

Workforce Management Technology Self-Assessment Tool

Tool to Use



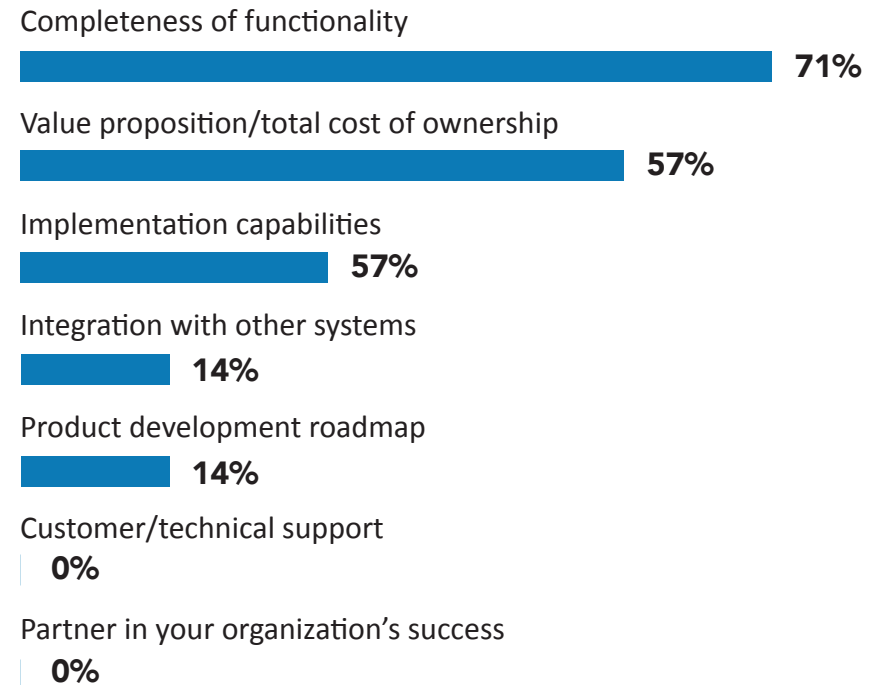
As the workforce management technology market continues to expand and evolve, it is critical that organizations gain an understanding of the technology it will take to deliver effective services in today's environment.



The good news is workforce management systems (WFMS) have never been as user-friendly as they are now. For many years, most service providers worried about capabilities and software features over operability and user experience, but now fully automated systems are also surprisingly easy to use. However, having everything you need at your fingertips is still essential; in the 2019 Brandon Hall Group Workforce Management Survey, completeness of functionality was listed as the No. 1 reason people chose the WFMS that they did.

Does this mean that there is one system that is right for everyone? Of course, no, and that is the purpose of this Brandon Hall Group 14-question self-assessment tool. It will help determine which features and functions of workforce management technology are essential for you, which new technologies you might want to consider for the future and which solution provider competencies are essential to your specific needs.

Why People Chose Their Current WFMS



QUESTION 1

Does your organization use a workforce-management system (WFMS)?

A **0 pt.*** **Cat. A**

No.

B **1 pt.** **Cat. A**

Yes, we have one system.

C **1 pt.** **Cat. B**

Yes, we have two systems.

D **1 pt.** **Cat. C**

Yes, we have three systems.

E **1 pt.** **Cat. D**

Yes, we have more than three systems.

* 0 pts., you can skip the rest and assume you are close to category A

QUESTION 2

How long have you had your current WFMS(s) in place?

A **1 pt.** **Cat. A**

0-2 years.

B **1 pt.** **Cat. B**

2-4 years.

C **1 pt.** **Cat. C**

4-6 years.

D **1 pt.** **Cat. C**

6-8 years.

E **1 pt.** **Cat. D**

8-10 years.

F **1 pt.** **Cat. D**

10+ years.

By adding your scores for each question in categories A through D, you will get a final score. The category in which you scored the most points is your likely category, which is explained on page 11.

POINTS: _____

CATEGORY: _____

Please indicate the primary functions for which you chose your current WFMS(s).

A 1 pt. Cat. A&B

Time and attendance.

D 1 pt. Cat. A&B

Fatigue management.

G 1 pt. Cat. C&D

Workforce analytics.

J 1 pt. Cat. C&D

Compensation.

M 1 pt. Cat. C&D

Performance management.

P 1 pt. Cat. C&D

Manage self-service.

B 1 pt. Cat. A&B

Scheduling.

E 1 pt. Cat. A&B

COBRA.

H 1 pt. Cat. C&D

Workforce planning.

K 1 pt. Cat. C&D

Benefits.

N 1 pt. Cat. C&D

Workforce management.

C 1 pt. Cat. A&B

Leave/absence management.

F 1 pt. Cat. A&B

Payroll.

I 1 pt. Cat. A&B

Compliance.

