

# Workforce Management Suites Buyers Guide

Software Provider and Product Assessment



EXECUTIVE  
SUMMARY

**\*iSG** Research



# Key Takeaways – Workforce Management Suites

Workforce management suites have evolved into operational control layers that directly connect labor decisions to cost, compliance and service outcomes. Enterprises are prioritizing earlier visibility into wage exposure, overtime risk and staffing gaps to enable proactive trade-offs before finalizing schedules. Suites are increasingly expected to unify forecasting, scheduling and execution with embedded intelligence that is usable in frontline workflows. Adoption and experience design remain foundational, as the value of optimization depends on consistent usage across supervisors and workers.

## Software Provider Summary

The ISG Buyers Guide™ for Workforce Management Suites evaluates 11 software providers offering products that support end-to-end workforce planning, scheduling and labor optimization. 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, SAP and UKG were rated Exemplary, with Workday rated Innovative. Quinyx was rated as Assurance, while ATOSS, Blue Yonder, Dayforce and Infor were rated as Merit.

## Product Experience Insights

Product Experience, representing 80% of the evaluation, focuses on Capability (30%) and Platform (50%), which includes adaptability, manageability, reliability and usability. UKG, Oracle and ADP achieved the highest performance as Leaders in this category, supported by broad, end-to-end workforce management capabilities across scheduling, optimization and policy governance, as well as robust, scalable platform architectures that enable secure integration and intuitive user access. Leaders demonstrated enterprise-grade platform capabilities that support varied roles and operational 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 evaluate suites based on the ability to surface costs and compliance risk before finalizing schedules. Prioritize platforms that embed forecasting, optimization and policy enforcement directly into operational workflows. Assess whether skills-based staffing and integration depth reflect real workforce and system dependencies. Validate that employee and supervisor experiences support consistent adoption at scale.



# The Findings – Workforce Management Suites

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.

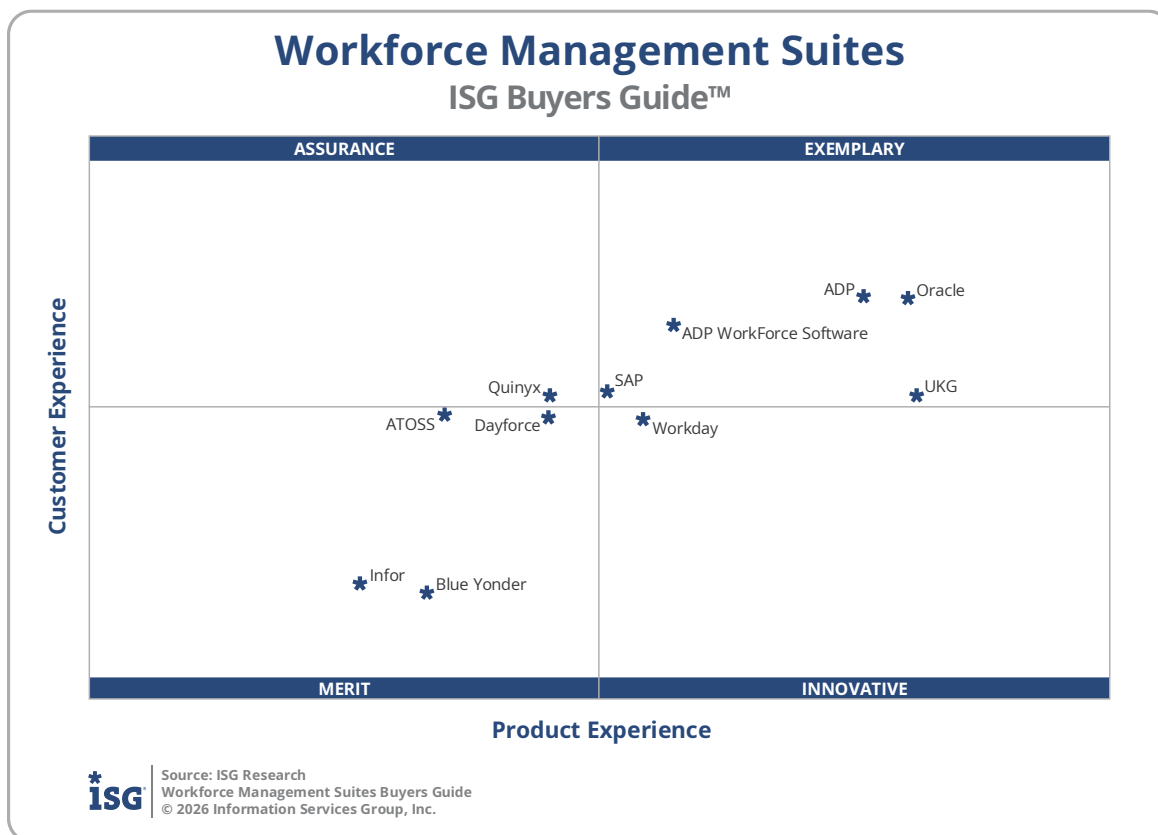
The quadrant chart below presents ratings for Product Experience and Customer Experience on the x- and y-axes, respectively, to visually classify software providers. Those providers whose Product Experience has above-median weighted performance on the axis, in aggregate across the two product categories, 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.

