

# THE ESSENTIAL GUIDE TO SELECTING ENTERPRISE WORKFORCE MANAGEMENT SOFTWARE

**workforce**  
SOFTWARE • An ADP® Company



# IS YOUR WORKFORCE MANAGEMENT SOLUTION UP TO CURRENT CHALLENGES?

Employers across every industry are contending with accelerating change and continued economic uncertainty. Work and worker expectations are more demanding with less available labour and increased regulations, pressuring employers to adapt.

People expect accurate pay and roster control. They want on-demand information, learning opportunities and connections with their employers and peers.

When your workforce is global, keeping it running with a holistic workforce management solution has some inherent challenges like dealing with multiple countries, languages and time zones. Unique operational requirements and regulations mean balancing global consistency with local adaptability.

A modern workforce management solution must be able to integrate with your business critical systems, scale across your enterprise and to every team member, and handle your demanding compliance requirements. Through cloud-based intelligent automation and consumer-grade apps, enterprise workforce management software enables the success of your organisation and your people no matter where and when work happens.

## This guide is tailored to professionals who ...

- Are being forced to select a new workforce management solution because their legacy application provider is sunsetting their current product
- Want to modernise their approach to workforce management because their requirements for frontline people engagement, time, pay, rostering and compliance management have evolved, and their current solution no longer meets their needs as it did many years ago when purchased
- Are looking for a cloud-based modern workforce management solution that will optimise their workforce management operations today and provide the technology advancements that will help them rapidly adapt now and in the future

## Use this guide to help you ...

- Identify how your workforce management needs have evolved in the context of the business challenges, regulatory changes and worker expectations you've encountered
- Examine your operational and people-focused requirements
- Understand the implications of implementing a new workforce management solution
- Select an enterprise workforce management solution that improves performance now and adapts along with your organisation and workforce moving forward

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# THE EVOLUTION OF WORKFORCE MANAGEMENT

Few could have predicted the sweeping changes to workforce management in the past ten years, with the pandemic dramatically accelerating change and permanently reshaping how and where work gets done. Digital transformation initiatives have rapidly advanced, forcing companies to reimagine workplace practices and embrace agility.

The importance of frontline, or "deskless," workers has gained prominence as many of these workers left the workforce or switched to other industries after the pandemic's disruptions. Their experiences revealed gaps in how they were supported compared to corporate workers, fueling labour shortages and making employee experience a critical driver of operation resilience.

Today's workforce is multigenerational, heavily shaped by Millennials and Gen Z. These digital natives who demand more than top-down communication. They expect consumer-grade technology, rostering flexibility, learning opportunities and instant access to tools and information. Organisations that deliver these experiences stand out as employers of choice and build loyalty among a workforce that values purpose and connection.

For global enterprises, complexity adds another layer: diverse pay rules, trade union agreements and regulatory compliance across multiple geographies are daily realities. A modern workforce management solution must not only optimise operations. It must assist with consistency and compliance worldwide.

Technology is now central to meet these expectations. Cloud-based platforms, automation and analytical insights enable organisations to make data-informed decisions that boost productivity, whilst respecting work-life balance and simplifying compliance.

## 80% of the global workforce is made up of deskless workers

About 2.7 billion deskless workers<sup>1</sup> go to work in the field, on the assembly line, behind the wheel, at brick-and-mortar shops, in the classroom and in emergency rooms. The needs of deskless employees are often overlooked as compared to those of corporate or knowledge workers.





# IS IT TIME TO CHANGE YOUR WORKFORCE MANAGEMENT SOFTWARE?

Your workforce management software is critical to efficiently running your organisation. Changing it is no small task, so it's important to take time to evaluate your options. In this section, we'll discuss the top three reasons for changing your workforce management software.

