

Solution Provider Profile

Sage People

November 2024



Company At-a-Glance	
Name of Product/Offered	Sage People
Headquarters	Newcastle upon Tyne, UK
Year Founded	1981
Geographic Coverage	More than 160 countries, with customer headquarters in over 40 countries
Top Customers	Channel 4, Gett, Daniel Wellington, MUFG, Trustpilot
Website	www.sage.com

Sage People Solution Overview and Value Proposition

Sage People is a native cloud HR and People management solution built from the ground up for mid-size organizations. As the number-one HR and People management solution on the Salesforce platform, Sage People enables businesses to manage their entire workforce from one, robust and secure system that’s highly configurable, adaptable and designed for flexibility; providing the tools for organizations to effectively respond to change and build a more resilient business in today’s world of work.

Sage People empowers leading organizations to create great workforce experiences that truly engage and inspire their people. It dramatically reduces manual processes and errors through smart automation, uses actionable insights to drive real-time decision-making, and enables the workforce to respond to changing priorities with a flexible system and more agile ways of working.

Core product capabilities include:

Workforce Experience Management

Sage People helps organizations know their people as well as they know their customers and enables them to create world-class employee experiences — improving engagement, productivity and retention.

HR and People Analytics

Sage People provides instant and complete visibility of the global workforce from a single source of truth. Leaders are kept informed with up-to-the-minute insights and can make data-driven decisions with smarter analytics.

Talent Acquisition and Onboarding

With Sage People, organizations can find and hire the best people faster by creating a great candidate experience from sourcing and evaluation through to onboarding. With new hires engaged throughout, they're set up for success from the outset, reducing time to competency.

People Management

Sage People enables customers to transform their HR department from an administrative function to a powerful People function, managing core HR and People processes effectively and efficiently across the entire employee journey.

Attendance and Leave Management

Sage People gives organizations instant insight into time and attendance across their global workforce, ensuring they maintain visibility, control and drive productivity.

Performance and Talent Management

Sage People helps customers spot future leaders, build strong teams and achieve strategic objectives by transforming the way they develop and manage their skills across the workforce.

Reward and Recognition

Sage People empowers HR and People teams to align performance, compensation and business outcomes, so customers can develop and retain their people effectively.

Global Cloud HR and People System

Built and hosted on the Salesforce App Cloud, Sage People offers unparalleled reliability, secure access, privacy and availability. Sage People is a true multi-national system,

enabling mid-size organizations to manage their global workforce effectively from one source of truth.

US Benefits Administration

Sage People offers a best-in-class benefits solution for its US customers that centralizes and automates every aspect of benefits administration from one single HR system of record while providing employees with personalized experiences that guide them to make informed and confident benefit decisions.

Integrations

Sage People offers an enterprise connector and a suite of APIs that enables customers to connect to other applications and services, integrating with existing solutions, leveraging investments and delivering a greater ROI.

Configured and Controlled by HR

Sage People is highly configurable and extensible to accommodate the unique needs of our customers, while always enabling them to benefit from the latest features and functionality. HR teams can configure workflows, create custom fields and add greater depth to their system to deliver a truly bespoke solution that's designed around their business needs and that will grow and change with them.

Unlike other mid-market solutions, Sage People can be configured by HR teams (rather than relying on IT or a third party), all through clicks, not code, enabling them to manage change more effectively. This provides customers with additional value as they can quickly innovate and experiment by leveraging the system to tackle new or high-priority problems such as reopening workplaces, vaccine management, hybrid working, well-being and DEI.

An End-to-end System Designed for HR, Employees and Leaders

Sage People not only boosts HR productivity through smart automation, but it transforms the end-to-end employee experience, too, keeping teams engaged, motivated and productive.

