INFO~TECH
RESEARCH GROUP

EMOTIONAL FOOTPRINT REPORT

Workforce Management

792	16
Reviews	Vendors Evaluated

Table **of** Contents
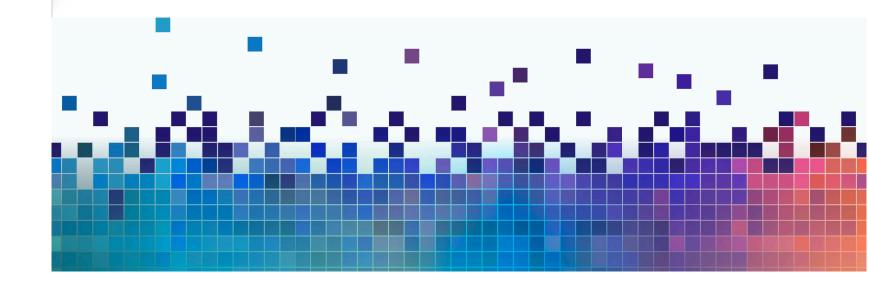
How to Use the Report

Info-Tech's Category Reports provide a comprehensive evaluation of popular products in the Workforce Management market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other vendors in their category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.

Software Directory

WORKFORCE MANAGEMENT SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.

Accsys PeopleWare Suite	ADP Vantage	ADP Workforce Now
APS HR Unified Services	BambooHR	Beekeeper
Blue Yonder Workforce Management	Built For Teams	Ceridian Dayforce
DATIS	Deputy Platform	Epay Workforce Management Platform
greytHR Platform	HotSchedules Clarifi Suites	HR One HRMS Software
Infor Workbrain	Jibble	Jobber
Kronos Workforce Central	Kronos Workforce Dimensions	Kronos Workforce Ready
Legion Workforce Management Platform	Mitrefinch HR Management	Nortek Workzoom
OnePoint Workforce Management (Time & Labor)	Oracle PeopleSoft HCM	Parim
Paychex Time and Attendance	Paycom HCM	Paycom Time & Labor Management
Paylocity	People HR Platform	Planday
Reflexis	Replicon Time Intelligence Platform	RUN Powered by ADP

Software Directory

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Schedule Source	Sentric HR	Shiftboard Platform
Skedulo	Softworks Time and Attendance	Synchroteam Platform
Synerion Workforce Management	Time Tracker by Ebillity	Trackforce Valiant Time & Labor Management
UltiPro	Verint Workforce Management	When I Work Employee Management
Workforce Planning	WorkForce Software	Zoho People

SOFTWARE REVIEWS

Emotional Footprint Diamond

The Emotional Footprint Diamond illustrates how users view their interactions with their software vendor compared against their perceived cost to value of the software. This delivers you an in-depth insight into your potential relationship with the vendor.

WORKFORCE MANAGEMENT

The customer experience with a software vendor will be a complex relationship that spans procurement, implementation, service, and support. Picking software can commit you to an extended period with that vendor, and knowing how real users feel about their service experience is crucial before making that commitment. When compared with how fair the price is for the software, you receive a comprehensive overview of the expected interaction and experience with the vendor.

Value Index

Software pricing can be complicated and confusing, but knowing if you're getting business value for the price you're paying is not. The Value Index metric captures user satisfaction with their software given the costs they are paying.

Net Emotional Footprint

The Net Emotional Footprint measures high-level user sentiment. It aggregates emotional response ratings across 25 provocative questions, creating a powerful indicator of overall user feeling toward the vendor and product.

Note: The ranges of the axes are dynamically adjusted based on minimum and maximum values in the dataset.

WORKFORCE MANAGEMENT

SoftwareReviews
EMOTIONAL FOOTPRINT
JULY 2020

WorkForce Software

Paycom HCM

Reflexis

Legion

CHAMPIONS

Kronos Workforce Central

Kronos Workforce Ready

Ceridian Dayforce

82

RELATIONSHIP BUILDERS

Zoho People

VALUE PLAYERS

UltiPro

Workforce Planning

Blue Yonder

69

CONTENDERS

ADP Vantage

Oracle PeopleSoft HCM

60

Infor Workbrain

ADP Workforce Now

Verint WFM

NET EMOTIONAL FOOTPRINT

VALUE INDEX

= Outlier   = Champion

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Emotional Footprint Summary

The Net Emotional Footprint measures high-level user sentiment towards particular product offerings. It aggregates emotional response ratings for various dimensions of the vendor-client relationship and product effectiveness, creating a powerful indicator of overall user feeling toward the vendor and product. While purchasing decisions shouldn't be based on emotion, it's valuable to know what kind of emotional response the vendor you're considering elicits from their users.

EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

RANK	VENDOR	CX SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VALUE INDEX	STRONGEST POSITIVE EMOTIONS				STRONGEST NEGATIVE EMOTIONS				NUMBER OF REVIEWS
	WorkForce Software	8.5	+87	3% NEGATIVE / 90% POSITIVE	83	RELIABLE	96%	TRUSTWORTHY	96%	OVER PROMISED	12%	VENDOR'S INTEREST FIRST	8%	48
	Legion	7.9	+81	5% NEGATIVE / 85% POSITIVE	77	PERFORMANCE ENHANCING	97%	RESPECTFUL	94%	LACK OF INTEGRITY	12%	STAGNANT	11%	36
	Paycom HCM	7.8	+77	6% NEGATIVE / 84% POSITIVE	79	SECURITY PROTECTS	92%	RELIABLE	90%	OVER PROMISED	15%	BUREAUCRATIC	13%	45
	Reflexis	7.8	+79	6% NEGATIVE / 85% POSITIVE	77	SAVES TIME	100%	RELIABLE	100%	STAGNANT	20%	LEVERAGES INCUMBENT STATUS	15%	15
	Kronos Workforce Central	7.6	+72	7% NEGATIVE / 78% POSITIVE	79	FAIR	91%	RESPECTFUL	89%	OVER PROMISED	17%	CHARGES FOR PRODUCT ENHANCEMENTS	13%	105
	Kronos Workforce Ready	7.5	+73	6% NEGATIVE / 80% POSITIVE	77	RESPECTFUL	91%	FAIR	90%	OVER PROMISED	14%	LEVERAGES INCUMBENT STATUS	12%	56
	Ceridian Dayforce	7.5	+72	8% NEGATIVE / 80% POSITIVE	78	RELIABLE	90%	FAIR	86%	OVER PROMISED	20%	VENDOR'S INTEREST FIRST	16%	95
8	Zoho People	7.3	+73	5% NEGATIVE / 78% POSITIVE	74	ENABLES PRODUCTIVITY	91%	INTEGRITY	89%	OVER PROMISED	22%	LEVERAGES INCUMBENT STATUS	10%	33
9	Workforce Planning	7.1	+66	9% NEGATIVE / 75% POSITIVE	75	RELIABLE	88%	SECURITY PROTECTS	85%	OVER PROMISED	14%	DESPISED	13%	40
10	Blue Yonder	7.0	+67	6% NEGATIVE / 74% POSITIVE	73	FAIR	89%	SECURITY PROTECTS	86%	VENDOR FRIENDLY POLICIES	15%	LEVERAGES INCUMBENT STATUS	14%	28

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Emotional Footprint Summary

The Net Emotional Footprint measures high-level user sentiment towards particular product offerings. It aggregates emotional response ratings for various dimensions of the vendor-client relationship and product effectiveness, creating a powerful indicator of overall user feeling toward the vendor and product. While purchasing decisions shouldn't be based on emotion, it's valuable to know what kind of emotional response the vendor you're considering elicits from their users.

EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

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RANK	VENDOR	CX SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VALUE INDEX	STRONGEST POSITIVE EMOTIONS				STRONGEST NEGATIVE EMOTIONS				NUMBER OF REVIEWS
11	ADP Vantage	6.9	+66 ☺	6% NEGATIVE — 73% POSITIVE	73	RESPECTFUL	82%	RELIABLE	82%	OVER PROMISED	23%	BIG FAT LIARS	11%	26
12	Oracle PeopleSoft HCM	6.6	+57 😐	12% NEGATIVE — 68% POSITIVE	74	RESPECTFUL	83%	RELIABLE	78%	OVER PROMISED	33%	COMMODITY FEATURES	22%	76
13	UltiPro	6.6	+51 😐	13% NEGATIVE — 64% POSITIVE	78	CONTINUALLY IMPROVING	77%	EFFICIENT	75%	OVER PROMISED	27%	FRUSTRATING	25%	17
14	Infor Workbrain	6.5	+60 ☺	9% NEGATIVE — 69% POSITIVE	71	PERFORMANCE ENHANCING	78%	INSPIRING	78%	OVER PROMISED	24%	COMMODITY FEATURES	17%	41
15	ADP Workforce Now	6.5	+58 😐	15% NEGATIVE — 73% POSITIVE	71	FRIENDLY NEGOTIATION	83%	SECURITY PROTECTS	81%	OVER PROMISED	23%	FRUSTRATING	22%	86
16	Verint WFM	6.3	+56 😐	13% NEGATIVE — 69% POSITIVE	69	TRANSPARENT	87%	UNIQUE FEATURES	86%	NEGLECTFUL	22%	DESPISED	20%	22

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

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CATEGORY
Service Experience

Good service matters. The last thing you need is to be disrespected by your software vendor, or to get bogged down by their ineptitude or neglect. This section displays data related to quality and effectiveness of service, so you can know whether you'll be treated well before and after you've made the purchase.