- 1** You may be in the unfortunate position of being forced to find a new workforce management solution because your legacy application provider has decided to sunset your current product. Soon they'll no longer support it. Keep in mind that:
  - Since you must move to a new solution now, it's important to pause and do a robust comparison of at least two other leading market alternatives to validate that they meet, or better yet exceed, your expectations
  - Any alternative product from your vendor still requires that you do a full evaluation to see if it meets your current and future requirements
  - Implementing a new workforce management application, even from the same vendor, means that administrators, managers and teams must learn a new system
  - Any alternative solution should maximise your investment in making a change by improving your ability to optimise labour, increase productivity, elevate employee experience and simplify ongoing compliance
  - Changing your workforce management system requires that you rethink many things, including how you'll retrain users and adopt new capabilities given your own business changes



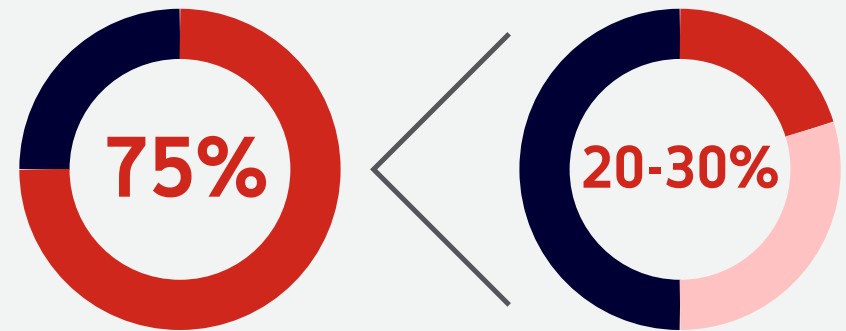
## 2 Your workforce management needs are no longer what they were a few years ago

It may be a long time since you bought your current workforce management solution, and even though it met your needs when you selected it, your requirements have likely changed. Regulations and the pace of regulatory change have increased. Trade unions have been formed within organisations, including companies not previously unionised and who are now dealing with complex trade union rules. The balance of power between employers and their teams has also shifted in the face of labour shortages, requiring that companies do more to improve employee experiences.

## 3 Your manual processes and homegrown applications don't enable rapid change or no longer scale

Your organisation may have grown a lot since you started. In the early years, you could get by with manual processes and static homegrown applications, but those no longer scale or enable operational agility. There are simply too many complexities to manually optimise your workforce management operations. The risks of expensive errors and noncompliance are too high, and the costs associated with inefficiencies could be negatively affecting the bottom line.

Success, especially in a volatile economic environment, depends on how quickly your organisation can identify and adapt to opportunities. Lack of agility caused by manual approaches to labour compliance, managing costs, optimising labour usage and avoiding unplanned expenses are inhibitors to growth, as are outdated ways of managing workers. Without fully optimising your systems and your people, it's nearly impossible to meet your financial goals.



**By 2026, 75% of global midsize and large enterprises** will have invested in a cloud-deployed human capital management (HCM) suite for administrative HR and talent management (TM), **but will still need to use other solutions for 20% to 30% of their HR requirements.**

([Gartner<sup>2</sup>](#))





# WHAT TO LOOK FOR IN AN ENTERPRISE WORKFORCE MANAGEMENT SOLUTION

Modern workforce management rests on the fundamental understanding that operational excellence depends on delivering a compelling employee experience. An enterprise workforce management system provides a comprehensive set of capabilities for delivering both.

- **Labour optimisation**  
Reduces manual labour management practices and enables you to optimise the use of your workforce and leverage the right people with the right skills at the right time. Enables intelligent planning to match labour supply with the optimal labour needed to meet current demand. Reduces manual work with digital assistants and automation, for example, auto-approvals of planned and unplanned shifts based on predefined criteria, flagging overtime overages and no-shows, and automatically filling shifts with qualified, fit-for-duty workers.
- **Increased operational efficiency and productivity**  
Provides labour forecasting and time-tracking technology that aligns company requirements with employee data, such as personal leave, availability hours and skill level. Optimises staffing outcomes whilst delivering employee benefits, such as improved safety, flexible rostering and smart communications between managers and their teams integrated into the flow of work.
- **Compliance**  
Simplifies compliance across multiple countries no matter how unique the pay rules, labour regulations, rosters or policies. Allows people to adapt rapidly to changing rosters whilst meeting federal, state and trade union compliance requirements.

