



New World Workforce Management

WorkForce Software

Report Abstract

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15-pages

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Who is This Vendor Assessment For?

NelsonHall's New World Workforce Management profile on WorkForce Software is a comprehensive assessment of WorkForce Software 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

NelsonHall's vendor assessment analyzes WorkForce Software's offerings and capabilities in Workforce Management services. WorkForce Software, LLC is a U.S.-based privately owned software company dedicated to workforce management. Founded in 1999 in Livonia, Michigan, it now has 654 employees with additional headcount of 348 global contractors. It services mid to large enterprise-sized organizations and supports ~1100 customers, serving ~4.2m users across 80 countries. Since 2013, it has been expanding geographically. Key acquisitions that supported its expansion include:

- RosterLive, acquired in 2012 to expand its footprint into Australia. RosterLive offered online rostering solutions to small to medium-sized businesses. It had ~200 clients. In 2015 it was rebranded to WFS: A WorkForce Software Company ("WFS Australia"). Its SME product was rebranded to EmpLive. WFS Australia also offers the WorkForce Suite to support the workforce management needs of large enterprise organizations across Australia, New Zealand, Singapore, and a growing number of countries across the APAC region
- Workplace, acquired in 2016, a cloud-based employee forecasting and scheduling software for retail and hospitality, based in the U.K., the U.S., and Australia.

WorkForce Software offers a cloud-based multi-tenant platform for scheduling, time and attendance, absence and leave management, and machine-learning labor forecasting supporting desktop, mobile, and tablet. To supplement its software, hardware terminal devices can also be installed and maintained if required. Its main product, WorkForce Suite, services mid-sized and large clients. The core offerings of this product are:

- Time and attendance
- Absence management
- Leaves of absence case management tool
- Forecasting

- Scheduling
- Fatigue Management
- Analytics

In addition, WorkForce Software offers an SME-specific solution targeted only to Australia and New Zealand markets. This product, EmpLive, first launched in 2006 and was inherited from its acquisition of RosterLive.

Scope of the Report

The report provides a comprehensive and objective analysis of WorkForce Software'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

SD Worx

TCP

UKG

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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About NelsonHall

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

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