

HRIS SYSTEMS

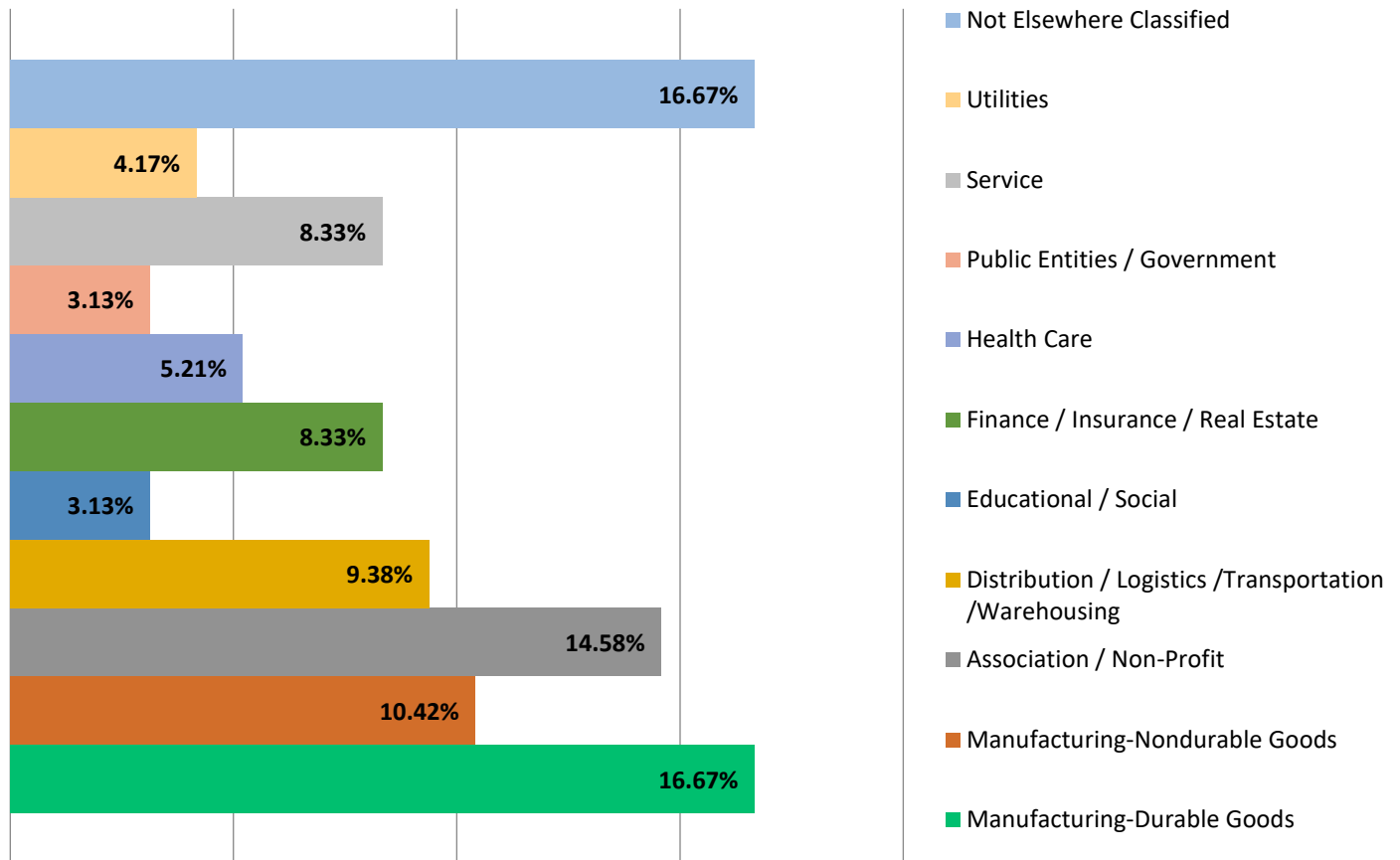
August 2024

Total participants: 96 in Illinois, Indiana, Missouri & Florida