Organizations can bring their culture to life with company branding throughout the system for a more meaningful experience — and extend this to multiple brands if they have them. Sage People's customers can send tailored communications and empower their teams to self-serve wherever they are; develop and coach their people with flexible performance management; and ensure they're continually striving to enhance employee experiences by capturing and quickly acting on regular feedback through two-way conversations and pulse surveys. This has proven to add significant value to customers as they continue to

navigate changes in the way they work, continuously experimenting, innovating and transforming their work policies as a result of ongoing disruptive forces.

With comprehensive and configurable analytics and dashboards, leaders receive credible information when they need it to make quick, confident decisions as priorities shift, enabling HR teams to be more agile and businesses more resilient.

Multi-Device Global System

Sage People enables midmarket organizations to manage their global workforce accurately, confidently and efficiently from one, single source of truth. They can create, enforce and manage global policies and procedures across the workforce with ease, while allowing for regional variation to ensure compliance with evolving local regulations.

Sage People delivers a native companion app to complement the desktop experience which delivers the highest priority content and key feature functionality targeted to specific customer needs.

Customers can easily update and communicate local policies and procedures as they evolve, while continuing to manage global company processes, and report on their global workforce with up-to-the-minute, accurate data, providing actionable insights to help move the business forward.

Number-one HR system Built on Salesforce

Sage People is built on Salesforce, one of the world's most trusted and reliable platforms.

With unrivaled accessibility, scalability and privacy, midmarket organizations can benefit from a leading enterprise cloud platform that serves the needs of HR, managers and the entire organization.

Those who are already a Salesforce customer can benefit from the familiarity of an intuitive platform, meaning the team does not have to learn new technologies, rather can quickly leverage the power of the platform to solve new problems, increasing their return on investment.

Lifetime Partnerships

Sage has more than 30 years' experience of supporting businesses of all sizes and from all stages in their journey, so customers can be confident they have a trusted, reliable and stable partner.

From initial implementation, guided by an experienced Project Manager, to an ongoing dedicated Customer Success manager, Sage People ensures all its customers get results and build their future with confidence. Sage People's learning, technical support,

customer community and center of excellence of HR professionals are available every step of the way.

Screenshots

Figure 1: Sage People Core Product Capabilities

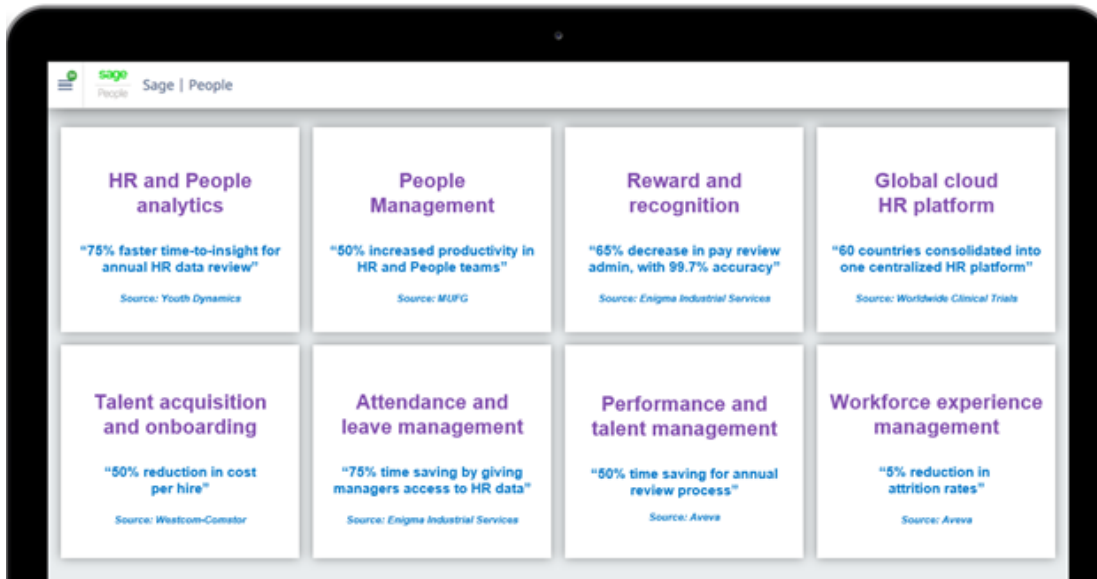


Figure 2: Workforce Experience Management

- Empower people to work flexibly on the go, from any device
- Provide targeted, relevant communications to employees
- Provide real-time feedback and call out great work using peer recognition
- Reinforce culture and brand with a configurable self-service portal



