



## New World Workforce Management

# SD Worx

### Report Abstract

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10-pages

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## Who is This Vendor Assessment For?

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NelsonHall's New World Workforce Management profile on SD Worx is a comprehensive assessment of SD Worx offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Workforce Management and identifying vendor suitability for Workforce Management RFPs
- Vendor marketing, sales, and business managers looking to managers developing strategies to target service opportunities and benchmark themselves against their peers
- Financial analysts and investors specializing in the Workforce Management sector.

## Key Findings & Highlights

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NelsonHall's vendor assessment analyzes SD Worx's offerings and capabilities in Workforce Management services. SD Worx, headquartered in Antwerp, Belgium, is a leading people solutions provider with global capabilities and European roots. SD Worx is one of the largest HR providers in Europe, with a physical presence in twelve countries, supporting ~73k clients. SD Worx's entry into the Workforce Management market came about from two separate paths:

- Adessa, an HCM integration and consulting company (acquired in April 2020), built partnerships and capability with three workforce management products:
  - SAP partnership established in 2005 where Adessa was certified to implement the Time and Attendance and Workforce Scheduling modules based on SAP ECC
  - WorkForce Software partnership in 2015. Adessa achieved certification as an interface, configuration, reporting specialist and completed its first project in 2018
  - Kronos partnership in 2019. Adessa achieved certification for implementing Access Control, Timekeeping, Advance Scheduling, Universal Device Manager, and Integration. It completed its first project with Kronos in France in 2020.
- Protime, a Belgium-based specialist provider of Workforce Management software, was acquired in 2011. Protime currently supports 39 countries with ~320 workforce management experts and over 25 years of workforce management experience.
- Strobbo (previously known as Online Werkrooster) is a Belgium-based personnel planning software company founded in 2016 and acquired by Protime in 2018. It has ~ 1.3k catering and retail clients and in 2020 announced it would be launched in France, Netherlands, and Luxembourg. Strobbo offers tailor-made work schedules taking into account fluctuating workloads alongside visibility of business profitability.

SD Worx has 344 employees supporting its WFM offering across 39 countries. SD Worx has a local presence in seven countries: Belgium, the U.K., Germany, France, the Netherlands, Luxembourg, and Italy.

## Scope of the Report

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The report provides a comprehensive and objective analysis of SD Worx’s Workforce Management services offerings and capabilities, and market and financial strengths, including:

- Identification of the company’s strategy, emphasis, and new developments
- Analysis of the company’s strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company’s customer base including the company’s targeting strategy and examples of current contracts
- Analysis of the company’s offerings and key service components
- Analysis of the company’s delivery organization including the location of delivery locations.

## New World Workforce Management Assessments also available for:

ADP

Capita

Ceridian

Infor

Quinyx

TCP

UKG

WorkForce Software

## About The Author

Liz Rennie is a Principal Research Analyst with global responsibility for key HR research projects including Cloud-Based HR Transformation, Cloud-Based Benefits Services, and Workforce Management, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

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NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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