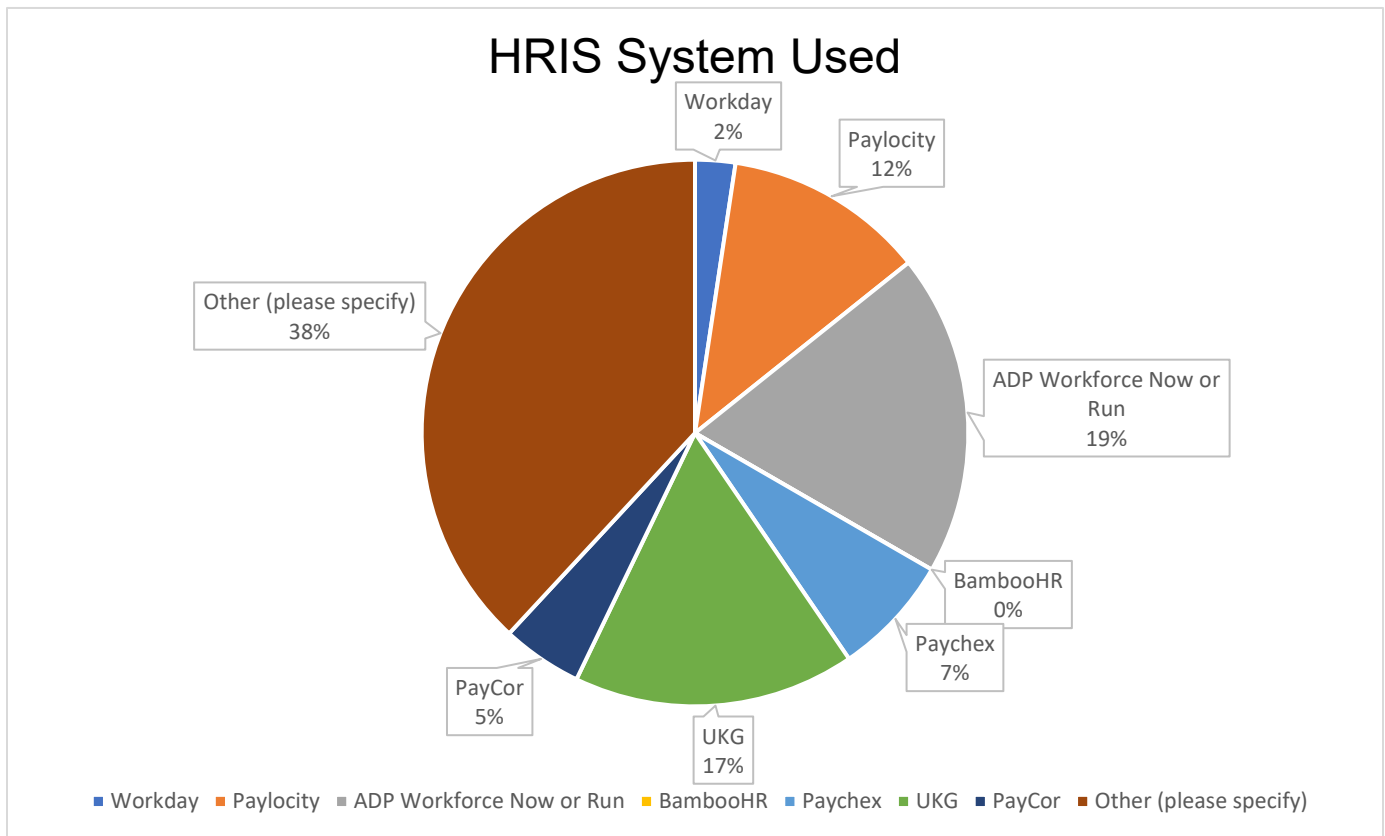
Demographics:

The largest number of respondents (46%) had between 101-500 employees.

Industry Type:



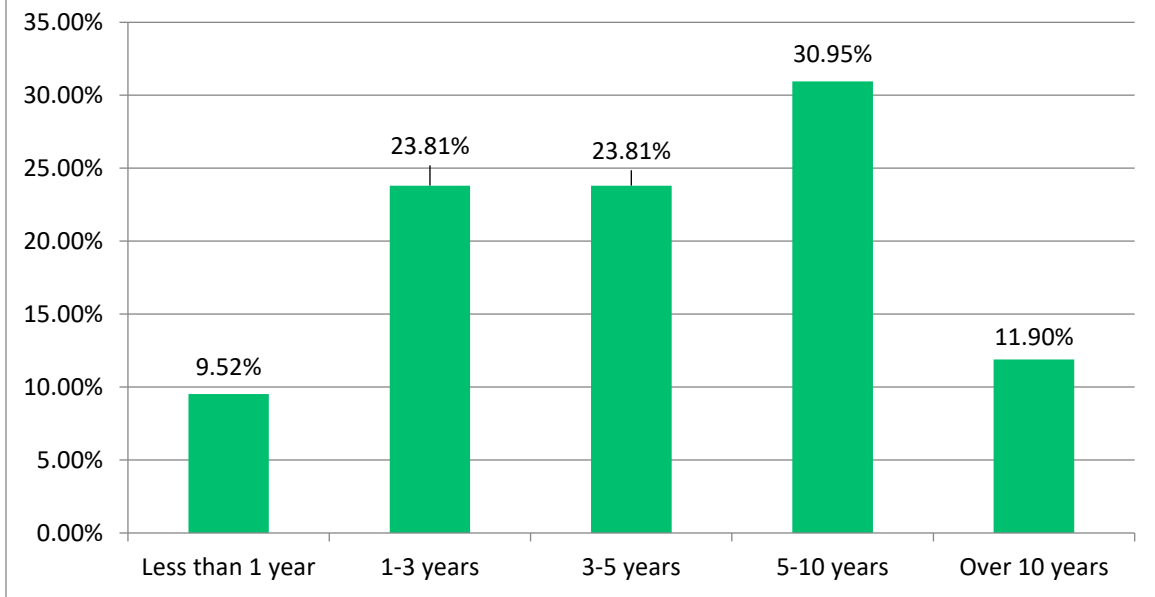
88% of respondents currently have an HRIS system and another **4%** are considering within the next 12 months.



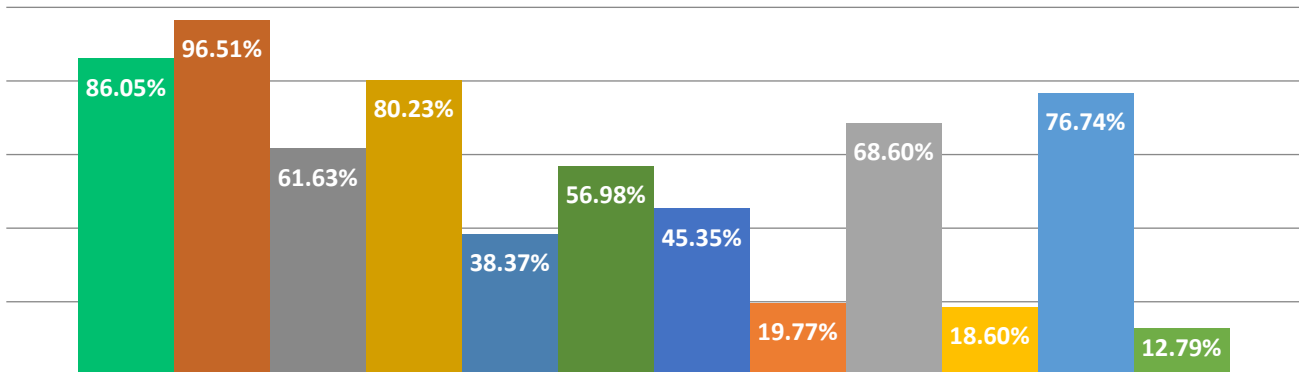
Other software used includes:

- BS&A
- Canopy Workforce and Attendance Enterprise
- Centrally HR through CBIZ
- Ceridian Dayforce
- CPU-PPX
- Ellucian
- Inova
- Insperity - we are part of the PEO
- isolved
- Market Dimensions, Inc.
- Namely
- Oracle EBS
- Paycom
- Rippling
- Tesseon (formerly AccuPay)
- TimeWorks

Length of Time Current System Has Been in Place



HRIS Features Used (Multiple responses were permitted.)



