



# Next Generation HCM Technology

Client Expectations Analysis  
Report Abstract

August, 2018

Pete Tiliakos  
Principal Analyst  
NelsonHall

42 pages

[research.nelson-hall.com](http://research.nelson-hall.com)





## Background and Scope

As part of NelsonHall's recent [Next Generation HCM Technology market analysis](#), in addition to interviewing 16 of the leading cloud HCM technology providers globally, our research extended to a survey of their clients. Through this survey we interviewed 24 clients of these platform providers, representing a range of geographies, industries, size, and level of maturity in their HR transformation journey.

Each interview was conducted to cover several focus areas, to gain a comprehensive understanding for the client perspective and their experience as subscribers of the leading cloud based HCM technology platforms. This was specifically designed to understand, not only the perception for the platform and vendor's performance in meeting client needs currently, but also their ability to meet the clients' needs in the future. The survey focused on the following key areas:

- HCM platform usage
- Improvements sought from HCM platforms
- HCM platform features
- Vendor service delivery
- Client future needs and vendor innovation

For each of these focus areas clients were asked to rate various attributes including: modules purchased and deployed, benefits and improvements sought, platform features effectiveness, vendor service delivery satisfaction, and vendor ability to meet future client needs, and ability deliver innovation to support future needs.



## Key Findings and Highlights

- Core modules led all for the most commonly purchased and deployed; Top 3: Core HR, Payroll, Time and Attendance
- Top 3 modules for talent management include, Compensation, Performance, and Recruiting, with most clients expecting to increase adoption and use in the near term
- Analytic reporting and self-service capability led all modules and features for adoption, with clients leveraging both as a critical element of HR service delivery
- The top priority facing HR in support of corporate strategy, was the need to improve talent management capability
- Top modules for expanded use across platforms, were heavily dominated by talent modules and included, performance, time and attendance, learning management, recruiting, and succession management

- The need to increase functionality and adoption for self-service, particularly mobile capability aligned to key operational feedback priorities, where clients cite a need to improve HR efficiency, reduce costs, and enhance the UX
- While, most clients felt intelligent technologies (AI, ML, NLP, etc.) were less important in the near term, all saw this as increasingly more important in the longer term as both the platform and client matures together

## Contents

1. Executive Summary
2. Client Demographics
3. Platform Usage & Satisfaction
4. Improvements Sought: Importance and Effectiveness
5. Platform Features: Importance and Effectiveness
6. Client Future Needs
7. Vendor Service Delivery
8. Client Overall Satisfaction: Platform & Vendor
9. About NelsonHall

## Report Length

42 pages

## Report Author

Pete Tiliakos

Pete.Tiliakos@nelson-hall.com