rates of pay? Can you show us how it calculates blended overtime pay using different pay rates?
 - How do changes to employee information flow through to other areas of the application?
 - Can personal and work information be used to automatically determine employee entitlements and benefits eligibility?
-

You need a solution that offers dynamic compliance support, and a provider that will help you stay ahead of what's next

- How does your system handle changes affecting compliance, such as changes to tax rates or applicable laws?
- Do you have a team that monitors these changes and updates clients when changes are coming, and when they'll go into effect?
- Do you have a support team that provides guidance around notices from tax and regulatory authorities?
- Does your system provide alerts/notifications when a violation has occurred or a regulatory threshold has been hit?
- Do you support compliance requirements across different countries?

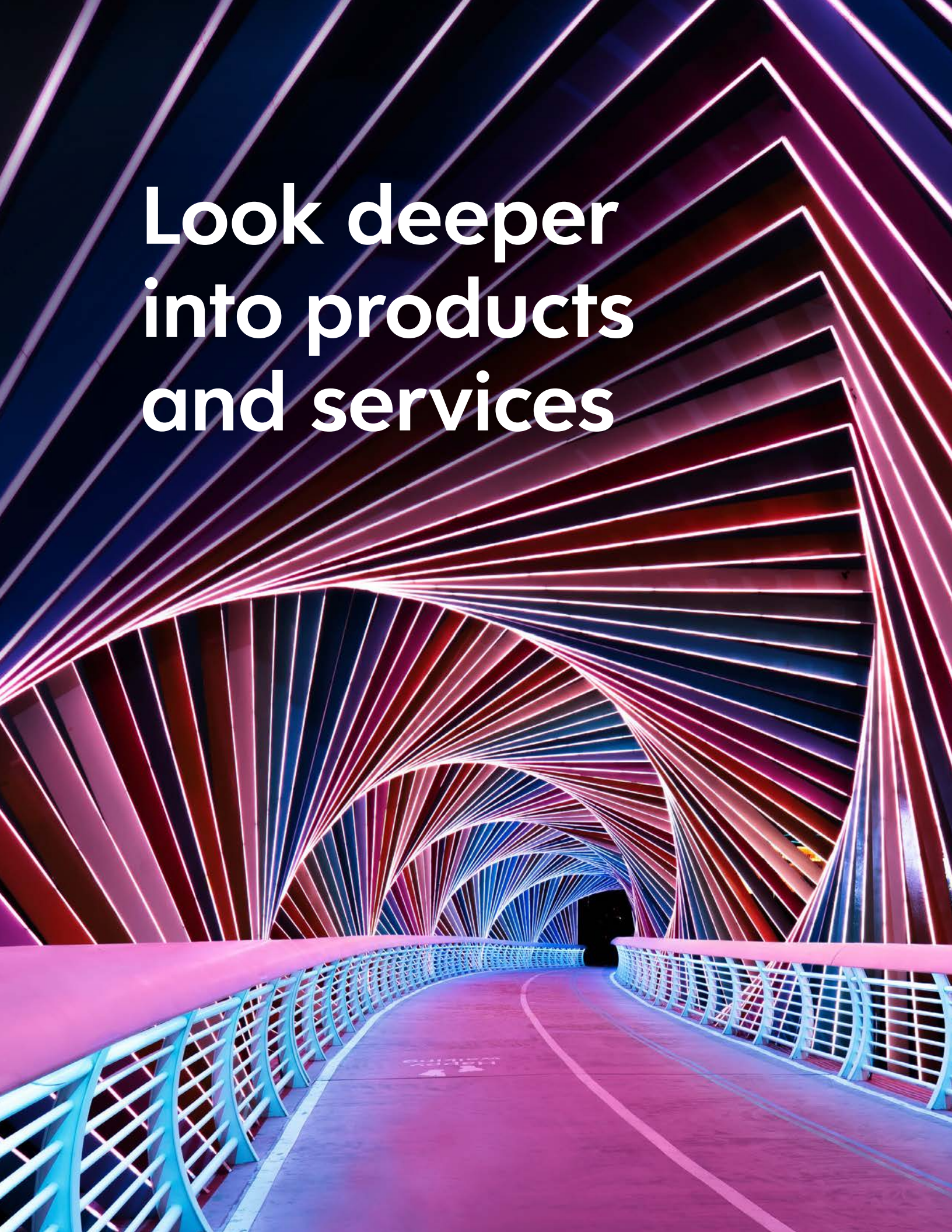
Expertise

You want to work with a partner, not just a service provider

- What experience do you have working with companies my size and in my industry?
 - What support options do you offer, and what kind of ongoing support will I receive? Will I receive dedicated support? What is the ratio of clients to support reps?
 - Who will answer when I call Support? Will I be routed to dedicated resources who know my system?
 - What is the implementation process? How long will it take to implement our solution?
 - What professional services, offered by your company, are available to us after we go live?
-

You need a flexible solution and a partner that can grow with your organisation

- How easily can I add on additional modules if my needs change?
- What support do you offer for organisational restructuring?
- Does your system support quickly changing employee assignments, work locations, and pay rates?
- Can your solution support us if we expand globally?