- Employee data management (HR data management)
- Payroll management
- Benefits enrollment administration
- Time and attendance tracking
- Leave administration
- Recruiting and onboarding
- Performance management
- Learning and development
- Reporting and analytics
- COBRA administration
- Mobile access for employees
- Other (please specify)

Other features include:

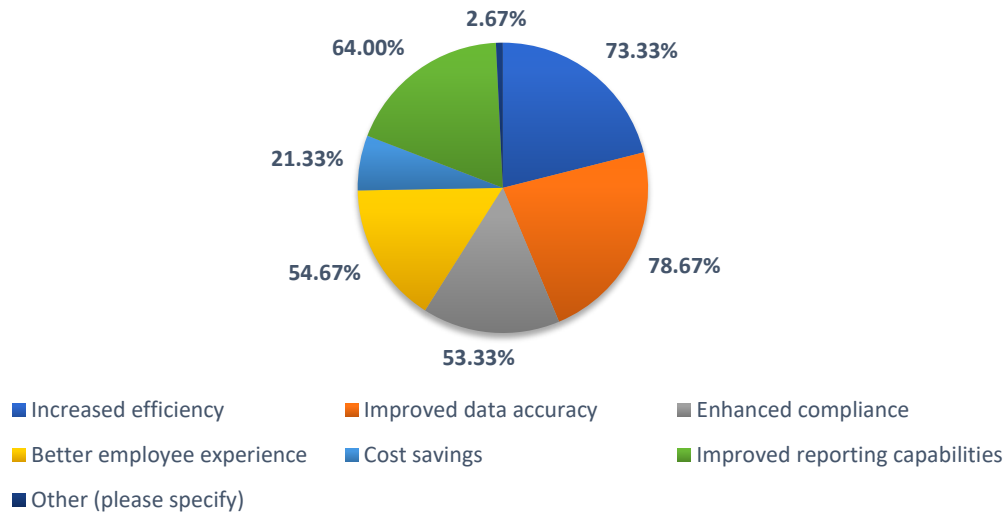
- Garnishments
- Forms/documents
- Surveys
- Scheduling
- Position management
- Taxes
- Compensation administration
- ACA Reporting
- Community (like Facebook)
- Expense management
- OSHA management
- EEO reporting

Satisfaction with HRIS Features	Satisfied	Neutral	Dissatisfied	N/A
Employee/HR data management	65.85%	19.51%	6.10%	8.54%
Payroll management	74.70%	14.46%	7.23%	3.61%
Benefits administration	41.03%	17.95%	11.54%	29.49%
Time and attendance	60.49%	20.99%	6.17%	12.35%
Recruiting and onboarding	32.91%	25.32%	8.86%	32.91%
Performance management	30.26%	19.74%	6.58%	43.42%
Learning and development	15.71%	12.86%	7.14%	64.29%
Reporting and analytics	44.74%	30.26%	9.21%	15.79%
COBRA administration	15.71%	10.00%	2.86%	71.43%
Mobile access for employees	58.54%	23.17%	7.32%	10.98%
Legal and Compliance	27.40%	24.66%	2.74%	45.21%
Garnishments	53.25%	25.97%	6.49%	14.29%
Taxes	52.56%	32.05%	7.69%	7.69%
User Interface	53.33%	25.33%	14.67%	6.67%
Satisfaction with Implementation Process	Satisfied	Neutral	Dissatisfied	N/A
	43.13%	22.99%	11.49%	18.39%

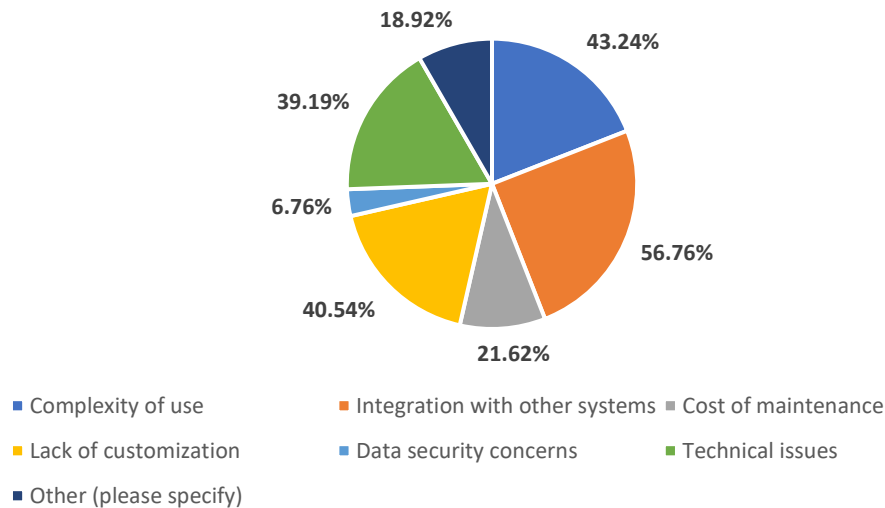
Rating of Vendor's Customer Support	Excellent	Good	Fair	Poor	Very Poor	N/A
	22.09%	34.88%	20.93%	6.98%	8.14%	6.98%