- **Digitised communications to improve agility**  
Goes beyond simple chat systems to integrate workflow-driven communications that leverage data, advanced analytics and automation in real time and in the flow of work. Enables co-workers and their managers to adapt and communicate quickly through mobile devices.
- **Proactive, data-based decision making**  
Offers predictive analytics and insights to take proactive actions. Allows for the monitoring, comparison and assessment of data generated across employee populations, locations and divisions to discover best practices and accelerate adoption.
- **Peer-to-peer communications**  
Gives people more independence and flexibility to autonomously swap shifts, and makes it simple for managers to see whether shift requests are feasible. Fosters a sense of community and collaboration.
- **Secure data and privacy protection**  
Offers global protection against data security breaches. Includes multiple co-located global SaaS facilities with primary and disaster recovery data centers and data encryption to safeguard information from unauthorised access.



# RESOURCES FOR EVALUATING VENDORS AND SOLUTIONS

If your legacy provider or current system no longer supports your chosen technology or requirements, it's best practice to evaluate alternatives to understand the market landscape and identify options that best align with your workforce management objectives. Consider how the right choice can help you improve operations, simplify compliance and treat people as valuable resources. Be sure to align priorities and consensus with your buying committee for a successful selection.

Buying enterprise software is hard. We've curated this toolkit to guide you through the evaluation process to better understand the business and technical benefits of each vendor.



## Checklist for selecting workforce management software

Use these detailed checklists, including starting your evaluations and vetting those on your shortlist, to get a deep understanding of the business and technical value a vendor's solution provides.

[Learn more](#)



## Business value scorecard

By focusing on key performance indicators and aligning them with business objectives, you can assess the potential impact of a given solution on efficiency, productivity and cost savings.

[Learn more](#)



## 10 tough questions to ask your technology vendors

A demo evaluation is one of the best ways to see vendor solutions in action and access how well they meet your functional requirements. Use these tips to make the most of the process.

[Learn more](#)



## Request for proposal template

This RFP template helps you be very specific about your needs and requirements. The answers from vendors highlight which requirements they can and cannot meet so you can make the most informed choice.

[Learn more](#)



## Gartner® Market Guide for Workforce Management Applications

Organisations seeking a new workforce management solution for operational efficiency and better frontline worker experience can use this guide to gain insights into the latest capabilities.

[Learn more](#)



## Global partner ecosystem

Talking to a network of trusted system integrators is a great way to benefit from their direct experience with moving customers from one workforce management solution to another.

[Learn more](#)



## What workforce management business leaders care about

Teams across your organisation have different focuses of concern about workforce management. Understanding them is important when choosing a solution that addresses these varying needs.

- **Human Resources** cares about improving the retention and engagement of people by giving them a voice, providing them the training they need when they need it, maintaining compliance with all workplace regulations, and making it easy for people to balance work-life commitments.
- **Operations** cares about maximising labour utilisation and operational agility using accurate labour forecasting, flexible shift management and worker self-service options.
- **IT** cares about providing secure, enterprise-grade cloud computing that integrates easily with business critical systems, and consumer-grade self-service capabilities that boosts team engagement and productivity.
- **Payroll** cares about capturing and delivering accurate, prompt and compliant payroll with both easy methods for workers to manage their time and attendance and by using automation options for pay rules.
- **Finance** cares about having full visibility of labour spend, accurately assigning labour hours to budgets or cost centers and finding opportunities to reduce overspend.