Figure 3: HR and People Analytics

- Monitor key HR and People metrics with on-demand reports and dashboards
- Identify trends and drill down into underlying workforce issues
- Provide management teams with scheduled reports
- Enable managers with accurate and accessible People metrics



Figure 4: Talent Acquisition and Onboarding

- Automate candidate advertising, screening and onboarding
- Create and manage a skills library, matching candidates to vacancies
- Automatically convert candidates to onboarding from day one
- Measure recruiting success with user-friendly reporting



Figure 5: People Management

- Empower your entire workforce with self-serve, from any device
- Encourage communication through a branded portal
- Collect, store and visualise information in one reliable system of record
- Publish dynamic org charts so colleagues can easily locate one another

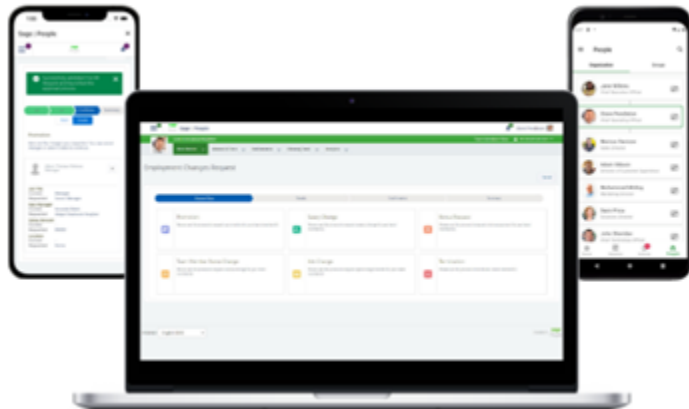


Figure 6: Attendance and Leave Management

- Keeping an audit of positive attendance and negative absences
- Empower employees and managers to submit and approve leave requests
- Get complete visibility of all leave and manage cross over within teams
- Monitor and manage cost of absences, keeping an eye on critical trends



Figure 7: Performance and Talent Management

- Align individual objectives with organisational goals
- Set company-wide and manager-cascade objectives
- Use tools like the 9-box grid to spot top performers
- Provide a channel for peer-to-peer recognition & feedback

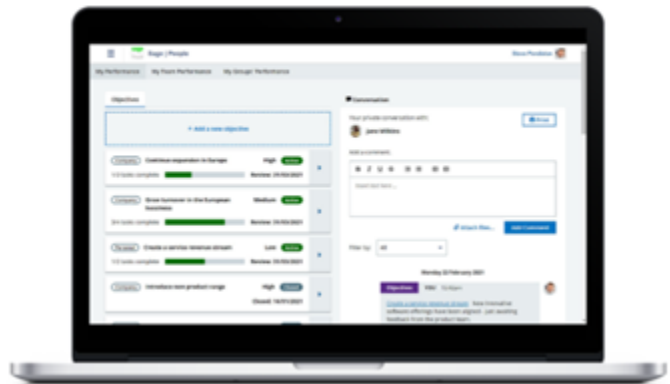


Figure 8: Reward and Recognition

- Customise reward packages, helping retain top talent
- Manage eligibility rules for rewards
- Employees can securely view payslips anytime, anywhere
- Easily navigate and configure global compensation and benefits packages
- Use on-demand reports to track all payroll, compensation, and benefits data