Frequency of Technical Issues	Never	Rarely	Occasionally	Frequently	Very Frequently
	1.2%	38.55%	49.4%	8.43%	2.41%

Benefits Experienced with HRIS (Multiple responses were permitted.)



HRIS Challenges (Multiple responses were permitted.)



User-Friendliness of HRIS	Excellent	Good	Fair	Poor	Very Poor	N/A
	15.29%	49.41%	27.06%	2.35%	3.53%	2.35%
Intuitiveness for New Users	Excellent	Good	Fair	Poor	Very Poor	N/A
	17.65%	38.82%	31.76%	7.06%	2.25%	2.35%

Training resources provided by HRIS vendor:

- Training feature on their website
- A library of data to look through
- Online help guides
- Hands-on while training and then many virtual training resources.
- None
- Limited and often generic written documents that people don't really use.
- Online article library, training videos, annual virtual conference
- Customized handouts
- How-to videos
- training and support guides on almost all topics
- Online training is free and very basic.
- Initial training and ongoing tech support
- We have an internal HRIS team that provided subpar training to the HR team.
- Phone support is available, as well as ticketing support.
- Screen Shots
- Customer service and training resources are great
- Hours and hours of training for new admins, no new training that I am aware of for new employees
- Large amount of training available, as well as customer support.
- They were fairly helpful setting up and implementing the new platform
- Training is available but has to be requested. You can't access on your own.
- Resource library
- We have a comp service team dedicated to us for support.
- Extensive 1-page handout and a video for most things
- They will send a video for training but HR normally sits down with new employees and go over it.
- Video and live Zooms
- New users - we train our own employees to access their timecard and process benefits during open enrollment. There are online workflow aids available.
- Learning platform
- Dedicated specialist, library of different help topics
- They have extensive training for the system.
- Help articles
- Safety and office training materials
- An entire library of help articles for both admins and employees plus a (mostly helpful) AI chatbot
- Mostly tutorials, some live classes.
- Designated agent
- Webinars

Frequency of HRIS Updates/Upgrades:

- Vendor updates automatically
- 1-2 years
- Monthly
- Quarterly
- Never (web-based)
- Rarely
- N/A – Unknown

Security Measures Included in HRIS:

- Unsure
- Multi-factor or 2-factor authentication
- Various
- All done by the HRIS provider
- SSO login, MFA and ability to customize security down to a granular level to restrict visibility as needed.
- New security measures seem to come out monthly
- Verification/password/firewall
- Has passwords that are required to be changed quarterly
- Encrypted, screen times out after so much time, two factor authentication for changes.
- Documented security policy in place
- Automated backups and updates, cloud based storage
- We use a single sign on integrated with our security.
- Regular updates on passwords and we have built security profiles for each level of management.

86% of respondents feel their current system provides good value for its features and cost while only **73%** would recommend their current HRIS system to others. Reasons for NOT recommending their current system includes:

- I have been working with HRIS systems for over 25 years. Paychex is the worst system and customer service I have experienced.
- The implementation was poor and our designated rep does not seem to have any answers. We have requested a different rep but have been denied.
- Old legacy system
- It would depend on the size and needs of the business
- It is not user friendly. Everything is very complicated to setup, and you always have to use UKG support for help.
- Maybe. The company would have to have a strong implementation team and they must understand the business and customization needed.
- They sell a good product but since the merger with Kronos, lack timely customer service. Also, any change that you want to make cost more money & takes too long. For instance, we changed to a new benefit vendor for just dental & vision in January 2024, submitted a case to set up new implementation/file feed in late October 2023 & it took until May 2024 for it to be completed.
- Too cumbersome for a smaller employer
- Honestly the answer is "it depends" on what they need.
- Depends what you are looking for - haven't found one system that has it all.