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |

Disrespectful vs. Respectful

#	Vendor	Score	Distribution	Reviews
1	Legion Workforce Management ...	+94	DISTRIBUTION -- 6% 94%	36 REVIEWS
2	WorkForce Software	+94	DISTRIBUTION -- 6% 94%	48 REVIEWS
3	Kronos Workforce Ready	+90	DISTRIBUTION 1% 7% 91%	56 REVIEWS
4	Kronos Workforce Central	+88	DISTRIBUTION 1% 10% 89%	105 REVIEWS
5	ADP Vantage	+82	DISTRIBUTION -- 18% 82%	26 REVIEWS
6	Oracle PeopleSoft HCM	+82	DISTRIBUTION 1% 16% 83%	76 REVIEWS
7	Ceridian Dayforce	+80	DISTRIBUTION 6% 8% 86%	95 REVIEWS
8	Paycom HCM	+79	DISTRIBUTION 7% 7% 86%	45 REVIEWS
9	Reflexis	+79	DISTRIBUTION 7% 7% 86%	15 REVIEWS
10	Workforce Planning	+79	DISTRIBUTION 4% 12% 83%	40 REVIEWS
11	Blue Yonder Workforce Manage...	+78	DISTRIBUTION 4% 14% 82%	28 REVIEWS
12	Verint Workforce Management	+78	DISTRIBUTION 4% 14% 82%	22 REVIEWS

#	Vendor	Score	Distribution	Reviews
13	Zoho People	+76	DISTRIBUTION 6% 12% 82%	33 REVIEWS
14	ADP Workforce Now	+72	DISTRIBUTION 7% 14% 79%	86 REVIEWS
15	Infor Workbrain	+61	DISTRIBUTION 10% 20% 71%	41 REVIEWS
16	UltiPro	+51	DISTRIBUTION 18% 13% 69%	17 REVIEWS
	CATEGORY AVERAGE	**+81**	DISTRIBUTION 4% 11% 85%	

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Emotional Footprint Details

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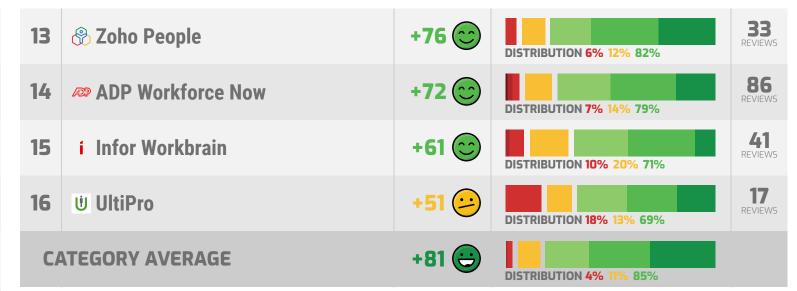
EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

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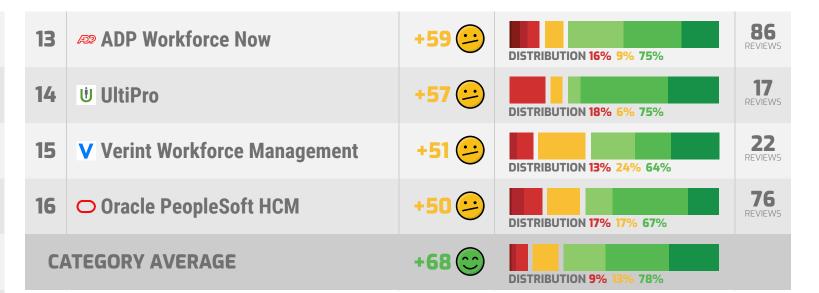
-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Bureaucratic vs. Efficient

1	Legion Workforce Management ...	+86	DISTRIBUTION 3% 9% 89%	36 REVIEWS
2	Reflexis	+86	DISTRIBUTION -- 14% 86%	15 REVIEWS
3	WorkForce Software	+84	DISTRIBUTION 6% 4% 90%	48 REVIEWS
4	Zoho People	+77	DISTRIBUTION 3% 17% 80%	33 REVIEWS
5	Ceridian Dayforce	+71	DISTRIBUTION 8% 13% 79%	95 REVIEWS
6	ADP Vantage	+70	DISTRIBUTION 7% 16% 77%	26 REVIEWS
7	Kronos Workforce Ready	+70	DISTRIBUTION 10% 9% 80%	56 REVIEWS
8	Kronos Workforce Central	+70	DISTRIBUTION 7% 16% 77%	105 REVIEWS
9	Blue Yonder Workforce Manage...	+68	DISTRIBUTION 7% 18% 75%	28 REVIEWS
10	Infor Workbrain	+68	DISTRIBUTION 7% 17% 75%	41 REVIEWS
11	Paycom HCM	+67	DISTRIBUTION 13% 7% 80%	45 REVIEWS
12	Workforce Planning	+64	DISTRIBUTION 10% 16% 74%	40 REVIEWS

13	ADP Workforce Now	+59	DISTRIBUTION 16% 9% 75%	86 REVIEWS
14	UltiPro	+57	DISTRIBUTION 18% 6% 75%	17 REVIEWS
15	Verint Workforce Management	+51	DISTRIBUTION 13% 24% 64%	22 REVIEWS
16	Oracle PeopleSoft HCM	+50	DISTRIBUTION 17% 17% 67%	76 REVIEWS
	CATEGORY AVERAGE	+68	DISTRIBUTION 9% 13% 78%	

Emotional Footprint Details

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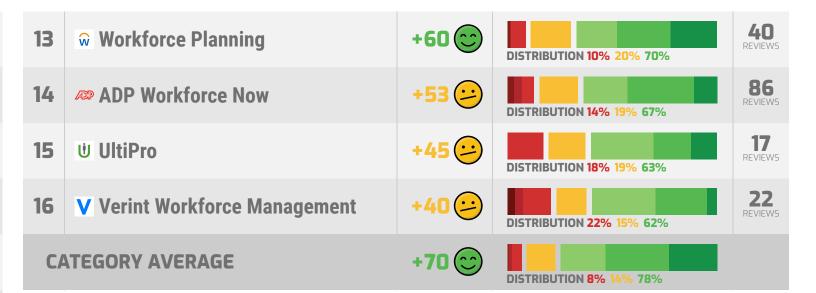
| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |

Neglectful vs. Caring

#	Vendor	Score		Distribution	Reviews
1	WorkForce Software	+88	😄	DISTRIBUTION 2% 8% 90%	48 REVIEWS
2	Kronos Workforce Ready	+84	😄	DISTRIBUTION 5% 6% 89%	56 REVIEWS
3	Kronos Workforce Central	+81	😄	DISTRIBUTION 5% 9% 86%	105 REVIEWS
4	Paycom HCM	+78	🙂	DISTRIBUTION 9% 4% 87%	45 REVIEWS
5	Legion Workforce Management ...	+77	🙂	DISTRIBUTION 6% 11% 83%	36 REVIEWS
6	Zoho People	+71	🙂	DISTRIBUTION 3% 24% 74%	33 REVIEWS
7	Ceridian Dayforce	+70	🙂	DISTRIBUTION 8% 14% 78%	95 REVIEWS
8	Infor Workbrain	+70	🙂	DISTRIBUTION 2% 26% 72%	41 REVIEWS
9	ADP Vantage	+69	🙂	DISTRIBUTION 6% 19% 75%	26 REVIEWS
10	Oracle PeopleSoft HCM	+69	🙂	DISTRIBUTION 6% 19% 75%	76 REVIEWS
11	Reflexis	+66	🙂	DISTRIBUTION 7% 20% 73%	15 REVIEWS
12	Blue Yonder Workforce Manage...	+64	🙂	DISTRIBUTION 11% 14% 75%	28 REVIEWS
13	Workforce Planning	+60	🙂	DISTRIBUTION 10% 20% 70%	40 REVIEWS
14	ADP Workforce Now	+53	😐	DISTRIBUTION 14% 19% 67%	86 REVIEWS
15	UltiPro	+45	😐	DISTRIBUTION 18% 19% 63%	17 REVIEWS
16	Verint Workforce Management	+40	😐	DISTRIBUTION 22% 15% 62%	22 REVIEWS
	CATEGORY AVERAGE	+70	🙂	DISTRIBUTION 8% 14% 78%	

