

New World Workforce Management

WorkForce Software

Report Abstract

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11 pages

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Who is This Vendor Assessment For?

NelsonHall's New World Workforce Management profile on WorkForce Software is a comprehensive assessment of WorkForce Software's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Workforce Management and identifying vendor suitability for Workforce Management RFPs
- Vendor marketing, sales, and business managers looking to managers developing strategies to target service opportunities and benchmark themselves against their peers
- Financial analysts and investors specializing in the Workforce Management sector.

Key Findings & Highlights

WorkForce Software, LLC is a privately owned, U.S.-based software company that provides global Workforce Management solutions with integrated employee experience capabilities. Founded in 1999 in Livonia, Michigan, it now has 704 employees with an additional headcount of 411 global contractors. The majority of its customers are mid and large, enterprise-sized organizations. It supports ~1.4k customers, serving ~7m employees across ~120 countries.

Workforce Software has leveraged acquisitions to expand its geographic footprint, including:

- Foko Retail - a retail communication and task management software for frontline workers based in Canada
- Workplace - a cloud-based employee forecasting and scheduling software for retail and hospitality, based in the U.K., the U.S., and Australia
- RosterLive - online rostering solutions provider for small to medium-sized businesses; rebranded to WFS: A WorkForce Software Company ("WFS Australia"). Its SME product was rebranded to Emplive. WFS Australia also offers the WorkForce Suite to support the workforce management needs of large enterprise organizations across Australia, New Zealand, Singapore, and a growing number of countries across the APAC region.

Recently, Workforce Software launched a new SAP solution extension—SAP Deskless Worker Experience add-on by WorkForce Software—to complement the company's existing SAP Solution Extensions, which are already in use by 300+ global organizations. It has also extended its global capabilities, becoming the first WFM software provider to offer Point Registration Treatment Program (REP) REP-P Certification to global employers with operations in Brazil. This REP-P Certification enables global organizations to remain compliant with local labor regulations recently enacted by the Brazilian government.

Scope of the Report

The report provides a comprehensive and objective analysis of WorkForce Software’s Workforce Management services offerings and capabilities, and market and financial strengths, including:

- Identification of the company’s strategy, emphasis, and new developments
- Analysis of the company’s strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company’s customer base including the company’s targeting strategy and examples of current contracts
- Analysis of the company’s offerings and key service components
- Analysis of the company’s delivery organization including the location of delivery centers.

New World Workforce Management Assessments also available for:

ADP

Dayforce

Infor

Paycor

SD Worx

Shiftboard

UKG.

About The Author

DeeAnna Warrington is a Principal Research Analyst at NelsonHall and an HR Technology & Services practice member. She has global responsibility for HCM technology, workforce management, and health & welfare administration.

DeeAnna is a highly experienced HR Specialist with 15 years of experience across various industries such as finance, wealth management, health insurance, healthcare, retail & sales, and real estate. She has significant experience in HR business operations and technology, acting as a consulting project manager to match organizations with HR software and service providers.

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We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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