HRIS Software Recommendations:

- N/A or None
- Peoplesoft
- ADP & ADP Workforce Now
- Paychex
- Krono's, Ultimate - it would depend on the size and needs of the business
- Paycor
- Workday
- Paylocity
- Ceridian.
- I feel all HRIS have pros & cons but I have used ADP in the past & would use them again.
- USAPayroll
- BanbooHR for very small companies but not federal contractors or complicated labor costing
- iSolved
- Ultimate Software

60% of respondents said their HRIS integrates with other software platforms used by the organization.

Customizability of HRIS:

- Not very customizable
- Somewhat customizable.
- Limited customizability
- Very customizable
- It's very customizable. But sometimes, the way they have to work around our specific needs is bulky and confusing, specifically in the benefits area where we have wellness tiers that impact the cost of coverage for employees. Overall, it's one of the most flexible I've used.
- It meets our needs
- Customizable but with a heavy cost.
- Enough to meet our needs.
- It is customizable - just cumbersome.
- We've been able to adapt our processes with limited customization
- Not super customizable but does do outside the box
- UKG is almost too customizable. I wish the set up was more standardized; it makes it difficult to guide supervisor users when our screens aren't similar in layout
- If we pay more money, it can be customizable but as it stands, it is not very customizable for our current needs.
- It depends on the module being customized. Some are easy, and some are difficult.
- Internally IT works their magic
- N/A
- We provide input on a regular basis to ADP's Development Team and some suggestions are incorporated.
- We continuously are adding file feeds and other import of data with UKG. Works good.
- Neutral
- Reasonably
- It can be done but it is not a simple process
- Decent! Drafting PTO policies was pretty intuitive, and it asks just the right questions for each type of PTO.

Implementation Timeframe:

- Unknown
- A few weeks.
- 1 month
- 3 months
- 4 months
- 6 months
- 8 months
- 1-2 years
- Over a year
- We spaced out the different modules but overall, it was an awful experience
- Initial implementation went amazing smooth - took 3 months & UKG handled the bulk of it & walked us through all necessary aspects. Unfortunately, right after implementation, the merger with Kronos was finalized & our entire implementation team, sales team & customer service team was cut. We have had a new customer service rep every 6-9 months due to turnover/additional lay-offs.

Data Migration:

- Unknown
- The vendor took care of it.
- Vendor & IT Department took care of the process
- Uploads
- With report exports mostly.
- IT took care of it.
- HRIS team members handle the migration
- Excel was used to migrate data.
- Data dump and had the vendors work together on the data migration.
- Implementation happens between HR and HRIS provider
- Backed up data and ran reports
- Transfer from existing database to the new one.
- File feeds and at one time used a 3rd party vendor for file feeds.
- A lot of manual data entry
- Implementation Partner
- It was a blend of uploading and manual data migration.

Effectiveness of Generating Accurate Reports and Analytics:

- Not good at all. For example, a basic headcount report's column cannot be rearranged at the report level so when it is generated, we have to reformat it in Excel.
- We are skeptical of data and are unsure how the data integrates with other fields.
- Fairly effective
- Reports are often missing items that are needed, point-in-time reports are very difficult, and creating out of the box reports is incredibly difficult.
- Good. Creating custom reports is sometimes not as flexible as I would like
- Reporting can be tricky. We have good local support and when needed, they will create a new report for me. It looks simple, but there are some fields I don't have access to or the data isn't in the same "group" so I have to enlist their help. If not for that, I would find the reporting inadequate. But because of the support I get locally, I'm able to get whatever I need.
- Good

- It appears it will be good, but we are still writing the reports.
- Fairly accurate
- Very good at what it can handle, but glaring lack of capabilities for point in time reporting and advanced headcount reporting
- Accurate reporting
- Reports are effective - typically need help setting them up.
- Effective, if you understand how to run the reports and/or what reports are available.
- Very effective.
- Effective if data entry is accurate
- Very effective, although I think ADP had better analytics
- The reports are accurate and quickly populated, but we have limited reports we can pull.
- Reporting format is outdated
- It's as effective as the user is building the reports and analytics.
- Very effective and can create our own.
- Fairly accurate but not a lot of reports available
- Very easy, and accurate
- Their reporting system is complex and kind of a pain to navigate.
- Very good plus easy to run adhoc reports on about any data.
- The package we purchase does not include the analytics feature. We have a weekly payroll and specific accrual method that the analytics would not correlate with.
- So so, it struggles with historical reporting, but the report builder capability is useful.
- If our data is good the reporting reflects that
- Pretty effective.
- The old system was good. They've "updated" how they do reporting which has been much less user-friendly.
- Great! Accounting and HR can both easily run payroll reports.