Emotional Footprint Details

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Frustrating vs. Effective

#	Vendor	Score	Distribution	Reviews
1	Reflexis	+93	DISTRIBUTION -- 7% 93%	15 REVIEWS
2	WorkForce Software	+90	DISTRIBUTION 2% 6% 92%	48 REVIEWS
3	Legion Workforce Management ...	+83	DISTRIBUTION -- 17% 83%	36 REVIEWS
4	Zoho People	+74	DISTRIBUTION 3% 20% 77%	33 REVIEWS
5	Kronos Workforce Central	+73	DISTRIBUTION 7% 13% 80%	105 REVIEWS
6	Blue Yonder Workforce Manage...	+68	DISTRIBUTION 7% 18% 75%	28 REVIEWS
7	Kronos Workforce Ready	+68	DISTRIBUTION 12% 8% 80%	56 REVIEWS
8	Paycom HCM	+67	DISTRIBUTION 11% 12% 78%	45 REVIEWS
9	Verint Workforce Management	+67	DISTRIBUTION 4% 25% 71%	22 REVIEWS
10	Workforce Planning	+67	DISTRIBUTION 13% 8% 80%	40 REVIEWS
11	Ceridian Dayforce	+63	DISTRIBUTION 14% 9% 77%	95 REVIEWS
12	Infor Workbrain	+63	DISTRIBUTION 10% 17% 73%	41 REVIEWS
13	ADP Vantage	+58	DISTRIBUTION 11% 20% 69%	26 REVIEWS
14	Oracle PeopleSoft HCM	+57	DISTRIBUTION 14% 15% 71%	76 REVIEWS
15	ADP Workforce Now	+49	DISTRIBUTION 22% 8% 71%	86 REVIEWS
16	UltiPro	+44	DISTRIBUTION 25% 6% 69%	17 REVIEWS
	CATEGORY AVERAGE	**+67**	DISTRIBUTION 11% 12% 77%	

Emotional Footprint Details

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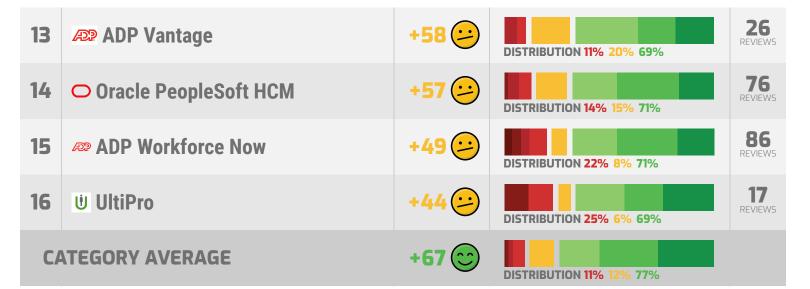
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE · NEUTRAL · POSITIVE

%POSITIVE − %NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Wastes Time vs. Saves Time

#	Vendor	Score	Distribution	Reviews
1	Reflexis	+100 😃	DISTRIBUTION -- -- 100%	15 REVIEWS
2	WorkForce Software	+80 😃	DISTRIBUTION 4% 12% 84%	48 REVIEWS
3	Legion Workforce Management …	+79 😊	DISTRIBUTION 3% 15% 82%	36 REVIEWS
4	Kronos Workforce Ready	+78 😊	DISTRIBUTION 5% 12% 83%	56 REVIEWS
5	Paycom HCM	+78 😊	DISTRIBUTION 9% 4% 87%	45 REVIEWS
6	Kronos Workforce Central	+73 😊	DISTRIBUTION 5% 17% 78%	105 REVIEWS
7	Zoho People	+73 😊	DISTRIBUTION 6% 15% 79%	33 REVIEWS
8	ADP Vantage	+71 😊	DISTRIBUTION 6% 17% 77%	26 REVIEWS
9	Blue Yonder Workforce Manage…	+71 😊	DISTRIBUTION 4% 21% 75%	28 REVIEWS
10	Workforce Planning	+70 😊	DISTRIBUTION 10% 10% 80%	40 REVIEWS
11	Infor Workbrain	+65 😊	DISTRIBUTION 8% 19% 73%	41 REVIEWS
12	Ceridian Dayforce	+63 😊	DISTRIBUTION 12% 13% 75%	95 REVIEWS

#	Vendor	Score	Distribution	Reviews
13	UltiPro	+62 😊	DISTRIBUTION 13% 12% 75%	17 REVIEWS
14	Oracle PeopleSoft HCM	+54 😐	DISTRIBUTION 18% 10% 72%	76 REVIEWS
15	Verint Workforce Management	+53 😐	DISTRIBUTION 19% 8% 72%	22 REVIEWS
16	ADP Workforce Now	+51 😐	DISTRIBUTION 18% 13% 69%	86 REVIEWS
	CATEGORY AVERAGE	+68 😊	DISTRIBUTION 10% 13% 78%	

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

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CATEGORY

Conflict Resolution

Disagreements are inevitable, but knowing your vendor will handle them reasonably, fairly, and amiably can give you peace of mind. Use the data in this section to understand which vendors will behave professionally when conflict arises.

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Lack Of Integrity vs. Integrity

#	Vendor	Score		Reviews
1	WorkForce Software	+90	DISTRIBUTION 2% 6% 92%	48 REVIEWS
2	Zoho People	+89	DISTRIBUTION -- 11% 89%	33 REVIEWS
3	Kronos Workforce Central	+86	DISTRIBUTION 1% 12% 87%	105 REVIEWS
4	Reflexis	+86	DISTRIBUTION 7% -- 93%	15 REVIEWS
5	Kronos Workforce Ready	+81	DISTRIBUTION 5% 9% 86%	56 REVIEWS
6	Paycom HCM	+81	DISTRIBUTION 6% 7% 87%	45 REVIEWS
7	Infor Workbrain	+73	DISTRIBUTION 2% 23% 75%	41 REVIEWS
8	Ceridian Dayforce	+72	DISTRIBUTION 5% 17% 77%	95 REVIEWS
9	Legion Workforce Management ...	+70	DISTRIBUTION 12% 6% 82%	36 REVIEWS
10	ADP Vantage	+68	DISTRIBUTION 3% 25% 71%	26 REVIEWS
11	Oracle PeopleSoft HCM	+68	DISTRIBUTION 6% 21% 74%	76 REVIEWS
12	Workforce Planning	+68	DISTRIBUTION 11% 10% 79%	40 REVIEWS
13	ADP Workforce Now	+64	DISTRIBUTION 14% 8% 78%	86 REVIEWS
14	Blue Yonder Workforce Manage...	+64	DISTRIBUTION 7% 22% 71%	28 REVIEWS
15	Verint Workforce Management	+64	DISTRIBUTION 4% 28% 68%	22 REVIEWS
16	UltiPro	+53	DISTRIBUTION 14% 20% 67%	17 REVIEWS
	CATEGORY AVERAGE	+75	DISTRIBUTION 6% 13% 81%	

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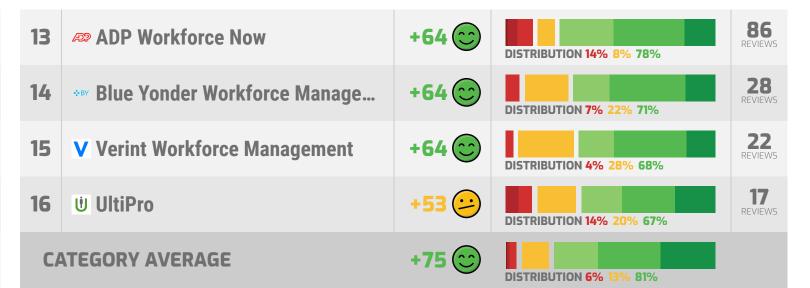
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE NEUTRAL POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Vendor Friendly Policies vs. Client Friendly Policies

#	Vendor	Score		Distribution	Reviews
1	WorkForce Software	+84	😄	DISTRIBUTION 6% 4% 90%	48 REVIEWS
2	Legion Workforce Management ...	+82	😄	DISTRIBUTION 3% 12% 85%	36 REVIEWS
3	Kronos Workforce Ready	+79	😊	DISTRIBUTION 7% 7% 86%	56 REVIEWS
4	Reflexis	+79	😊	DISTRIBUTION 7% 7% 86%	15 REVIEWS
5	Workforce Planning	+79	😊	DISTRIBUTION 2% 17% 81%	40 REVIEWS
6	Zoho People	+79	😊	DISTRIBUTION 3% 15% 82%	33 REVIEWS
7	Ceridian Dayforce	+78	😊	DISTRIBUTION 4% 15% 82%	95 REVIEWS
8	Paycom HCM	+77	😊	DISTRIBUTION 6% 11% 83%	45 REVIEWS
9	Verint Workforce Management	+77	😊	DISTRIBUTION 4% 15% 81%	22 REVIEWS
10	Infor Workbrain	+75	😊	DISTRIBUTION 2% 20% 77%	41 REVIEWS
11	Kronos Workforce Central	+75	😊	DISTRIBUTION 7% 11% 82%	105 REVIEWS
12	Oracle PeopleSoft HCM	+69	😊	DISTRIBUTION 5% 21% 74%	76 REVIEWS

#	Vendor	Score		Distribution	Reviews
13	ADP Vantage	+66	😊	DISTRIBUTION 8% 18% 74%	26 REVIEWS
14	UltiPro	+61	😊	DISTRIBUTION 6% 26% 67%	17 REVIEWS
15	ADP Workforce Now	+53	😐	DISTRIBUTION 15% 17% 68%	86 REVIEWS
16	Blue Yonder Workforce Manage...	+52	😐	DISTRIBUTION 15% 18% 67%	28 REVIEWS
	CATEGORY AVERAGE	+73	😊	DISTRIBUTION 7% 14% 79%	