# WHY YOU SHOULD CONSIDER ADP® WORKFORCE SUITE

## #1 rated workforce management solution for large, global enterprises

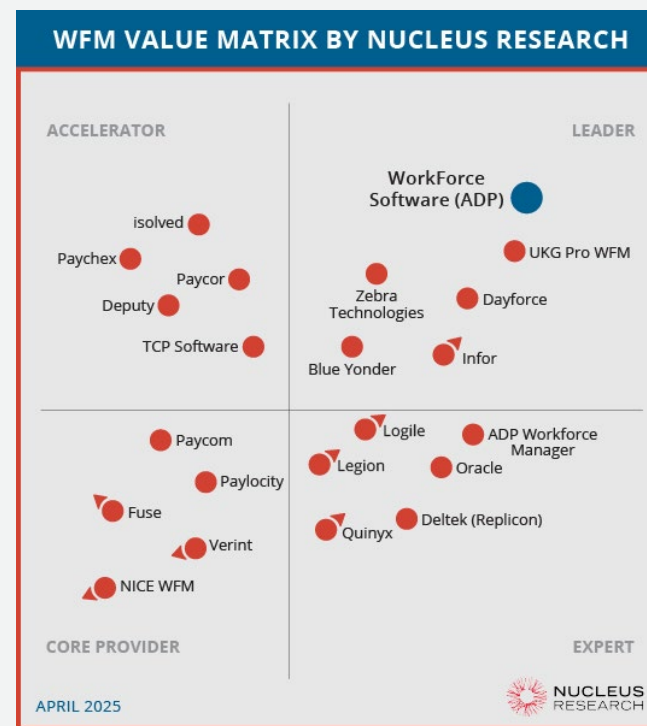
For eleven consecutive years, ADP WorkForce Suite has ranked as the leader in the Nucleus Research Workforce Management (WFM) Technology Value Matrix. Our solution adapts to each organisation's needs, no matter how unique their pay rules, labour regulations and rosters, whilst delivering a breakthrough employee experience at the time and place work happens.

Built with a deep understanding of our clients' technology environments, ADP WorkForce Suite delivers the best workforce management solution that works for you. ADP WorkForce Suite is both unified with ADP's human capital management (HCM) platform and integrates with any other HCM/payroll, including leading providers SAP, Workday and Oracle so you don't have to compromise.

Enterprise-grade and future-ready, ADP WorkForce Suite is helping some of the world's most innovative organisations optimise their workforce, protect against compliance risks and increase employee engagement to unlock new potential for resiliency and performance.

Our Value Engineering team partners with clients to develop ROI models: on average, the typical ROI calculated exceeds 600%, with a seven-to-10-month break-even period.

Learn more about ADP WorkForce Suite [here](#).



(Nucleus<sup>3</sup>)

*"WorkForce Software, an ADP company, is recognised by Nucleus as a leader in workforce management for eleven consecutive years. The combined organisations provide clients with high levels of functionality, enhanced usability, and ongoing innovation within a unified portfolio of solutions."*

— Evelyn McMullen, Research Manager, Nucleus Research

[Full report here](#)

# SELECT SET OF OUR VALUED CLIENTS

Our clients include complex, global enterprise organisations with large, diverse teams. As the world changes, our clients' evolving needs inform our product strategy and solution investments. Our culture of service and commitment to client success is what makes us stand out as a valued, long-term partner.

We're helping our clients transform the way people work across many industries including: manufacturing, services, wholesale and distribution, transportation, energy and utilities, petrochemical and refining, mining and public sector.



[Learn more](#) about our clients' successes



# UNIFIED WORKFORCE MANAGEMENT WITHIN THE ADP HCM ECOSYSTEM

Redesigning your workforce management and payroll practices to work in harmony is essential for driving adoption, decision-making and consistent results for global organisations.

ADP WorkForce is part of ADP's HCM ecosystem that's built to work together. With one login, one interface and one shared navigation across time, pay and HR, ADP WorkForce Suite provides a single source of truth for your workforce data. The result is an easier, smarter and more human experience for managers and their teams everywhere.

## Our platform provides:

- Native connections across time, pay and HR for data consistency and accuracy
- A unified interface with shared preferences and navigation for a seamless user experience
- Global coverage to help simplify compliance and reduce administrative burden
- Scalable configuration options to support diverse business structures and policies
- Team member self-service to drive engagement and productivity

## Our unified offering

ADP WorkForce Suite works seamlessly inside the ADP HCM ecosystem for everything an organisation needs to manage its workforce.

