

Workforce Management Suites

Managing a fluid workforce while meeting the dynamic demands of today's enterprises
2025 CONSTELLATION SHORTLIST

The Constellation ShortList™ presents vendors in different categories of the market relevant to early adopters. In addition, products included in this document meet the threshold criteria for this category as determined by Constellation Research. This Constellation ShortList of vendors for a market category is compiled through conversations with early adopter clients, independent analysis and briefings with vendors and partners.

ABOUT THIS SHORTLIST

As enterprises face longer and more flexible working hours, they look for help with tracking time, scheduling attendance and managing worker attendance. This area is complex with many compliance rules, often different at the country, state and even city level. Leaders look for tools to help their operational managers— typically, shift leaders and managers in manufacturing, transport, power, food and beverage, hospitality, repair shops and retail— make better workforce management decisions. At the same time, the people experience is key for accepting, swapping, trading and bidding for shifts.

To be a workforce management suite provider, these companies need to provide at least three pieces of workforce management—including workforce planning and forecasting, time and attendance with clocks and on mobile devices (mandatory), scheduling/shift planning (mandatory), compliance management, reporting and payroll interfaces—all built in-house. A new emerging feature is the ability of scheduling “always on”—that is, all scheduling-relevant events are instantly processed and people are always scheduled. Increasingly, support for a mixed employee and gig-worker workforce is a criterion. Last but not least, providers must have 3,000+ customers on more than four continents.

Artificial Intelligence is changing enterprise automation substantially and workforce management is no exception. Vendors need to have enabled AI based automation in the core workforce management automation areas – with tangible success. To enable customers to uptake AI as well, vendors need to upgrade their Enterprise Application Platform (EAP) capabilities with respect to AI.

LIKE WHAT YOU SEE?

Consider partnering with Constellation Research on your go-to-market-strategy. Email ShortList@ConstellationR.com for more info.

To learn more about Constellation Research Shortlists visit:
www.constellationr.com/ShortList

7 SOLUTIONS TO KNOW

Constellation evaluates over 20 solutions categorized in this market. This Constellation ShortList is determined by client inquiries, partner conversations, customer references, vendor selection projects, market share, and internal research.

 **ADP (NATIVE OFFERING)**

 **DAYFORCE**

 **INFOR**

 **REPLICON (OWNED BY DELTEK)**

 **UKG**

 **WORKAXLE**

 **WORKFORCE SOFTWARE**



THRESHOLD CRITERIA

Constellation considers the following criteria for these solutions:

- Time and attendance management
- Scheduling/shift planning with ability/plans for “always-on” scheduling
- At least three or more of the following areas:
 - Workforce planning/forecasting
 - Compliance management
 - Reporting
 - Payroll interface
 - Gig-workforce support
- Enterprise Application Platform (EAP) support for Integrate, Extend and Build use case (see Shortlist for EAP platforms), that allows the creation of agents
- Conversational UX, powered by AI, agents that help with HR processes
- Support for more than four continents
- More than 7,000 customers and more than 2.4 million users
- Mobile version with at least 850,000+ users

ABOUT CONSTELLATION RESEARCH

As an award-winning Silicon Valley-based strategic advisory and futurist analyst firm, Constellation Research serves leaders and organizations navigating the challenges of digital strategy, business-model disruption and digital transformation. Constellation works closely with solution providers, partners, C-suite executives, board of directors, and its Constellation Executive Network of buy-side leaders to lead the way in research coverage and advise clients how to achieve valuable business results.

FREQUENCY OF EVALUATION

Each Constellation ShortList is updated at least once per year. Updates may occur after six months if deemed necessary.

EVALUATION SERVICES

Constellation clients can work with the analyst and the research team to conduct a more thorough discussion of this ShortList. Constellation can also provide guidance in vendor selection and contract negotiation.

BUSINESS THEMES



Future of Work



New C-Suite



Technology Optimization



Holger Mueller

Vice President & Principal Analyst

Holger Mueller focuses on the synergies between people and software. As the hand-to-machine ratio radically changes over the next decade (primary factors: age dynamics and technology innovation), enterprises need to find the appropriate balance between changes in a dynamic workforce and the creation and adoption of next-generation applications, all determining the Future of Work and helping enterprises accelerate. Mueller provides strategy and counsel for key clients, including CTOs, CHROs and CIOs as well as investment analysts, VCs, PE firms and technology buyers.