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.
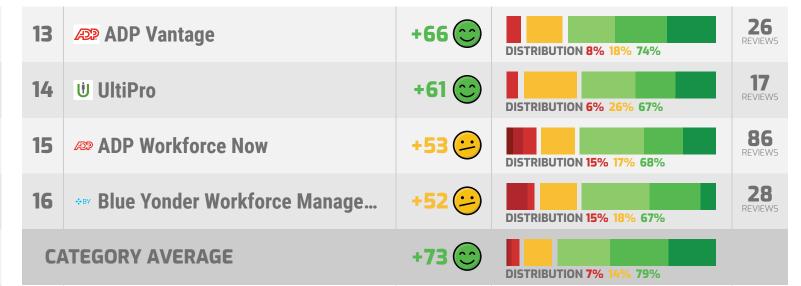
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Selfish vs. Altruistic

#	Vendor	Score		Distribution	Reviews
1	Legion Workforce Management ...	+91	😀	DISTRIBUTION 3% 3% 94%	36 REVIEWS
2	Paycom HCM	+78	😊	DISTRIBUTION 6% 10% 84%	45 REVIEWS
3	Kronos Workforce Ready	+74	😊	DISTRIBUTION 7% 12% 81%	56 REVIEWS
4	WorkForce Software	+74	😊	DISTRIBUTION 4% 17% 78%	48 REVIEWS
5	Reflexis	+73	😊	DISTRIBUTION 7% 14% 80%	15 REVIEWS
6	Kronos Workforce Central	+68	😊	DISTRIBUTION 7% 18% 75%	105 REVIEWS
7	ADP Vantage	+66	😊	DISTRIBUTION 3% 28% 69%	26 REVIEWS
8	Ceridian Dayforce	+64	😊	DISTRIBUTION 11% 13% 75%	95 REVIEWS
9	UltiPro	+61	😊	DISTRIBUTION 13% 13% 74%	17 REVIEWS
10	Blue Yonder Workforce Manage...	+59	😐	DISTRIBUTION 4% 33% 63%	28 REVIEWS
11	Zoho People	+59	😐	DISTRIBUTION 6% 29% 65%	33 REVIEWS
12	Verint Workforce Management	+56	😐	DISTRIBUTION 15% 14% 71%	22 REVIEWS
13	Workforce Planning	+55	😐	DISTRIBUTION 7% 31% 62%	40 REVIEWS
14	Infor Workbrain	+50	😐	DISTRIBUTION 5% 40% 55%	41 REVIEWS
15	Oracle PeopleSoft HCM	+49	😐	DISTRIBUTION 9% 33% 58%	76 REVIEWS
16	ADP Workforce Now	+44	😐	DISTRIBUTION 18% 20% 62%	86 REVIEWS
	CATEGORY AVERAGE	**+63**	😊	DISTRIBUTION 8% 20% 72%	

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.
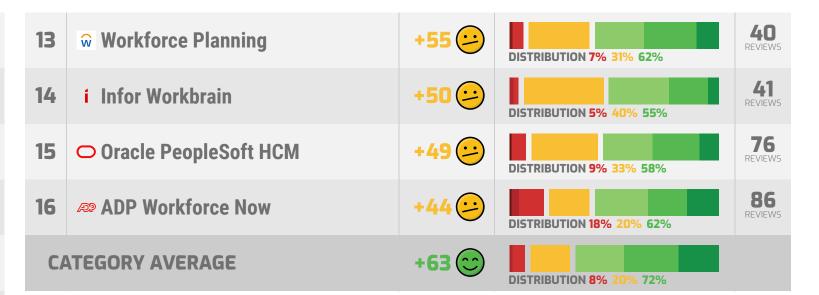
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Big Fat Liars vs. Trustworthy

#	Vendor	Score		Reviews
1	WorkForce Software	+96	DISTRIBUTION -- 4% 96%	48 REVIEWS
2	Legion Workforce Management ...	+91	DISTRIBUTION -- 9% 91%	36 REVIEWS
3	Reflexis	+86	DISTRIBUTION -- 14% 86%	15 REVIEWS
4	Kronos Workforce Ready	+85	DISTRIBUTION 4% 6% 89%	56 REVIEWS
5	Workforce Planning	+80	DISTRIBUTION 2% 16% 82%	40 REVIEWS
6	Paycom HCM	+79	DISTRIBUTION 6% 9% 85%	45 REVIEWS
7	Kronos Workforce Central	+77	DISTRIBUTION 4% 15% 81%	105 REVIEWS
8	Zoho People	+76	DISTRIBUTION 3% 18% 79%	33 REVIEWS
9	Blue Yonder Workforce Manage...	+75	DISTRIBUTION 7% 11% 82%	28 REVIEWS
10	Ceridian Dayforce	+73	DISTRIBUTION 8% 11% 81%	95 REVIEWS
11	Oracle PeopleSoft HCM	+72	DISTRIBUTION 5% 17% 77%	76 REVIEWS
12	Verint Workforce Management	+68	DISTRIBUTION 4% 24% 72%	22 REVIEWS
13	ADP Workforce Now	+66	DISTRIBUTION 11% 11% 77%	86 REVIEWS
14	Infor Workbrain	+66	DISTRIBUTION 7% 20% 73%	41 REVIEWS
15	ADP Vantage	+60	DISTRIBUTION 11% 18% 71%	26 REVIEWS
16	UltiPro	+47	DISTRIBUTION 13% 27% 60%	17 REVIEWS
	CATEGORY AVERAGE	+76	DISTRIBUTION 6% 13% 81%	

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Unfair vs. Fair

#	Vendor	Score	Distribution	Reviews
1	WorkForce Software	+93	DISTRIBUTION -- 7% 93%	48 REVIEWS
2	Legion Workforce Management ...	+91	DISTRIBUTION -- 9% 91%	36 REVIEWS
3	Kronos Workforce Ready	+88	DISTRIBUTION 2% 7% 90%	56 REVIEWS
4	Kronos Workforce Central	+88	DISTRIBUTION 3% 6% 91%	105 REVIEWS
5	Zoho People	+88	DISTRIBUTION -- 12% 88%	33 REVIEWS
6	Paycom HCM	+83	DISTRIBUTION 2% 13% 85%	45 REVIEWS
7	Blue Yonder Workforce Manage...	+82	DISTRIBUTION 7% 4% 89%	28 REVIEWS
8	Reflexis	+82	DISTRIBUTION -- 18% 82%	15 REVIEWS
9	Ceridian Dayforce	+81	DISTRIBUTION 5% 8% 86%	95 REVIEWS
10	ADP Vantage	+79	DISTRIBUTION -- 21% 79%	26 REVIEWS
11	Workforce Planning	+75	DISTRIBUTION 2% 21% 77%	40 REVIEWS
12	Oracle PeopleSoft HCM	+68	DISTRIBUTION 5% 22% 73%	76 REVIEWS

#	Vendor	Score	Distribution	Reviews
13	UltiPro	+66	DISTRIBUTION 7% 20% 73%	17 REVIEWS
14	Verint Workforce Management	+66	DISTRIBUTION 10% 14% 76%	22 REVIEWS
15	ADP Workforce Now	+65	DISTRIBUTION 13% 9% 78%	86 REVIEWS
16	Infor Workbrain	+62	DISTRIBUTION 10% 18% 72%	41 REVIEWS
	CATEGORY AVERAGE	**+79**	DISTRIBUTION 5% 12% 84%	

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

CATEGORY

Negotiation and Contract

Negotiation doesn't have to be adversarial. Both parties are always looking to get the best deal, but finding a vendor who will work with you rather than against makes it more likely you'll both be happy with the results. Use the data in this section to determine which vendors will negotiate pleasantly and in good faith.