**Look deeper
into products
and services**

What do the HCM vendors you're considering provide?

Beyond the value you expect to receive from HCM technology, you need to understand which functionality and solutions will be available to your organisation. Here are the key areas you should explore. Use the following checklist to help determine which HCM provider is right for you.

Human resources

- Unified system**
Enter data once, and then access it across the application in real-time.

- Ability to store employee files electronically and print or download files as needed**
Incorporate the latest technology to help automate your existing processes and reduce your dependency on paper.

- Electronic signatures**
Reduce the need to print on paper and shorten the approval process.

- Employee self-service**
Empower employees with the ability to log in and make changes, reducing their dependency on management.

- Configurable workflows**
This enables you to control the system and mimic existing processes without needing to find workarounds. It also allows employees to make changes.

- Tracks tax and legislative requirements in system**
Reduce the need to manually track critical data and manage complicated spreadsheets.

Payroll

- Configure earnings, deductions, and taxes, and make system changes without having to call the support team**
Empower payroll administrators to manage the payroll process end to end, and reduce their reliance on Support.

- Ability to work on pay runs prior to payroll closing**
This enables the payroll team to work through payroll tasks at their convenience without having the work pile up.

- Make payroll entries in a future pay period while still working in the current period**
Complete payroll tasks proactively and help overall productivity.

- Make payroll adjustments without having to call support**
Manage reconciliations at your convenience and eliminate the need to rely on support availability.

- Display net pay results in real-time**
Reduce the need to calculate net pay manually while you make edits to payroll.

- Administer on-demand pay requests from employees without additional payroll work**
Provide the flexibility of giving your employees access to their actual earned wages before payday (available in North America only).

Benefits

Automatically determine employee eligibility

Streamline the enrolment process and reduce errors by limiting plan access based on employees' personal and work information, preventing employees from enrolling in plans for which they're ineligible.

Life events

Trigger new enrolment opportunities for employees as they update relevant personal information.

Carrier feeds

Automate communications with your benefits providers to ensure they always have the most up-to-date data on employee enrolments.

Real-time absence management

Monitor absence in real time, highlight and record regular absenteeism, calculate costs of absence.

Workforce management

Multiple clocking options available (computer, kiosk, mobile, physical clocks)

Give employees access to convenient technology while still maintaining control and compliance.

Alerts that quickly identify time and attendance issues and notify manager/admin for review

Help improve the review process for managers by automatically auditing employee shifts in real-time.

Ability to handle complex holiday entitlement

Support the specific requirements of your workplace across multiple locations.

Multi-approval workflow on timesheets

Support a multi-level approval process without having to rely on manual workarounds.

Time changes immediately reflected in payroll and benefits

Provides immediate visibility to any changes across all modules.

Recruiting

- Candidate data flows into the rest of the application when they become an employee**
Streamline HR's processes, and reduce duplication and the need to rely on spreadsheets.

- Configurable, branded career pages**
Make a solid first impression and accurately portray what the company represents.

- Mobile-friendly application process**
Appeal to all job seekers, especially the mobile-first generation.

- Parsing capabilities**
The candidate's application information should automatically populate in the recruiting module without having to re-key data.

- Post jobs to multiple websites with a single click**
Streamline the job posting process and drive cost efficiencies by eliminating the need to post to individual sites.

- Dynamic candidate portal with rich search parameters**
Search the applicant database using a variety of search tools, including a radius search.

- AI-driven candidate ranking**
Quickly identify and focus on the most qualified candidates for each position.

- Interview scheduling**
View availability and quickly schedule interviews with those in your organisation.

Onboarding

- Data flows from recruiting to onboarding without manual steps**
New hires don't have to re-key their information once they're hired.

- The onboarding solution can work independently of recruiting**
The system should offer the flexibility to onboard employees from any recruiting tool, not just the one provided by the onboarding vendor.

- Ability to electronically sign documents, including initial tax forms required for payroll and HR**
Reduce the manual effort required to print and sign the large number of documents involved in the onboarding process, and supports a truly paperless onboarding experience.