L 1 pt. Cat. C&D

Talent acquisition.

O 1 pt. Cat. C&D

Employee self-service.

By adding your scores for each question in categories A through D, you will get a final score. The category in which you scored the most points is your likely category, which is explained on page 11.

POINTS (CUMULATIVE): _____

CATEGORY: _____

QUESTION 4

Please indicate the primary reason you chose your current WFMS provider(s).

A **1 pt.** **Cat. A**

Implementation capabilities.

B **1 pt.** **Cat. C**

Customer/technical support.

C **1 pt.** **Cat. C**

Completeness of functionality.

D **1 pt.** **Cat. B**

Value proposition/Total cost of ownership.

E **1 pt.** **Cat. D**

Product development roadmap.

F **1 pt.** **Cat. C**

Integration with other systems.

G **1 pt.** **Cat. D**

Partner in your organization's success.

QUESTION 5

Is your primary WFMS provider a point solution or suite provider?

A **1 pt.** **Cat. A&B**

Single-point workforce solution.

B **1 pt.** **Cat. C&D**

Part of a suite of talent solutions.

By adding your scores for each question in categories A through D, you will get a final score. The category in which you scored the most points is your likely category, which is explained on page 11.

POINTS (CUMULATIVE): _____

CATEGORY: _____

QUESTION 6

How important is it to you that your WFMS provider be a suite provider?

A **1 pt.** **Cat. A**

Not at all.

B **1 pt.** **Cat. A**

Somewhat important.

C **1 pt.** **Cat. B**

Important.

D **1 pt.** **Cat. B**

Critical.

QUESTION 7

Do you have any of the following software in place in addition to your WFMS? (Select all that apply)

A **1 pt.** **Cat. C&D**

Learning management.

B **1 pt.** **Cat. C&D**

Talent management.

C **1 pt.** **Cat. C&D**

Talent acquisition.

D **1 pt.** **Cat. C&D**

Engagement.

E **1 pt.** **Cat. C&D**

Wellness.

F **1 pt.** **Cat. A&B**

HRIS.

G **1 pt.** **Cat. A&B**

Payroll.

By adding your scores for each question in categories A through D, you will get a final score. The category in which you scored the most points is your likely category, which is explained on page 11.

POINTS (CUMULATIVE): _____

CATEGORY: _____

QUESTION 8

What is your overall satisfaction with your WFMS?

A **5 pt.** **Cat. B&C**

Not at all satisfied.

B **5 pt.** **Cat. B&C**

Somewhat satisfied.

C **5 pt.** **Cat. A&D**

Satisfied.

D **5 pt.** **Cat. A&D**

Very satisfied.

QUESTION 9

What is your overall satisfaction with your WFMS provider?

A **5 pt.** **Cat. B&C**

Not at all satisfied.

B **5 pt.** **Cat. B&C**

Somewhat satisfied.

C **5 pt.** **Cat. A&D**

Satisfied.

D **5 pt.** **Cat. A&D**

Very satisfied.

By adding your scores for each question in categories A through D, you will get a final score. The category in which you scored the most points is your likely category, which is explained on page 11.

POINTS (CUMULATIVE): _____

CATEGORY: _____

QUESTION 10

Are looking to replace your WFMS?

A **7 pt.** **Cat. B&C**

Yes.

B **7 pt.** **Cat. A&D**

No.

QUESTION 11

How quickly are you looking to replace your WFMS?

A **3 pt.** **Cat. B&C**

Within the next 30 days.

B **3 pt.** **Cat. B&C**

Within the next six months.

C **3 pt.** **Cat. A&D**

Within the next year.

D **3 pt.** **Cat. A&D**

Within the next two years.

E **3 pt.** **Cat. A&D**

Don't know.

By adding your scores for each question in categories A through D, you will get a final score. The category in which you scored the most points is your likely category, which is explained on page 11.

POINTS (CUMULATIVE):

CATEGORY:

What is the most important area are you looking to improve with your next WFMS?

A **1 pt.** **Cat. A&D**

Ability to integrate with other systems.

B **1 pt.** **Cat. D**

Analytics consulting.

C **1 pt.** **Cat. C**

Browser compatibility.

D **1 pt.** **Cat. D**

Languages.

E **1 pt.** **Cat. C**

Mobile capabilities.

F **1 pt.** **Cat. C**

Change management services.

G **1 pt.** **Cat. B**

Cloud services.

H **1 pt.** **Cat. D**

Consulting services.

I **1 pt.** **Cat. B**

Implementation services.

J **1 pt.** **Cat. C**

Industry coverage.

K **1 pt.** **Cat. C**

User training.

L **1 pt.** **Cat. B**

Browser compatibility.

M **1 pt.** **Cat. B**

Total cost of ownership.