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.
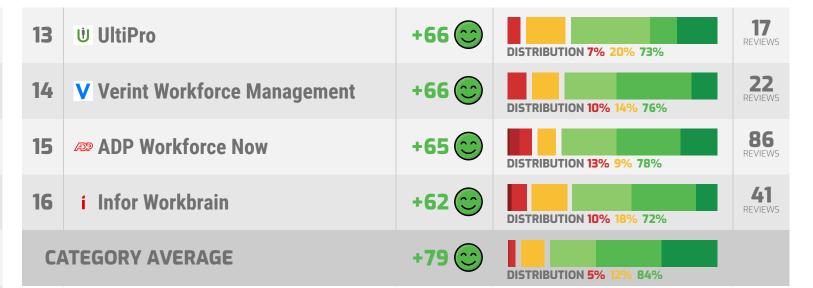
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Greedy vs. Generous

#	Vendor	Score		Distribution	Reviews
1	WorkForce Software	+84	😁	DISTRIBUTION 2% 12% 86%	48 REVIEWS
2	Paycom HCM	+81	😁	DISTRIBUTION 2% 15% 83%	45 REVIEWS
3	Legion Workforce Management ...	+79	😊	DISTRIBUTION 6% 9% 85%	36 REVIEWS
4	Kronos Workforce Ready	+74	😊	DISTRIBUTION 4% 18% 78%	56 REVIEWS
5	Reflexis	+73	😊	DISTRIBUTION 7% 14% 80%	15 REVIEWS
6	Zoho People	+65	😊	DISTRIBUTION 6% 22% 71%	33 REVIEWS
7	Blue Yonder Workforce Manage...	+63	😊	DISTRIBUTION 4% 29% 67%	28 REVIEWS
8	ADP Workforce Now	+62	😊	DISTRIBUTION 11% 15% 73%	86 REVIEWS
9	Ceridian Dayforce	+62	😊	DISTRIBUTION 11% 16% 73%	95 REVIEWS
10	Workforce Planning	+60	😊	DISTRIBUTION 10% 21% 70%	40 REVIEWS
11	Kronos Workforce Central	+57	😐	DISTRIBUTION 7% 29% 64%	105 REVIEWS
12	ADP Vantage	+50	😐	DISTRIBUTION 7% 37% 57%	26 REVIEWS

#	Vendor	Score		Distribution	Reviews
13	Oracle PeopleSoft HCM	+47	😐	DISTRIBUTION 17% 18% 64%	76 REVIEWS
14	Verint Workforce Management	+47	😐	DISTRIBUTION 9% 35% 56%	22 REVIEWS
15	Infor Workbrain	+45	😐	DISTRIBUTION 8% 39% 53%	41 REVIEWS
16	UltiPro	+34	😟	DISTRIBUTION 13% 40% 47%	17 REVIEWS
	CATEGORY AVERAGE	+62	😊	DISTRIBUTION 8% 21% 71%	

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Deceptive vs. Transparent

#	Vendor	Score		Distribution	Reviews
1	WorkForce Software	+90	😀	DISTRIBUTION 4% 2% 94%	48 REVIEWS
2	Reflexis	+86	😀	DISTRIBUTION 7% — 93%	15 REVIEWS
3	Legion Workforce Management …	+85	😀	DISTRIBUTION 3% 9% 88%	36 REVIEWS
4	Zoho People	+84	😀	DISTRIBUTION 3% 9% 87%	33 REVIEWS
5	Verint Workforce Management	+83	😀	DISTRIBUTION 4% 9% 87%	22 REVIEWS
6	Paycom HCM	+81	😀	DISTRIBUTION 6% 7% 87%	45 REVIEWS
7	ADP Vantage	+73	😊	DISTRIBUTION 3% 20% 76%	26 REVIEWS
8	Ceridian Dayforce	+73	😊	DISTRIBUTION 9% 9% 82%	95 REVIEWS
9	Kronos Workforce Ready	+72	😊	DISTRIBUTION 6% 16% 78%	56 REVIEWS
10	Workforce Planning	+70	😊	DISTRIBUTION 8% 14% 78%	40 REVIEWS
11	Blue Yonder Workforce Manage…	+64	😊	DISTRIBUTION 7% 22% 71%	28 REVIEWS
12	ADP Workforce Now	+63	😊	DISTRIBUTION 12% 13% 75%	86 REVIEWS

#	Vendor	Score		Distribution	Reviews
13	Oracle PeopleSoft HCM	+61	😊	DISTRIBUTION 8% 22% 69%	76 REVIEWS
14	Kronos Workforce Central	+58	😐	DISTRIBUTION 10% 22% 68%	105 REVIEWS
15	Infor Workbrain	+47	😐	DISTRIBUTION 16% 21% 63%	41 REVIEWS
16	UltiPro	+34	🙁	DISTRIBUTION 20% 26% 54%	17 REVIEWS
	CATEGORY AVERAGE	**+70**	😊	DISTRIBUTION 8% 14% 78%	

INFO~TECH
RESEARCH GROUP

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.
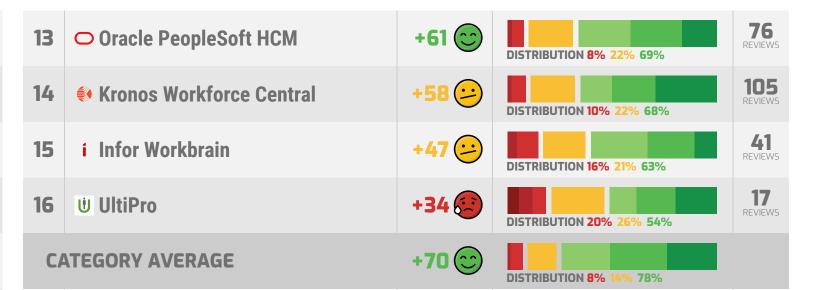
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Over Promised vs. Over Delivered

#	Vendor	Score	Distribution	Reviews
1	Reflexis	+73	DISTRIBUTION 7% 14% 80%	15 REVIEWS
2	Legion Workforce Management ...	+66	DISTRIBUTION 9% 16% 75%	36 REVIEWS
3	Paycom HCM	+54	DISTRIBUTION 15% 16% 69%	45 REVIEWS
4	Kronos Workforce Ready	+52	DISTRIBUTION 14% 20% 66%	56 REVIEWS
5	WorkForce Software	+51	DISTRIBUTION 12% 25% 63%	48 REVIEWS
6	Verint Workforce Management	+50	DISTRIBUTION 14% 22% 64%	22 REVIEWS
7	Ceridian Dayforce	+47	DISTRIBUTION 20% 13% 67%	95 REVIEWS
8	Workforce Planning	+46	DISTRIBUTION 14% 26% 60%	40 REVIEWS
9	Blue Yonder Workforce Manage...	+41	DISTRIBUTION 11% 37% 52%	28 REVIEWS
10	Kronos Workforce Central	+39	DISTRIBUTION 17% 27% 56%	105 REVIEWS
11	ADP Workforce Now	+34	DISTRIBUTION 23% 20% 57%	86 REVIEWS
12	ADP Vantage	+30	DISTRIBUTION 23% 24% 53%	26 REVIEWS
13	Zoho People	+27	DISTRIBUTION 22% 29% 49%	33 REVIEWS
14	Infor Workbrain	+18	DISTRIBUTION 24% 34% 42%	41 REVIEWS
15	UltiPro	+13	DISTRIBUTION 27% 33% 40%	17 REVIEWS
16	Oracle PeopleSoft HCM	+12	DISTRIBUTION 33% 22% 45%	76 REVIEWS
	CATEGORY AVERAGE	+40	DISTRIBUTION 19% 22% 59%	

Emotional Footprint Details

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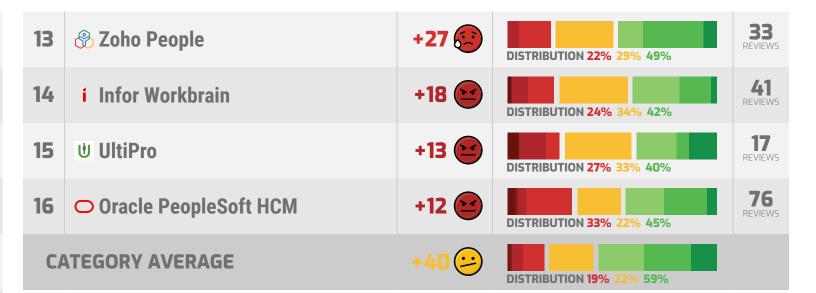
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Vendor's Interest First vs. Client's Interest First

#	Vendor	Score		Distribution	Reviews
1	WorkForce Software	+77	😊	DISTRIBUTION 8% 7% 85%	48 REVIEWS
2	Legion Workforce Management …	+75	😊	DISTRIBUTION 9% 6% 84%	36 REVIEWS
3	Paycom HCM	+75	😊	DISTRIBUTION 9% 6% 84%	45 REVIEWS
4	Zoho People	+75	😊	DISTRIBUTION 3% 19% 78%	33 REVIEWS
5	Reflexis	+72	😊	DISTRIBUTION 14% — 86%	15 REVIEWS
6	Workforce Planning	+67	😊	DISTRIBUTION 8% 17% 75%	40 REVIEWS
7	Kronos Workforce Ready	+64	😊	DISTRIBUTION 10% 16% 74%	56 REVIEWS
8	ADP Vantage	+63	😊	DISTRIBUTION 3% 30% 66%	26 REVIEWS
9	Kronos Workforce Central	+61	😊	DISTRIBUTION 13% 14% 74%	105 REVIEWS
10	Ceridian Dayforce	+58	😐	DISTRIBUTION 16% 10% 74%	95 REVIEWS
11	Blue Yonder Workforce Manage…	+51	😐	DISTRIBUTION 11% 27% 62%	28 REVIEWS
12	Verint Workforce Management	+47	😐	DISTRIBUTION 20% 13% 67%	22 REVIEWS

#	Vendor	Score		Distribution	Reviews
13	ADP Workforce Now	+45	😐	DISTRIBUTION 21% 13% 66%	86 REVIEWS
14	Infor Workbrain	+42	😐	DISTRIBUTION 16% 26% 58%	41 REVIEWS
15	Oracle PeopleSoft HCM	+41	😐	DISTRIBUTION 17% 25% 58%	76 REVIEWS
16	UltiPro	+41	😐	DISTRIBUTION 13% 33% 54%	17 REVIEWS
	CATEGORY AVERAGE	+59	😐	DISTRIBUTION 13% 15% 72%	

