

Retail Workforce Management Buyers Guide

Software Provider and Product Assessment



EXECUTIVE
SUMMARY

***ISG** Research



Key Takeaways

Retail workforce management is increasingly defined by the need to respond to volatile demand signals while maintaining cost control and service consistency. Enterprises are prioritizing systems that connect forecasting inputs, such as promotions, traffic and omnichannel activity, directly to scheduling decisions. The emphasis is on enabling faster execution with fewer management layers while preserving rule consistency and governance. Employee self-service and mobile experience are critical to reducing supervisor workload and sustaining workforce stability.

Software Provider Summary

The ISG Buyers Guide™ for Retail Workforce Management evaluates 18 software providers offering products that support demand-driven scheduling, time capture and frontline workforce execution. The research ranked the top three overall leaders as Oracle, UKG and ADP. Providers were classified using weighted performance in Product Experience and Customer Experience for ISG quadrant placement. ADP, ADP WorkForce Software, ATOSS, Dayforce, isolved, Oracle, SAP, UKG and Workday were rated Exemplary. Blue Yonder, Fourth, Harri, Infor, Paychex, Paycor, Rippling, TCP Software and Zebra 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. UKG, Oracle and ADP achieved the highest performance as Leaders in this category, supported by demand-linked scheduling capabilities that integrate retail signals, such as traffic and promotions, as well as scalable platform architectures that enable reliable, governed and high-volume workforce operations. Leaders demonstrated enterprise-grade platform capabilities supporting varied roles and retail operating 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 connect demand signals directly to scheduling and expose cost trade-offs before schedule publication. Validate that self-service and mobile capabilities reduce supervisor workload and support workforce flexibility. Assess integration with POS, ecommerce and payroll systems to ensure accurate forecasting and cost visibility. Ensure governance controls maintain the consistent application of rules across locations and high-volume operations.



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

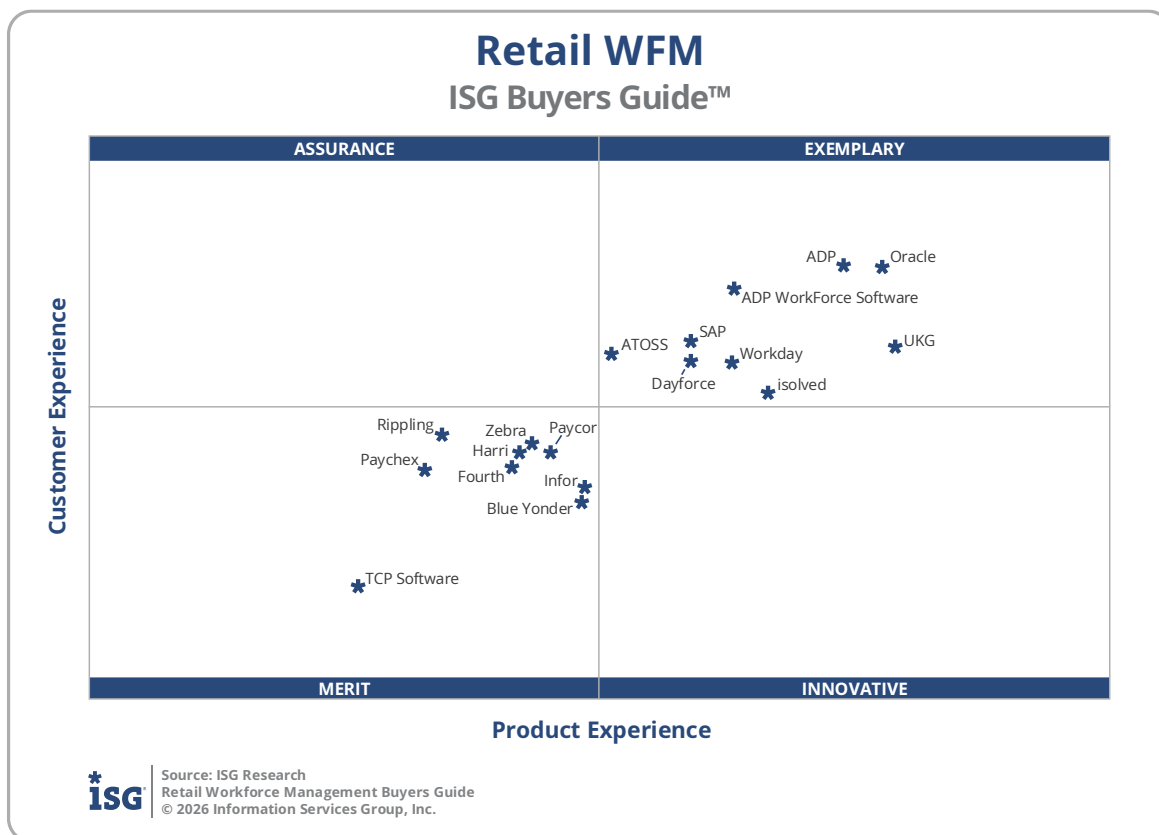
The research finds Oracle atop the list, followed by UKG and ADP. Providers that place in the top three of a category earn the designation of Leader. ADP and Oracle have done so in five categories, UKG in four and ADP Workforce Software in one category.

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.

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.

Retail WFM Overall		
Providers	Grade	Performance
Oracle	A-	Leader 84.3%
UKG	A-	Leader 82.8%
ADP	A-	Leader 82.8%
ADP WorkForce SW	B++	77.5%
isolved	B++	76.3%
Workday	B++	75.6%
SAP	B+	74.3%
Dayforce	B+	73.7%
ATOSS	B+	70.6%
Infor	B	66.0%
Blue Yonder	B	65.7%
Paycor	B	65.4%
Zebra	B	64.7%
Harri	B	63.9%
Fourth	B	63.5%
Rippling	B-	61.0%
Paychex	B-	59.4%
TCP Software	C++	53.4%

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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, ATOSS, Dayforce, isolved, Oracle, SAP, UKG and Workday.

Innovative: This rating (lower right) applies to those that performed above median in Product Experience but not in Customer Experience.

Assurance: This rating (upper left) applies to those that performed above median in Customer Experience but not in Product Experience.

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

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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