### Workforce Management Suites Overall

Providers	Grade	Performance
Oracle	A-	<b>Leader</b> 84.5%
ADP	A-	<b>Leader</b> 83.5%
UKG	A-	<b>Leader</b> 82.7%
ADP WorkForce SW	B++	78.3%
Workday	B++	76.0%
SAP	B++	75.5%
Dayforce	B+	74.2%
Quinyx	B+	73.8%
ATOSS	B+	71.0%
Blue Yonder	B	67.1%
Infor	B	66.0%

**ISG** Source: ISG Research  
Workforce Management Suites Buyers Guide  
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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, SAP and UKG.

**Innovative:** This rating (lower right) applies to those that performed above median in Product Experience but not in Customer Experience. The provider rated Innovative is: Workday.

**Assurance:** This rating (upper left) applies to those that performed above median in Customer Experience but not in Product Experience. The provider rated Assurance is: Quinyx.

**Merit:** This rating (lower left) applies to those that did not surpass the median in Customer or Product Experience. The providers rated Merit are: ATOSS, Blue Yonder, Dayforce and Infor.

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.



# Key Takeaways – AI Workforce Management

AI is becoming embedded in workforce management as a practical mechanism for optimizing complex scheduling and labor decisions at scale. Enterprises are prioritizing systems that model trade-offs across cost, coverage, compliance and skills in real time to support more informed supervisor decisions. The focus is shifting from standalone AI features to embedded intelligence within scheduling workflows that improve execution and reduce manual intervention. Explainability and governance are emerging as core requirements as AI-driven decisions increasingly influence compliance-sensitive outcomes.

## Software Provider Summary

The ISG Buyers Guide™ for AI Workforce Management evaluates 13 software providers offering products that support AI-driven forecasting, scheduling optimization and labor decisioning. 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, Dayforce, Oracle, SAP and UKG were rated Exemplary, with Isolved and Workday rated Innovative. ADP WorkForce Software and ATOSS were rated as Assurance, while Infor, Paycor, Rippling and TCP Software were rated as Merit.

## Product Experience Insights

Product Experience, representing 80% of the evaluation, focuses on Capability (40%) and Platform (40%), which includes adaptability, manageability, reliability and usability. UKG, Oracle and ADP achieved the highest performance as Leaders in this category, supported by AI-assisted decisioning embedded in scheduling workflows and strong platform foundations that enable scalable, governed and context-aware optimization. Leaders demonstrated enterprise-grade platform capabilities supporting varied roles and operational 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 providers that embed AI directly into scheduling, forecasting and compliance workflows. Validate that AI-driven recommendations are explainable, auditable and aligned with labor rules and policies. Assess whether AI capabilities measurably reduce supervisor workload and improve schedule quality. Ensure integration with core workforce systems supports consistent and scalable decisioning.