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
| NEGATIVE | | NEUTRAL | | POSITIVE | | | |

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Hardball Tactics vs. Friendly Negotiation

#	Vendor	Score		Reviews
1	Reflexis	+93	DISTRIBUTION -- 7% 93%	15 REVIEWS
2	WorkForce Software	+88	DISTRIBUTION -- 12% 88%	48 REVIEWS
3	Paycom HCM	+85	DISTRIBUTION 2% 11% 87%	45 REVIEWS
4	Legion Workforce Management ...	+78	DISTRIBUTION 6% 9% 84%	36 REVIEWS
5	Blue Yonder Workforce Manage...	+77	DISTRIBUTION 4% 15% 81%	28 REVIEWS
6	Kronos Workforce Ready	+77	DISTRIBUTION 2% 19% 79%	56 REVIEWS
7	ADP Workforce Now	+73	DISTRIBUTION 10% 7% 83%	86 REVIEWS
8	Ceridian Dayforce	+70	DISTRIBUTION 6% 18% 76%	95 REVIEWS
9	Kronos Workforce Central	+70	DISTRIBUTION 5% 19% 75%	105 REVIEWS
10	Workforce Planning	+70	DISTRIBUTION 5% 21% 75%	40 REVIEWS
11	Zoho People	+69	DISTRIBUTION 6% 19% 75%	33 REVIEWS
12	Oracle PeopleSoft HCM	+68	DISTRIBUTION 6% 20% 74%	76 REVIEWS

#	Vendor	Score		Reviews
13	ADP Vantage	+62	DISTRIBUTION 8% 22% 70%	26 REVIEWS
14	Infor Workbrain	+60	DISTRIBUTION 11% 18% 71%	41 REVIEWS
15	Verint Workforce Management	+56	DISTRIBUTION 9% 26% 65%	22 REVIEWS
16	UltiPro	+54	DISTRIBUTION 13% 20% 67%	17 REVIEWS
	CATEGORY AVERAGE	**+72**	DISTRIBUTION 6% 16% 78%	

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE | NEUTRAL | POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

CATEGORY

Strategy and Innovation

Your vendor's attitude toward innovation is important; if they aren't at least keeping pace with market directions and trends, they certainly won't be enabling you to get ahead. Use the data in this section to gauge whether your vendor appreciates the need to innovate and the extent to which they'll support you to do the same.

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Roadblock To Innovation vs. Helps Innovate

#	Vendor	Score		Distribution	Reviews
1	WorkForce Software	+91	😄	DISTRIBUTION 2% 6% 93%	48 REVIEWS
2	Legion Workforce Management …	+80	😄	DISTRIBUTION 6% 9% 86%	36 REVIEWS
3	Ceridian Dayforce	+79	🙂	DISTRIBUTION 6% 10% 85%	95 REVIEWS
4	Kronos Workforce Ready	+78	🙂	DISTRIBUTION 2% 18% 80%	56 REVIEWS
5	Paycom HCM	+77	🙂	DISTRIBUTION 8% 7% 85%	45 REVIEWS
6	Kronos Workforce Central	+76	🙂	DISTRIBUTION 4% 16% 80%	105 REVIEWS
7	Zoho People	+76	🙂	DISTRIBUTION 6% 12% 82%	33 REVIEWS
8	ADP Vantage	+70	🙂	DISTRIBUTION 8% 14% 78%	26 REVIEWS
9	Workforce Planning	+69	🙂	DISTRIBUTION 8% 16% 77%	40 REVIEWS
10	Blue Yonder Workforce Manage…	+68	🙂	DISTRIBUTION 7% 18% 75%	28 REVIEWS
11	Reflexis	+66	🙂	DISTRIBUTION 7% 20% 73%	15 REVIEWS
12	Infor Workbrain	+63	🙂	DISTRIBUTION 12% 13% 75%	41 REVIEWS
13	ADP Workforce Now	+60	🙂	DISTRIBUTION 16% 8% 76%	86 REVIEWS
14	Oracle PeopleSoft HCM	+54	😐	DISTRIBUTION 15% 16% 69%	76 REVIEWS
15	UltiPro	+53	😐	DISTRIBUTION 12% 23% 65%	17 REVIEWS
16	Verint Workforce Management	+48	😐	DISTRIBUTION 19% 14% 67%	22 REVIEWS
	CATEGORY AVERAGE	+71	🙂	DISTRIBUTION 8% 13% 79%	

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.
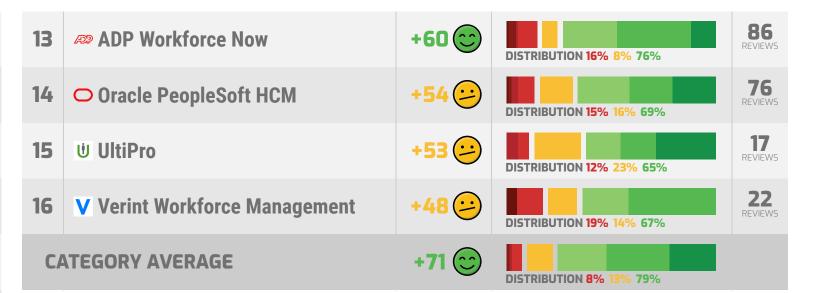
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Stagnant vs. Continually Improving

#	Vendor	Score	Distribution	Reviews
1	WorkForce Software	+92	DISTRIBUTION 2% 4% 94%	48 REVIEWS
2	Zoho People	+82	DISTRIBUTION 6% 6% 88%	33 REVIEWS
3	Ceridian Dayforce	+78	DISTRIBUTION 5% 12% 83%	95 REVIEWS
4	Paycom HCM	+77	DISTRIBUTION 5% 14% 82%	45 REVIEWS
5	Kronos Workforce Ready	+76	DISTRIBUTION 5% 14% 81%	56 REVIEWS
6	ADP Vantage	+75	DISTRIBUTION 3% 19% 78%	26 REVIEWS
7	Kronos Workforce Central	+71	DISTRIBUTION 8% 13% 79%	105 REVIEWS
8	UltiPro	+71	DISTRIBUTION 6% 17% 77%	17 REVIEWS
9	Infor Workbrain	+66	DISTRIBUTION 7% 20% 73%	41 REVIEWS
10	Blue Yonder Workforce Manage...	+64	DISTRIBUTION 4% 28% 68%	28 REVIEWS
11	ADP Workforce Now	+61	DISTRIBUTION 17% 5% 78%	86 REVIEWS
12	Legion Workforce Management ...	+60	DISTRIBUTION 11% 17% 71%	36 REVIEWS
13	Reflexis	+60	DISTRIBUTION 20% — 80%	15 REVIEWS
14	Workforce Planning	+58	DISTRIBUTION 9% 24% 67%	40 REVIEWS
15	Oracle PeopleSoft HCM	+42	DISTRIBUTION 18% 22% 60%	76 REVIEWS
16	Verint Workforce Management	+41	DISTRIBUTION 20% 19% 61%	22 REVIEWS
	CATEGORY AVERAGE	+68	DISTRIBUTION 9% 14% 77%	

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Emotional Footprint Details

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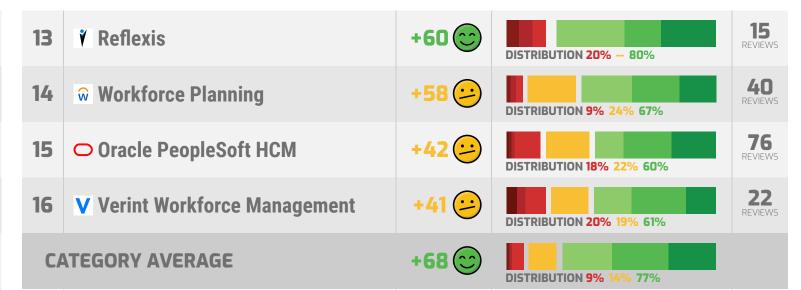
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Charges For Product Enhancements vs. Includes Product Enhancements

#	Vendor	Score		Reviews	Distribution
1	WorkForce Software	+92	😀	48 REVIEWS	DISTRIBUTION -- 8% 92%
2	Paycom HCM	+80	😀	45 REVIEWS	DISTRIBUTION 7% 6% 87%
3	Reflexis	+73	😊	15 REVIEWS	DISTRIBUTION 7% 14% 80%
4	Ceridian Dayforce	+71	😊	95 REVIEWS	DISTRIBUTION 9% 11% 80%
5	Zoho People	+71	😊	33 REVIEWS	DISTRIBUTION 6% 18% 77%
6	Kronos Workforce Ready	+69	😊	56 REVIEWS	DISTRIBUTION 8% 15% 77%
7	Blue Yonder Workforce Manage…	+68	😊	28 REVIEWS	DISTRIBUTION 7% 18% 75%
8	Legion Workforce Management …	+68	😊	36 REVIEWS	DISTRIBUTION 6% 21% 74%
9	Workforce Planning	+64	😊	40 REVIEWS	DISTRIBUTION 12% 12% 76%
10	ADP Vantage	+63	😊	26 REVIEWS	DISTRIBUTION 7% 24% 70%
11	Kronos Workforce Central	+60	😊	105 REVIEWS	DISTRIBUTION 13% 14% 73%
12	Infor Workbrain	+59	😐	41 REVIEWS	DISTRIBUTION 7% 27% 66%
13	ADP Workforce Now	+54	😐	86 REVIEWS	DISTRIBUTION 16% 14% 70%
14	UltiPro	+47	😐	17 REVIEWS	DISTRIBUTION 6% 41% 53%
15	Verint Workforce Management	+47	😐	22 REVIEWS	DISTRIBUTION 14% 25% 61%
16	Oracle PeopleSoft HCM	+41	😐	76 REVIEWS	DISTRIBUTION 20% 19% 61%
	CATEGORY AVERAGE	+64	😊		DISTRIBUTION 10% 16% 74%