Figure 9: Global Cloud HR and People System

- Benefit from industry leading database security
- Manage global policies while adapting for local rules to meet requirements
- Take advantage of elastic scalability and open API's
- Meet compliance requirements with standard like ISO27001:2013



Figure 10: US Benefits Administration

- Configure and manage complex benefit plans and eligibility workflows
- Guided employee shopping experience for confident enrollment decisions
- Easily engage employees with targeted communication campaigns
- Stay up to date with federal and state healthcare options



All screenshots provided by Sage People

Analysis by Brandon Hall Group™

Situational Analysis

Human Capital Management (HCM) plays a pivotal role in organizational success. Companies increasingly recognize that their people are their most valuable asset, and effective management of this asset is crucial for driving productivity, engagement, and overall growth. However, many businesses, especially medium-sized enterprises, often grapple with fragmented HR systems, manual processes, and a lack of data-driven insights.

Challenges to the Business

The challenges faced by businesses in managing their human capital are multifaceted. Disparate HR systems create data silos and hinder a holistic view of the workforce. Manual processes lead to inefficiencies, errors, and increased administrative burden on HR teams. Moreover, a lack of actionable insights makes it difficult to identify and address critical talent issues, potentially impacting employee engagement, productivity, and retention.

Implications for the Business

Failing to effectively manage human capital can have a significant impact on an organization's bottom line. High turnover rates, decreased productivity, and missed opportunities for growth can all stem from inadequate HR practices. Moreover, a lack of focus on employee engagement and development can negatively impact the company culture and make it difficult to attract and retain top talent.

Questions to be Answered by the Business

In today's business landscape, organizations are grappling with key questions about their Human Capital Management (HCM) strategies:

- How can we streamline and automate HR processes to improve efficiency and reduce administrative burden?
- How can we gain a holistic view of the workforce and leverage data to make informed talent decisions?
- What strategies can we implement to enhance employee engagement and create a positive work environment?
- How can we ensure compliance with ever-changing labor regulations and industry-specific requirements?

Sage People as the Answer

Sage People is the largest overall HR product on the Salesforce platform. Around 2013, Sage began developing into the broader HCM market, differentiating itself by focusing on workforce engagement and building around that (as opposed to many payroll providers who started with payroll and then worked toward engagement).

Sage has payroll and workforce management and accounting through Sage People Payroll and Sage Intacct, so they are truly a full-suite offering. Although many companies talk about putting people first, Sage provides real data around this claim, with their exemplary customer retention numbers and their overall corporate growth.

This allows Sage customers to get a holistic view of their workforce. This eliminates data silos, enabling HR leaders to gain actionable insights into workforce trends and make informed, data-driven decisions regarding talent acquisition, development, and retention.

The platform's self-service capabilities empower employees to manage their own information and development, while performance management tools facilitate continuous feedback and goal-setting. This focus on employee empowerment and growth contributes to a more motivated and engaged workforce.

Compliance is a critical concern for organizations operating in today's complex regulatory environment. Sage People addresses this challenge by incorporating built-in support for multiple languages, currencies, and local regulations. This ensures that businesses can operate confidently across borders.

The company also recognizes that different industries have unique HCM needs. Their tailored solutions for diverse sectors such as healthcare, construction, manufacturing, wholesale distribution, and non-profit organizations demonstrate a deep understanding of industry-specific challenges and workflows.

Finally, Sage People's seamless integration with the broader Sage Business Cloud ecosystem offers additional benefits. Organizations can connect their HR data with financial and operational data, gaining a more comprehensive view of their business performance. This integration fosters cross-functional collaboration and enables more informed decision-making at all levels of the organization.

Contribution Team:

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About Brandon Hall Group™

With more than 10,000 clients globally and more than 30 years of delivering world-class research and advisory services, Brandon Hall Group™ is focused on developing research that drives performance in emerging and large organizations, and provides strategic insights for executives and practitioners responsible for growth and business results.

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