- Support new hire employees from day one**
Help new employees hit the ground running with readiness checklists, social onboarding, and access to learning activities before their first day.

Learning

- Support for multiple learning types**
You want the flexibility to administer and deliver learning online, in classrooms, and in webinar formats.

- Social learning**
Provide informal learning opportunities and help employees learn from each other.

- Schedule integration**
Ensure that employees are only scheduled for work that matches their education and skills.

- Expiration alerts**
Know when employee certifications expire.

Engagement surveys

- Agile deployment**
You want the flexibility to create surveys for specific employee groups at any time.

- Flexible language and branding**
Align your engagement survey language and imagery to your brand to provide employees with a consistent experience.

- Dig deep into your data**
Once you've heard from your employees you want smart tools and dashboards that help you analyse their feedback.

Performance

- Cascading down and laddering up goals**
Align employee performance activities to your organisation's goals with ease.

- Gather continuous feedback**
This makes performance management an ongoing activity instead of a once a year review.

- Integration with the rest of HCM**
You know how important performance ratings are and want to see them embedded across your application wherever relevant.

Compensation

- Cascade budgets**
Allocate the right resources to leaders for merit increases and bonuses.

- Insightful support tools**
See the most important employee information, like performance ratings and pay equity comparisons, directly within the compensation worksheet to make better, data-driven decisions.

- Benchmarking**
Understand if employees are being paid competitively with visibility into external market data, and compare employee compensation to external salary benchmarks.

Succession planning

- Succession plans**
To reduce risk and boost business continuity you want to create a pool of potential successors for key positions.

- Talent comparison**
Visually compare the succession readiness of employees while seeing their performance and flight risk information.

- Talent information, all in one place**
To plan for your organisation and the future of your employees you need to see their talent information without navigating to multiple screens or platforms.

Analytics

- Access to HCM data across all modules, including HR, Payroll, Benefits, WFM, and Talent**
The more visibility you have across the system, the more you'll be equipped to make better decisions.

- Deep analytics driven by rich visualisations**
Expertly curated visual dashboards across HCM will deliver actionable insights.

- Make pay rate changes mid-period and have the changes pro-rated based on business rules**
Reduce manual effort by configuring rules that automate calculations.

Reporting

- Library of pre-built standard reports for each module**
Out-of-the-box reporting capabilities to give you industry standard insights.

- Customise existing reports**
Create a new report by modifying an existing one instead of starting from scratch.

- Create custom reports easily**
Create a unique report quickly and easily without having to rely on the vendor for support.

- Ability to schedule reports**
Generate reports automatically at specific times of the day or certain days of the week.

- Ability to share reports**
Send reports to multiple people reducing the need for them to run it themselves.

- Ability to report on historical data**
Compare current performance to previous years to understand how the organisation is progressing.

- Robust filtering, sorting, grouping, and formula-writing**
Manipulate the report data without having to export data.

- Proactive deployment of standard reports**
The vendor should regularly develop new standard reports as the world of work changes.

Mobile

Native mobile app available in App Store and Google Play

Provide an intuitive user experience to employees.

Biometric authentication for mobile (Face ID, finger print scan)

Maintain security without complicating the employee experience.

Ability to translate mobile app to different languages

Support your employee population across different geographical locations.

Messaging

Ensure employees without a corporate email account can still communicate via mobile app.

GPS locator

Support employees who are remote/field workers.

Clocking capabilities

Employees can track their hours and submit timesheets without needing a computer or a timeclock.

Employee convenience and flexibility

Employees expect to be able to complete simple work tasks on their mobile device at their convenience (e.g. time off requests, pay statements, shift trades, benefits information).

Virtual assistant

Make work life easier and more convenient for employees through voice and chat commands.

System security

Multi-factor authentication similar to online banking security

Protecting highly sensitive employee data is a top priority. Two-factor authentication should be the minimal requirement available.

Single sign-on (one username and password for full access)

To improve the user experience for all employees, they should only require one username and password to access all parts of the system.

Maintain employee PII (personally identifiable information) security

To protect an employee's PII, sensitive fields and documents should be automatically hidden from those without the appropriate role security.

Proactive security and monitoring

Establish system and human safeguards to identify risk and irregularities within your account.

Clock authentication

You want secure time records. Consider clocks that verify employee identities through facial verification and fingerprint scanning.

Implementation

- Designated implementation team with experienced project manager**

Know who you'll be partnering with and how those relationships will work. Identify who will be keeping the overall project on track.

- Implementation automation**

Learn which tools will be used to assist the implementation and provide a faster time to value.