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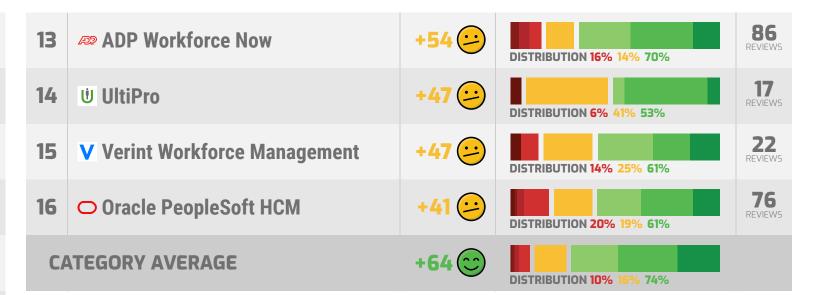
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Leverages Incumbent Status vs. Appreciates Incumbent Status

#	Vendor	Score	Distribution	Reviews
1	Paycom HCM	+81	DISTRIBUTION 3% 13% 84%	45 REVIEWS
2	WorkForce Software	+75	DISTRIBUTION 7% 11% 82%	48 REVIEWS
3	Ceridian Dayforce	+74	DISTRIBUTION 8% 11% 82%	95 REVIEWS
4	Legion Workforce Management ...	+73	DISTRIBUTION 9% 9% 82%	36 REVIEWS
5	Zoho People	+66	DISTRIBUTION 10% 15% 76%	33 REVIEWS
6	Reflexis	+63	DISTRIBUTION 15% 7% 78%	15 REVIEWS
7	Kronos Workforce Ready	+60	DISTRIBUTION 12% 16% 72%	56 REVIEWS
8	Kronos Workforce Central	+57	DISTRIBUTION 9% 25% 66%	105 REVIEWS
9	Blue Yonder Workforce Manage...	+51	DISTRIBUTION 14% 21% 65%	28 REVIEWS
10	Infor Workbrain	+51	DISTRIBUTION 12% 25% 63%	41 REVIEWS
11	Workforce Planning	+50	DISTRIBUTION 11% 28% 61%	40 REVIEWS
12	ADP Vantage	+49	DISTRIBUTION 3% 45% 52%	26 REVIEWS
13	Oracle PeopleSoft HCM	+49	DISTRIBUTION 10% 32% 59%	76 REVIEWS
14	Verint Workforce Management	+45	DISTRIBUTION 14% 26% 59%	22 REVIEWS
15	ADP Workforce Now	+42	DISTRIBUTION 21% 16% 63%	86 REVIEWS
16	UltiPro	+41	DISTRIBUTION 6% 47% 47%	17 REVIEWS
	CATEGORY AVERAGE	+59	DISTRIBUTION 10% 20% 70%	

Emotional Footprint Details

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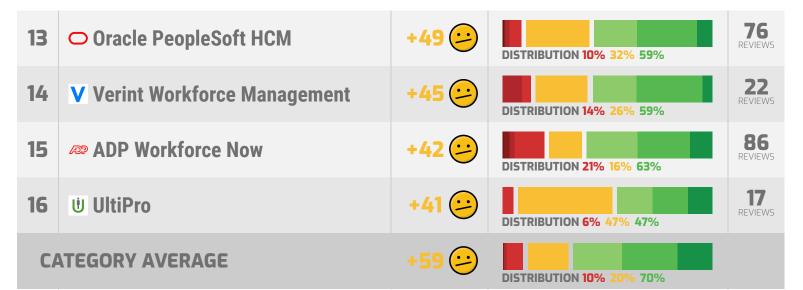
EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

Despised vs. Inspiring

#	Vendor	Score		Reviews
1	WorkForce Software	+92	DISTRIBUTION -- 8% 92%	48 REVIEWS
2	Legion Workforce Management ...	+82	DISTRIBUTION -- 18% 82%	36 REVIEWS
3	ADP Vantage	+76	DISTRIBUTION 3% 18% 79%	26 REVIEWS
4	Ceridian Dayforce	+71	DISTRIBUTION 8% 13% 79%	95 REVIEWS
5	Paycom HCM	+70	DISTRIBUTION 2% 26% 72%	45 REVIEWS
6	Zoho People	+70	DISTRIBUTION 9% 12% 79%	33 REVIEWS
7	Kronos Workforce Ready	+69	DISTRIBUTION 2% 26% 71%	56 REVIEWS
8	Infor Workbrain	+68	DISTRIBUTION 10% 13% 78%	41 REVIEWS
9	Kronos Workforce Central	+66	DISTRIBUTION 7% 21% 73%	105 REVIEWS
10	Reflexis	+66	DISTRIBUTION 14% 7% 80%	15 REVIEWS
11	Blue Yonder Workforce Manage...	+61	DISTRIBUTION 7% 25% 68%	28 REVIEWS
12	UltiPro	+59	DISTRIBUTION 6% 29% 65%	17 REVIEWS

#	Vendor	Score		Reviews
13	Verint Workforce Management	+55	DISTRIBUTION 20% 4% 75%	22 REVIEWS
14	Workforce Planning	+54	DISTRIBUTION 13% 20% 67%	40 REVIEWS
15	ADP Workforce Now	+49	DISTRIBUTION 16% 19% 65%	86 REVIEWS
16	Oracle PeopleSoft HCM	+48	DISTRIBUTION 14% 24% 62%	76 REVIEWS
	CATEGORY AVERAGE	+65	DISTRIBUTION 8% 18% 74%	

Emotional Footprint Details

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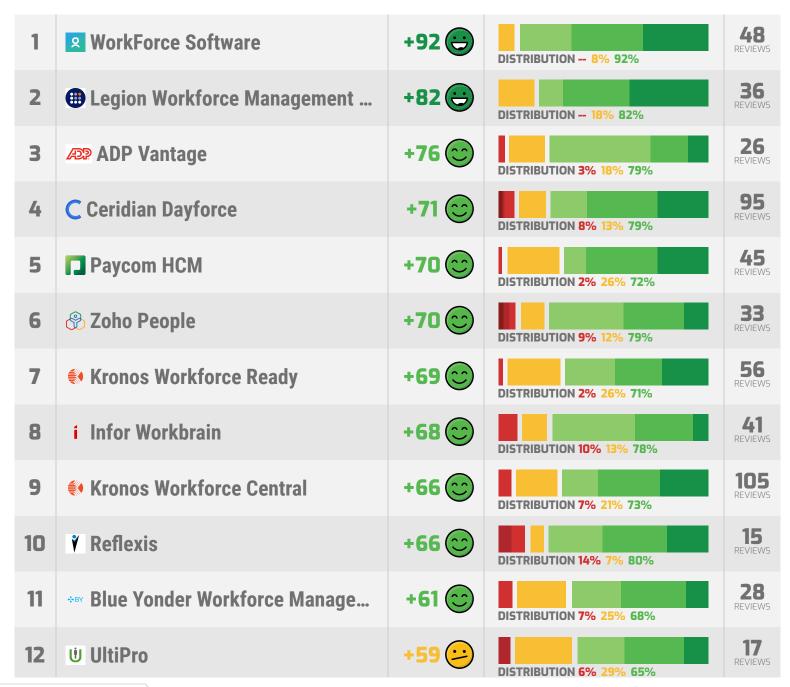
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE **-** **%** NEGATIVE **=** **EMOTIONAL FOOTPRINT**

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |

CATEGORY
Product Impact

Software needs to reliably enable your performance and productivity. Use the data in this section to see which vendors will propel you forward and which will be deadweight you'll need to carry.

