

Healthcare Workforce Management Buyers Guide

Software Provider and Product Assessment



EXECUTIVE
SUMMARY

iSG Research



Key Takeaways

Healthcare workforce management requires aligning staffing decisions with patient demand, clinical constraints and regulatory requirements in real time. Enterprises are prioritizing systems that embed acuity-driven planning, licensure validation and fatigue safeguards directly into scheduling workflows. The focus is on reducing premium labor reliance while maintaining safe coverage and workforce sustainability. Governance, integration and usability are critical to ensuring consistent adoption and minimizing operational and clinical risk.

Software Provider Summary

The ISG Buyers Guide™ for Healthcare Workforce Management evaluates 12 software providers offering products that support clinically aligned staffing, scheduling and labor compliance. The research ranked the top three overall leaders as Oracle, ADP and UKG. Providers were classified using weighted performance in Product Experience and Customer Experience for ISG quadrant placement. ADP, ADP WorkForce Software, Oracle and UKG were rated Exemplary, with isolved and Workday rated Innovative. ATOSS, Dayforce and SAP were rated as Assurance, while Infor, Rippling and TCP Software were rated as Merit.

Product Experience Insights

Product Experience, representing 80% of the evaluation, focuses on Capability (35%) and Platform (45%), which includes adaptability, manageability, reliability and usability. Oracle, UKG and ADP achieved the highest performance as Leaders in this category, supported by clinically aligned staffing capabilities that incorporate acuity, credential and compliance requirements, as well as robust platform architectures that enable secure, scalable and governed workforce operations. Leaders demonstrated enterprise-grade platform capabilities supporting varied roles and clinical contexts.

Customer Experience Value

Customer Experience, representing 20% of the evaluation, focuses on validation and TCO/ROI. ADP, Oracle and ADP WorkForce Software were the Leaders in this category, demonstrating strong customer advocacy and a clear investment in successful outcomes. Providers with lower performance often lacked publicly available customer validation or failed to demonstrate structured ROI measurement and proactive lifecycle engagement.

Strategic Recommendations

Enterprises should prioritize platforms that embed acuity, licensure and fatigue controls directly into staffing workflows. Validate integration with electronic medical record, HR and payroll systems to ensure timely demand signals and cost visibility. Assess support for complex staffing models such as float pools and on-call scheduling. Ensure governance, auditability and user experience enable consistent adoption and compliant decision-making.



The Findings

The software providers and products evaluated in this research offer product and customer experiences, but not every feature is equally valuable to every enterprise or is needed to support the relevant business processes and use cases. Moreover, having too many product capabilities may be a negative factor for an enterprise if it introduces unnecessary complexity. Nonetheless, you may decide that a more comprehensive set of capabilities is important and meets your enterprise’s requirements.

An effective customer relationship with a software provider is vital to the success of any investment. The overall customer experience and the full lifecycle of engagement play a key role in ensuring satisfaction and long-term success. Providers with dedicated customer leadership, such as chief customer officers, tend to invest more deeply in these relationships and prioritize customer outcomes in line with TCO and ROI expectations. It is equally important that this commitment to customer success is evident throughout the provider’s website, the buying process and the customer journey.

