



Benefits Administration: Employee Wellness Reimagined

isolved

Report Abstract

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Who is This Vendor Assessment For?

NelsonHall's Benefits Administration profile on isolved is a comprehensive assessment of isolved offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Benefits Administration Services and identifying vendor suitability for security services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Benefits Administration Services sector.

Key Findings & Highlights

isolved, founded in 2012 and headquartered in Charlotte, NC, is a provider of human capital management and workforce management (WFM) technology and associated managed services, targeting small-to-medium-sized businesses (SMB) and mid-market organizations.

The company was originally formed in 1986, offering benefits services under the Infinisource brand. In 2012, the first version of isolved's HCM platform, initially focused on payroll and time clock solutions, came to market. The platform has continuously grown in technological advancement and scope, and in 2020, isolved rebranded its HCM technology as the isolved People Cloud platform.

Since its launch, isolved has leveraged a mix of organic development and select acquisitions to boost its capability and accelerate its platform adoption, including:

- Network, ASO partners (2024): Paytime Payroll, Basic Pay, Complete Payroll Solutions
- Network, ASO partners (2023): EmployDrive, Common Sense Payroll, Payarc, Strategic Payroll Solutions, Autopaychecks HCM, Payroll Specialties, Ideal Payroll and True Payroll Integration (all previous resellers of isolved People Cloud)
- Network, ASO partners (2022): PCS Human Capital, KAAP, ePay, NCR Payroll & HR Solutions, Complete Payroll Solutions
- Network partners (2021): Payday, Ace, PayPro, Balance Point
- TrenData HR (2021): AI-based predictive analytics and NLP-based conversational virtual assistant (VA); now isolved Predictive People Analytics
- Givful (2021): wellness and well-being solution focused on employee giving and volunteering; now isolved Giving & Volunteering
- Network partners (2020): Precision Payroll of America, Proxus Human Capital Management, Performance HCM, TPC The Payroll Company, IES Integrated Employer Solutions, Big Fish Employer Services.

The isolved People Cloud platform currently supports ~7m worksite employees and ~177k U.S.-based small and medium-sized employers, with the ability to scale for larger, enterprise-level customers (10k

employees). As of H1 2024, isolved manages benefits administration for ~162 clients (of which ~145k are H&W clients) and ~6m participants.

This profile focuses exclusively on isolved's benefits administration offerings.

Scope of the Report

The report provides a comprehensive and objective analysis of isolved's Benefits Administration 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.

Benefits Administration: Employee Wellness Reimagined

Assessments also available for:

ADP

Alight Solutions

Aptia

bswift

Conduent

Darwin MMB

Empyrean

Fidelity

Plansource

TELUS Health.

About The Author

DeeAnna Warrington is a Principal Analyst with NelsonHall's HR Talent & Transformation practice, with global responsibility for HCM, WFM, and Benefits Administration research.

She has almost two decades of experience in the full HR lifecycle, from vendor sourcing to implementation project management to hands-on systems management of leading HR technology platforms and services. DeeAnna assists HR vendor organizations in understanding the current needs and drivers of the global market, assessing opportunities, and honing their go-to-market strategies and she assists buy-side organizations in determining their organizational needs, understanding vendor capabilities, and making critical sourcing decisions.

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