ADP® Lyric HCM

ADP Global Payroll

ADP Workforce Now®

# CERTIFIED INTEGRATIONS WITH TECHNOLOGY PARTNERS FOR EXTENDED VALUE

A robust workforce management integration capability should enhance the HR system investment you've already made. It sets you up for a successful implementation, faster adoption, enhanced scalability and performance, lower lifecycle costs and configurations that meet the specific needs of global employers.

The perfect compliment to your existing solutions, ADP WorkForce Suite is designed to work within a large ecosystem of technology partners. You can easily share data between ADP WorkForce Suite and your other business critical systems, including HCM and ERP platforms, and hundreds of best-of-breed solution providers for payroll, core HR, operations access control and more.

## ADP WorkForce Suite provides:

- Certified, configurable, no-code connectors with major partners like SAP, Workday and Oracle
- Pre-configured policy templates to support the most common integration scenarios
- Integration policy access to facilitate customisations
- REST APIs for data feed and application integrations to deliver maximum flexibility with other vendors
- Out-of-the-box support for major use cases like effective dates, new hires and terminations

## Our technology partners

ADP WorkForce Suite integrates with leading HCM and ERP systems for an all-in-one solution.



[Learn more](#)



[Learn more](#)



[Learn more](#)

# EXPERT IMPLEMENTATIONS WITH A NETWORK OF SYSTEM INTEGRATORS

Working in partnership with a large network of trusted advisors offers extensive value for organisations transitioning from one workforce management vendor to another.

Their expertise helps organisations navigate the complex process of change, enabling them to take full advantage of the new solution's features and benefits. This partnership ultimately translates to reduced costs, increased productivity and better decision making across the organisation.

Our partner experts:

- Enable seamless migration
- Minimise disruption to daily operations
- Maintain data integrity
- Find opportunities for optimisation
- Improve overall system efficiency
- Elevate the overall user experience

## Our system integrator partners

Our partnership approach of delivering lifetime value to our clients is centered around a set of ADP WorkForce Suite application expert services along with a global partner ecosystem that provides unmatched scale, flexibility and commitment to value delivery.

accenture

dexian®

EPI·USE®

HR Path.  
Your way to people success

RIZING  
a wipro company

See our full list of global and regional system [integrator partners](#).



# WORK WITH THE #1 LEADER IN ENTERPRISE WORKFORCE MANAGEMENT

Modern workforce management solutions play a critical role in meeting the demand on organisations to quickly adapt to opportunities in a climate of continuing labour shortages and accelerating change. Employers must prioritise employee experience, including for deskless workers, to become an employer of choice who attracts and retains the talent they need to succeed.

Whether your workforce management requirements have changed, or your vendor is forcing you to select something new, evaluating vendors according to robust criteria will enable you to find the best solution to meet your current objectives and plans for growth.

## Dedicated to your success

We can help you assess your workforce management needs and recommend a solution that's tailored to your specific workforce environment and aligns with your present and future business goals.

Our Client Value experts are dedicated to your decision-making process and can work with you and your key stakeholders on a personalised value assessment that makes a compelling business case for change. Or, if you're clear on your needs and goals, we look forward to designing a solution that meets all the requirements of your RFP.

ADP WorkForce Suite offers the most advanced configuration capabilities to help address global pay and compliance requirements whilst meeting worker demands. We're confident that we can help you define quantifiable benefits and savings using ADP WorkForce Suite.

## Request your personalised value assessment



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Learn how ADP WorkForce Suite can help you improve operational performance and deliver a breakthrough employee experience.

Request a demo

1. Sam Grinter and Josie Xing, "[Market Guide for Workforce Management Applications](#)," Gartner, August 1, 2024.
2. Ron Hanscome, Harsh Kundulli, "[Embedding an 'Eyes Wide Open' Mindset Into HR Technology Selection](#)," Gartner, January 30, 2024.
3. Evelyn McMullen, "[Nucleus Research WFM Technology Value Matrix 2025](#)," Nucleus Research Inc, April 2025.