Overall Scoring of Software Providers Across Categories

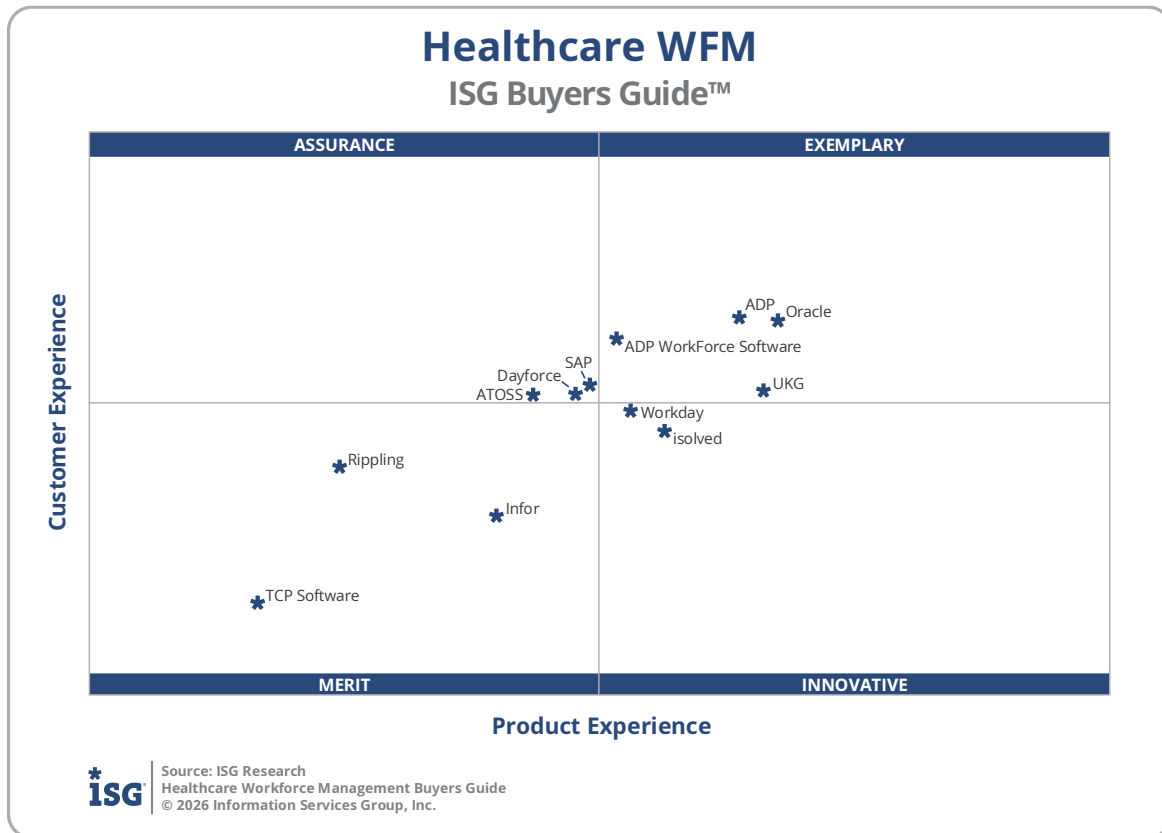
The research finds Oracle atop the list, followed by ADP and UKG. Providers that place in the top three of a category earn the designation of Leader. ADP and Oracle have done so in five categories, UKG in four and ADP WorkForce Software in one category.

The quadrant chart below presents ratings for Product Experience and Customer Experience on the x- and y-axes, respectively, to visually classify software providers. Those providers whose Product Experience has above-median weighted performance on the axis, in aggregate across the two product categories, place farther to the right. The performance and weighting for the Customer Experience category determine placement on the vertical axis. In short, software providers that place closer to the upper-right on this chart performed better than those closer to the lower-left.

Healthcare WFM Overall			
Providers	Grade	Performance	
Oracle	A-	Leader	84.9%
ADP	A-	Leader	83.1%
UKG	A-	Leader	82.2%
ADP WorkForce SW	B++		76.5%
isolved	B++		76.3%
Workday	B++		75.3%
SAP	B+		74.0%
Dayforce	B+		73.6%
ATOSS	B+		71.0%
Infor	B		65.6%
Rippling	B-		59.3%
TCP Software	C++		51.4%

ISG | Source: ISG Research
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The research categorizes and rates software providers into one of four categories: Assurance, Exemplary, Merit or Innovative. Placement represents the software providers’ weighted performance in meeting the requirements of product and customer experience.



Exemplary: This rating (upper right) applies to those providers that performed above the median on Product and Customer Experience requirements. The providers rated Exemplary are: ADP, ADP WorkForce Software, Oracle and UKG.

Innovative: This rating (lower right) applies to those that performed above median in Product Experience but not in Customer Experience. The providers rated Innovative are: isolved and Workday.

Assurance: This rating (upper left) applies to those that performed above median in Customer Experience but not in Product Experience. The providers rated Assurance are: ATOSS, Dayforce and SAP.

Merit: This rating (lower left) applies to those that did not surpass the median in Customer or Product Experience. The providers rated Merit are: Infor, Rippling and TCP Software.

We advise enterprises to use this research as a supplement to their own evaluations, recognizing that ratings or rankings do not solely represent a provider’s value nor indicate universal suitability of a set of products.



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