- Implementation plan and schedule**

Know what you're signing up for and plan your resources accordingly. Learn what's being implemented and when it will go live.

- Implementation expectations**

Be sure to understand your role through the entire implementation and what you need to bring to the table.

- Pre-implementation prep**

You want the implementation to move along smoothly. Your provider should clearly communicate the necessary pre-work for each phase of the implementation to minimise potential surprises.

- Agreed-upon escalation path**

Know who to contact when something has gone wrong or the implementation is not moving along as planned.

Support

- 24/7 support**

Access to a support resource that's available during your operating hours.

- Flexible communication options**

Improve access to support with multiple communication methods (e.g. phone, email, support tickets, etc.).

- Enhanced response times**

Access support quickly without having to wait in a first-come, first-serve queue.

- Deep domain knowledge**

Get help from someone that knows the product but also understands your business and industry.



**Get buy-in from
key company
decision-makers**

You've done the research and narrowed down your options. Now it's time to communicate the value to key decision-makers.

The challenge is: how do you get the executive level as excited as you are about adopting a new HCM solution? This is your opportunity to demonstrate how your HCM solution will drive intelligence at work. Keep these tips in mind to bolster your choice in HCM technology.

Create a fact-based business case

You know why you want better HCM technology, but might not have a clear understanding of your colleagues' pain points. Making the business case for the whole organisation, not just HR or finance, is critical for getting executive buy-in. Talk to employees at all levels to get a clear understanding of the problems you can help solve with an HCM system.

Tie it back to corporate objectives

Long-term savings are key to getting executive buy-in, but don't forget to communicate how the technology can support your corporate objectives beyond the bottom line. Demonstrate how the technology will provide other benefits like increased employee engagement and productivity. Be explicit about how those benefits align to your corporate objectives.

Back it up with a detailed plan

Now that you know what needs to be improved, map out what the new processes will look like, what features you want to include, and how it will solve problems when it's all put together. Creating a detailed plan will help others understand your vision and will give them a chance to provide feedback so they can be more involved in the process.

Quantify value using data

The desire to adopt a new and exciting technology isn't enough. You need to prove the value to your executive team with hard facts and figures. Ask vendors for detailed ROI information so you can zero-in on areas that are critical to your organisation's success. Use this information to demonstrate how the new solution will take your company to an ideal future state.

Turn savings into opportunities

You've demonstrated the savings and benefits you'll realise by implementing new technology. Now, identify how and where these savings can be used to solve additional workplace problems. Letting your executive team know there is value beyond the expected savings will help you get their attention and support.

Get commitment and keep it

By now you've made an impression and created excitement across the executive team, but you need to keep the momentum going. HCM projects often get put on the back burner, so you need to create a sense of urgency in your organisation. Keep researching and communicating organisational pain points and potential ROI to stress the importance of acting quickly.

Still having
trouble
deciding?



CAUTION
HIGH TRAILER

DFSU 6458868

CAUTION
HIGH TRAILER

MEDU 8822300

CAUTION
HIGH TRAILER

CAUTION
25' 9' 6"

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CAUTION
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CAUTION
HIGH TRAILER

Ask your potential partner one last question. What makes them better than the rest?

Here's Ceridian's answer.

HCM innovators

Founder and CEO David Ossip is passionate about innovation and he saw an opportunity to disrupt the payroll industry by building a platform that could deliver real-time insights and continuous calculations. From this, Dayforce, Ceridian's flagship product, has grown to support end-to-end HCM technology in a single application. Ceridian has customers in more than 50 countries, and that number continues to climb. With David's drive and passion deeply embedded within Ceridian's DNA, continuous innovations that help businesses adapt to the changing world of work will always be a top priority.

Proven expertise

Ceridian's service and support model is designed to provide expert guidance throughout your HCM journey. We partner with you every step of the way, even before your implementation begins, and continue to provide strategic, operational, and tactical guidance once you've gone live with Dayforce. We've built up our support teams to give you a consistent experience. Instead of working with different support staff each time you need help, we'll aim to connect you with the same team you've worked with in the past, with whom you've established a relationship.

Unified approach

Dayforce is a single application that unifies data from across the entire employee lifecycle for smarter decision-making at every level. Our cloud platform combines HR, payroll, benefits, workforce management, and talent management in a single application. With a single system for the HCM suite, you simplify the most complex tasks and help your people work smarter, not harder, to keep the focus on driving value.

People-focused

Your employees are the driving force behind your business, and that's why our approach to HCM starts with them. It's not just about solving a functional need. We design our solution with the employee in mind, from understanding how it will improve their day-to-day work life to how they will interact with each aspect of the system.

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