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |

Unreliable vs. Reliable

#	Vendor	Score		Distribution	Reviews
1	Reflexis	+100	😁	DISTRIBUTION -- -- 100%	15 REVIEWS
2	WorkForce Software	+96	😁	DISTRIBUTION -- 4% 96%	48 REVIEWS
3	Legion Workforce Management ...	+91	😁	DISTRIBUTION -- 9% 91%	36 REVIEWS
4	Ceridian Dayforce	+87	😁	DISTRIBUTION 3% 7% 90%	95 REVIEWS
5	Zoho People	+85	😁	DISTRIBUTION -- 15% 85%	33 REVIEWS
6	Kronos Workforce Central	+84	😁	DISTRIBUTION 3% 9% 87%	105 REVIEWS
7	Paycom HCM	+84	😁	DISTRIBUTION 6% 4% 90%	45 REVIEWS
8	Workforce Planning	+84	😁	DISTRIBUTION 4% 8% 88%	40 REVIEWS
9	ADP Vantage	+75	🙂	DISTRIBUTION 7% 11% 82%	26 REVIEWS
10	Kronos Workforce Ready	+75	🙂	DISTRIBUTION 6% 12% 81%	56 REVIEWS
11	Oracle PeopleSoft HCM	+72	🙂	DISTRIBUTION 6% 16% 78%	76 REVIEWS
12	Infor Workbrain	+71	🙂	DISTRIBUTION 2% 25% 73%	41 REVIEWS
13	Blue Yonder Workforce Manage...	+68	🙂	DISTRIBUTION 7% 18% 75%	28 REVIEWS
14	ADP Workforce Now	+62	🙂	DISTRIBUTION 14% 10% 76%	86 REVIEWS
15	Verint Workforce Management	+48	😐	DISTRIBUTION 14% 23% 62%	22 REVIEWS
16	UltiPro	+41	😐	DISTRIBUTION 18% 23% 59%	17 REVIEWS
	CATEGORY AVERAGE	+78	🙂	DISTRIBUTION 5% 11% 84%	

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE · NEUTRAL · POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Restricts Productivity vs. Enables Productivity

#	Vendor	Score	Distribution	Reviews
1	Legion Workforce Management ...	+94	DISTRIBUTION -- 6% 94%	36 REVIEWS
2	WorkForce Software	+92	DISTRIBUTION 2% 4% 94%	48 REVIEWS
3	Zoho People	+85	DISTRIBUTION 6% 3% 91%	33 REVIEWS
4	Paycom HCM	+83	DISTRIBUTION 6% 5% 89%	45 REVIEWS
5	Blue Yonder Workforce Manage...	+82	DISTRIBUTION -- 18% 82%	28 REVIEWS
6	Reflexis	+79	DISTRIBUTION 7% 7% 86%	15 REVIEWS
7	Workforce Planning	+77	DISTRIBUTION 7% 9% 84%	40 REVIEWS
8	Ceridian Dayforce	+76	DISTRIBUTION 8% 8% 84%	95 REVIEWS
9	Kronos Workforce Ready	+76	DISTRIBUTION 5% 14% 81%	56 REVIEWS
10	Kronos Workforce Central	+74	DISTRIBUTION 7% 13% 81%	105 REVIEWS
11	ADP Vantage	+63	DISTRIBUTION 11% 16% 74%	26 REVIEWS
12	ADP Workforce Now	+62	DISTRIBUTION 14% 11% 76%	86 REVIEWS

#	Vendor	Score	Distribution	Reviews
13	Oracle PeopleSoft HCM	+61	DISTRIBUTION 10% 18% 71%	76 REVIEWS
14	UltiPro	+59	DISTRIBUTION 6% 29% 65%	17 REVIEWS
15	Infor Workbrain	+57	DISTRIBUTION 14% 15% 71%	41 REVIEWS
16	Verint Workforce Management	+54	DISTRIBUTION 14% 17% 68%	22 REVIEWS
	CATEGORY AVERAGE	**+74**	DISTRIBUTION 8% 11% 81%	

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Performance Restricting vs. Performance Enhancing

#	Vendor	Score	Distribution	Reviews
1	Legion Workforce Management ...	+94	DISTRIBUTION 3% — 97%	36 REVIEWS
2	WorkForce Software	+92	DISTRIBUTION 2% 5% 94%	48 REVIEWS
3	Reflexis	+86	DISTRIBUTION -- 14% 86%	15 REVIEWS
4	Paycom HCM	+79	DISTRIBUTION 6% 9% 85%	45 REVIEWS
5	Zoho People	+79	DISTRIBUTION 6% 9% 85%	33 REVIEWS
6	Infor Workbrain	+73	DISTRIBUTION 5% 17% 78%	41 REVIEWS
7	Kronos Workforce Ready	+73	DISTRIBUTION 6% 15% 79%	56 REVIEWS
8	Blue Yonder Workforce Manage...	+72	DISTRIBUTION 7% 14% 79%	28 REVIEWS
9	Kronos Workforce Central	+72	DISTRIBUTION 7% 14% 79%	105 REVIEWS
10	ADP Vantage	+71	DISTRIBUTION 7% 16% 78%	26 REVIEWS
11	Ceridian Dayforce	+71	DISTRIBUTION 8% 13% 79%	95 REVIEWS
12	Workforce Planning	+70	DISTRIBUTION 8% 14% 78%	40 REVIEWS
13	ADP Workforce Now	+62	DISTRIBUTION 15% 7% 77%	86 REVIEWS
14	Verint Workforce Management	+58	DISTRIBUTION 14% 13% 72%	22 REVIEWS
15	Oracle PeopleSoft HCM	+53	DISTRIBUTION 12% 23% 65%	76 REVIEWS
16	UltiPro	+42	DISTRIBUTION 17% 24% 59%	17 REVIEWS
	CATEGORY AVERAGE	+71	DISTRIBUTION 8% 13% 79%	

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Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE | NEUTRAL | POSITIVE

% POSITIVE − **% NEGATIVE** = **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Commodity Features vs. Unique Features

#	Vendor	Score		Distribution	Reviews
1	WorkForce Software	+90	😀	DISTRIBUTION 2% 6% 92%	48 REVIEWS
2	Legion Workforce Management ...	+85	😀	DISTRIBUTION 6% 3% 91%	36 REVIEWS
3	Paycom HCM	+82	😀	DISTRIBUTION 2% 14% 84%	45 REVIEWS
4	Reflexis	+79	🙂	DISTRIBUTION 7% 7% 86%	15 REVIEWS
5	Ceridian Dayforce	+78	🙂	DISTRIBUTION 6% 10% 84%	95 REVIEWS
6	Verint Workforce Management	+72	🙂	DISTRIBUTION 14% — 86%	22 REVIEWS
7	ADP Vantage	+71	🙂	DISTRIBUTION 3% 23% 74%	26 REVIEWS
8	Kronos Workforce Central	+69	🙂	DISTRIBUTION 11% 9% 80%	105 REVIEWS
9	Blue Yonder Workforce Manage...	+68	🙂	DISTRIBUTION 7% 18% 75%	28 REVIEWS
10	Zoho People	+67	🙂	DISTRIBUTION 3% 27% 70%	33 REVIEWS
11	Kronos Workforce Ready	+65	🙂	DISTRIBUTION 5% 25% 70%	56 REVIEWS
12	Workforce Planning	+64	🙂	DISTRIBUTION 11% 13% 75%	40 REVIEWS
13	ADP Workforce Now	+59	😐	DISTRIBUTION 16% 9% 75%	86 REVIEWS
14	UltiPro	+54	😐	DISTRIBUTION 11% 24% 65%	17 REVIEWS
15	Infor Workbrain	+51	😐	DISTRIBUTION 17% 15% 68%	41 REVIEWS
16	Oracle PeopleSoft HCM	+47	😐	DISTRIBUTION 22% 9% 69%	76 REVIEWS
	CATEGORY AVERAGE	+68	🙂	DISTRIBUTION 10% 12% 78%	

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Security Frustrates vs. Security Protects

#	Vendor	Score		Reviews	Distribution
1	WorkForce Software	+93	😄	48 REVIEWS	DISTRIBUTION -- 7% 93%
2	Paycom HCM	+92	😄	45 REVIEWS	DISTRIBUTION -- 8% 92%
3	Blue Yonder Workforce Manage...	+86	😄	28 REVIEWS	DISTRIBUTION -- 14% 86%
4	Kronos Workforce Central	+83	😄	105 REVIEWS	DISTRIBUTION 2% 13% 85%
5	Kronos Workforce Ready	+79	😊	56 REVIEWS	DISTRIBUTION 4% 13% 83%
6	Legion Workforce Management ...	+79	😊	36 REVIEWS	DISTRIBUTION 6% 9% 85%
7	Ceridian Dayforce	+78	😊	95 REVIEWS	DISTRIBUTION 6% 11% 84%
8	Workforce Planning	+76	😊	40 REVIEWS	DISTRIBUTION 9% 6% 85%
9	Zoho People	+76	😊	33 REVIEWS	DISTRIBUTION -- 24% 76%
10	Reflexis	+75	😊	15 REVIEWS	DISTRIBUTION 7% 12% 82%
11	ADP Workforce Now	+74	😊	86 REVIEWS	DISTRIBUTION 7% 12% 81%
12	Infor Workbrain	+73	😊	41 REVIEWS	DISTRIBUTION 5% 17% 78%

#	Vendor	Score		Reviews	Distribution
13	Oracle PeopleSoft HCM	+70	😊	76 REVIEWS	DISTRIBUTION 7% 16% 77%
14	ADP Vantage	+69	😊	26 REVIEWS	DISTRIBUTION 10% 11% 79%
15	UltiPro	+65	😊	17 REVIEWS	DISTRIBUTION 6% 23% 71%
16	Verint Workforce Management	+48	😐	22 REVIEWS	DISTRIBUTION 13% 26% 61%
	CATEGORY AVERAGE	+78	😊		DISTRIBUTION 5% 13% 82%