## The Findings – AI Workforce Management

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

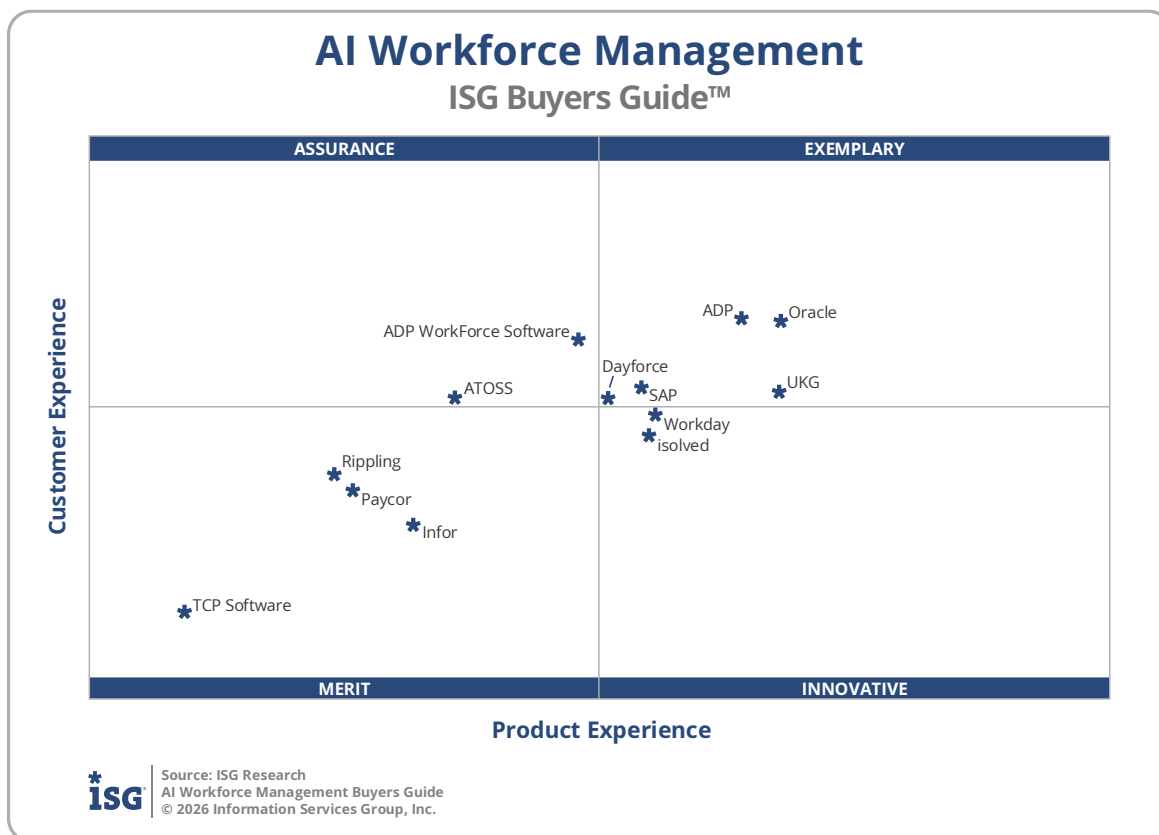
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AI Workforce Management Overall			
Providers	Grade	Performance	
Oracle	A-	<b>Leader</b>	<b>83.8%</b>
ADP	A-	<b>Leader</b>	<b>82.1%</b>
UKG	A-	<b>Leader</b>	<b>81.8%</b>
Workday	B++		75.0%
SAP	B+		74.9%
ADP WorkForce SW	B+		74.6%
isolved	B+		74.5%
Dayforce	B+		72.8%
ATOSS	B		67.8%
Infor	B-		61.8%
Paycor	B-		60.5%
Rippling	B-		58.4%
TCP Software	C+		47.5%

**ISG** | Source: ISG Research  
AI Workforce Management Buyers Guide  
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**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: ADP Workforce Software and ATOSS.

**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, Paycor, 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.



## About ISG Research

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## About ISG

[ISG](#) (Nasdaq: [III](#)) is a global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth. The firm, founded in 2006, is known for its proprietary market data and research, in-depth knowledge and governance of provider ecosystems, and the expertise of its 1,500 professionals worldwide working together to help clients maximize the value of their technology investments.

## About the Authors



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Robert Kugel leads business software research for ISG. His team covers technology and applications spanning front- and back-office enterprise functions, and he personally runs the Office of Finance area of expertise. Rob is a CFA charter holder, a published author and thought leader on integrated business planning (IBP).



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