N **1 pt.** **Cat. B**

Ease of use.

O **1 pt.** **Cat. D**

Reporting and analytics.

By adding your scores for each question in categories A through D, you will get a final score. The category in which you scored the most points is your likely category, which is explained on page 11.

POINTS (CUMULATIVE): _____

CATEGORY: _____

QUESTION 13

What is the most important area are you looking to improve with your next WFMS provider?

A **1 pt.** **Cat. B&C**

Implementation capabilities.

B **1 pt.** **Cat. B&C**

Customer/technical support.

C **1 pt.** **Cat. B&C**

Completeness of functionality.

D **1 pt.** **Cat. B&C**

Value proposition/total cost of ownership.

E **1 pt.** **Cat. A&D**

Product development roadmap.

F **1 pt.** **Cat. A&D**

Partner in your organization's success.

QUESTION 14

Are you considering any of the following software in addition to your WFMS? (Select all that apply)

A **1 pt.** **Cat. C&D**

Learning management.

B **1 pt.** **Cat. C&D**

Talent management.

C **1 pt.** **Cat. C&D**

Talent acquisition.

D **1 pt.** **Cat. C&D**

Engagement.

E **1 pt.** **Cat. C&D**

Wellness.

F **1 pt.** **Cat. A&B**

HRIS.

G **1 pt.** **Cat. A&B**

Payroll.

By adding your scores for each question in categories A through D, you will get a final score. The category in which you scored the most points is your likely category, which is explained on page 11.

TOTAL POINTS: _____

CATEGORY: _____

Scoring Explanation

By taking the features closely associated with specific types of organizations from the 2019 Brandon Hall Group Workforce Management Survey, we see those most closely aligned with successful organizations in your space. Success is measured by growth in the following areas over the last year: revenue, customer satisfaction, market share, customer retention and employee engagement. Combined with our extensive knowledge of service providers (Brandon Hall Group conducts more than 200 service-provider briefings per year), this allows us to closely align your current state and needs with what is available in the market.



Category Explanation

- **Category A**

Your current system, while not loaded with features, has much of what you need. The next steps are to integrate it with other common platforms such as an ATS or a performance-management system.

- **Category B**

Your current system is not feature-rich nor addressing your needs. You require a solution with a full suite of capabilities but you should start with the basics, then add modules as needed/budgeted.

- **Category C**

Your current system has ample functionality but you are not getting the most out of it. Look for a service provider known for their offerings or contact your current provider to ensure you are aware of their current offerings; there may features you are not aware of.

- **Category D**

You have a fully loaded system with much capability and are currently happy with your provider. The next steps are fully integrating outside of core HR into deeper talent-management software such as assessments and succession management.

Authors and Contributors



Cliff Stevenson (cliff.stevenson@brandonhall.com) wrote this report. He is Principal Analyst, Workforce Management Practice and Talent Acquisition. His expertise includes data and analytics, performance management, recruitment, acquisition, retention, and attrition. He also served as the HR leader for a Boston consulting firm.



Mike Cooke (mike.cooke@brandonhall.com) contributed to this report. He is CEO and Principal HCM Analyst at Brandon Hall Group. Mike has more than 20 years' experience in human capital management and the research, software and technology industries. Before running Brandon Hall Group, Mike was co-founder of AC Growth, a research and consulting firm, and VP and General Manager of Field Operations at Bersin & Associates, a global analyst and consulting services firm in all areas of HCM.



Michael Rochelle (michael.rochelle@brandonhall.com) contributed to this report. He is Chief Strategy Officer and Principal HCM Analyst at Brandon Hall Group. Michael leads a wide range of advisory support and strategic engagements for Fortune 1000 and small- to medium-sized organizations as well as leading and emerging solution providers across the HCM industry. Michael has more than 30 years' experience in HR, IT, sales, marketing, business development, and strategic and financial planning in Fortune 500 and venture-backed start-up organizations.



Richard Pachter (richard.pachter@brandonhall.com) edited this report. He is the Content Manager at Brandon Hall Group, responsible for editing research assets and other content. He has extensive experience as a journalist, copywriter, editor and marketer, and served as the Miami Herald's internationally syndicated business books columnist for more than a decade.



Emma Bui (emma.bui@brandonhall.com) is the Graphic Design Associate at Brandon Hall Group and created the graphics and layout for this report.

About Brandon Hall Group

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GET CONSULTING HELP WITH...

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At the core of our offerings is a Membership Program that combines research, benchmarking and unlimited access to data and analysts. The Membership Program offers insights and best practices to enable executives and practitioners to make the right decisions about people, processes, and systems, coalesced with analyst advisory services which aim to put the research into action in a way that is practical and efficient. Membership also provides you direct access to our seasoned team of thought leaders dedicated to your success, backed by a rich member community, and proactive support from our client services team.

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