

Recruiting Suites Buyers Guide

Software Provider and Product Assessment



EXECUTIVE
SUMMARY



***ISG** Research



Key Takeaways

Recruiting suites are emerging as unified platforms that combine hiring execution, candidate engagement, talent intelligence and automation within a common architecture. Organizations are adopting these platforms to reduce fragmentation, improve candidate experiences and strengthen hiring decision-making across multiple recruiting motions. AI, workflow continuity and governance are increasingly important as enterprises seek to balance automation with transparency, compliance and operational control.

Software Provider Summary

The ISG Buyers Guide™ for Recruiting Suites evaluates 25 software providers offering products that support end-to-end hiring workflows, candidate engagement, search and matching, talent intelligence, recruiting analytics, automation, AI governance and unified recruiting experiences. The research ranked the top three overall leaders as Oracle, SmartRecruiters and ADP. Providers were classified using weighted performance in Product Experience and Customer Experience for ISG quadrant placement. ADP, Dayforce, ICIMS, Oracle, Phenom, SAP, SmartRecruiters and Workday were rated Exemplary, with Avature, ClearCo, Darwinbox, hireEZ and Lever rated Innovative. Gem, Greenhouse, HiBob, isolved and UKG were rated Assurance, and BambooHR, Cegid, Cornerstone, PageUp, Paycom, Paycor and Paylocity were rated Merit.

Product Experience Insights

Product Experience, representing 80% of the evaluation, focuses on Capability (60%) and Platform (20%), including adaptability, manageability, reliability and usability. Oracle, Avature and SmartRecruiters achieved the highest performance as Leaders in this category, supported by end-to-end recruiting workflow capabilities and talent intelligence functions spanning search, matching and AI-augmented recruiting processes. Leaders demonstrated enterprise-grade platform capabilities across varied roles and contexts.

Customer Experience Value

Customer Experience, representing 20% of the evaluation, focuses on validation and TCO/ROI. SmartRecruiters, ADP and Oracle were the Leaders in this category, demonstrating strong customer advocacy and 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

Organizations should prioritize recruiting platforms that unify hiring workflows, candidate engagement, talent intelligence and automation within a single architecture. Evaluation should focus on workflow continuity, data consistency, AI governance, candidate experience and the ability to support diverse hiring models without introducing additional complexity. Enterprises should also assess explainability, oversight and compliance controls to ensure AI-enabled recruiting capabilities remain transparent and accountable.



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 SmartRecruiters and ADP. Providers that place in the top three of a category earn the designation of Leader. Oracle has done so in five categories, SmartRecruiters in four, ADP in three, Avature in two and UKG in one category.

Recruiting Suites

Overall

Providers	Grade	Performance
Oracle	A-	Leader 84.9%
SmartRecruiters	B++	Leader 78.7%
ADP	B++	Leader 78.0%
SAP	B++	75.9%
UKG	B+	75.0%
Darwinbox	B+	74.6%
Dayforce	B+	74.1%
Workday	B+	74.1%
Avature	B+	72.8%
ICIMS	B+	72.2%
ClearCo	B+	71.7%
Phenom	B+	71.5%
Cornerstone	B+	70.7%
Lever	B+	70.1%
HiBob	B+	70.0%
Greenhouse	B+	69.7%
Gem	B	66.9%
PageUp	B	66.8%
hireEZ	B	65.7%
BambooHR	B	65.2%
isolved	B	64.7%
Cegid	B-	62.2%
Paylocity	B-	61.7%
Paycor	B-	60.3%
Paycom	B-	59.5%

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Matthew Brown leads the HCM software expertise at ISG and guides HR and business leaders with over two decades of experience. His research covers the full range of HCM processes and software, including employee experience, learning management, payroll management, talent management, total compensation management and workforce management.



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David Menninger leads the overall team for software research and advisory, supporting IT and expertise in AI software at ISG. With over three decades of experience in enterprise software, Dave's leadership has advanced digital transformation with information and insights for enterprises around the world.