Scalability:

- Unknown or N/A
- No concerns with scalability.
- Limited scalability for med/larger organizations.
- We have not experienced a great amount of growth and do not expect to
- Highly scalable.
- At a certain point, it maxes out.
- Somewhat scalable, with concessions
- It's capable of growing as the workforce grows.
- Excellent but pay per person so cost will likely increase
- We are on UKG Ready which provides all the necessities of a smaller company. They have larger suites if the company prefers a more enhanced HRIS.
- We see no foreseeable reason to change as we grow. This last year we were able to automate 401k data from payroll to John Hancock which is really nice.
- We've run into some issues as we've grown - it was set up for a company of 50 and then stretched to a company of 500 and some of the manual things in the system don't work at that scale
- Very... it is the largest selling point

Desired Features System Currently Does Not Have:

- A true HR Management System/Module.
- Ability to enter multiple positions for 1 employee, as well as an ability to adjust needed fields.
- More intuitive entry functions.
- I wish it was way more user friendly & Intuitive.
- Better leave administration
- In the time and attendance area, it isn't intuitive when it comes to clocking in and out. It's like a spreadsheet. If employees miss a punch, they have to add that punch in the exact field where that punch is missing, rather than just add the punch. The system can't analytically determine where that punch belongs.
- Applicant tracking
- Attaching reference forms in the onboarding process
- Better advanced reporting. More configuration options that we could handle ourselves.
- Better tracking of a point system for tardiness & sick time
- Better linkage to recruiting sites
- I wish UKG had the grabber to build reports like ADP does.
- Guides to help navigate the HRIS
- More user-friendly benefit enrollment. It is available and we use it; however, it isn't necessarily the best self-service platform.
- More customization, better performance management features, easier user-interface, better customer service
- Just a few tweaks on their current modules to make it easier to navigate at times.
- Has features we would like to use but choose not to pay for because of the cost
- Better reports creation
- Customization and integration
- More flexibility with ATS, but there is an upgrade coming.
- More ease and customizable features in rehires, onboarding and performance management. Having a LMS system
- Recruiting and posting jobs
- Ability to see YTD totals in the system on employee pay statements.
- Point in time reporting; historical data
- Maybe integration with GIS Navigator for employee benefits/deductions?
- Better integration with benefit carriers.
- More automated features that communicate within modules. For example, we complete an offboarding personal action form, but it doesn't actually go back and term the employee from the system.
- Open Recruiting integration and application process.
- More office training materials. Better interface - Easier to find certain items.
- More robust benefit administration platform

24% of respondents are considering changing or upgrading their HRIS system within the next 12 months.

HRIS SYSTEMS – ADDENDUM BY SYSTEM

ADP

16 responses; 6 manufacturers & 10 non-manufacturers

7 companies have had this HRIS system in place for less than 3 years, while the majority of respondents had been using this system for a minimum of 3 years, but generally well over 5 years.

HRIS Features Used & Satisfaction with HRIS Features	No. of Cos. Using Feature	Satisfied	Neutral	Dissatisfied	N/A
Employee/HR data management	11	56%	25%	6%	13%
Payroll management	16	56%	25%	19%	25%
Benefits administration	11	44%	25%	6%	25%
Time and attendance	11	56%	25%	0%	19%
Recruiting and onboarding	7	25%	31%	0%	44%
Performance management	4	6%	19%	0%	75%
Learning and development	4	13%	6%	6%	75%
Reporting and analytics	11	38%	31%	0%	31%
COBRA administration	4	13%	6%	0%	81%
Mobile access for employees	12	38%	31%	6%	25%
Legal and Compliance	10	38%	25%	0%	38%
Garnishments	13	56%	13%	13%	19%
Taxes	13	50%	13%	19%	19%
User Interface	12	44%	31%	0%	24%
Satisfaction with Implementation Process		Satisfied	Neutral	Dissatisfied	N/A
	11	38%	19%	13%	31%

Rating of Vendor's Customer Support	Excellent	Good	Fair	Poor	Very Poor	N/A
	25%	19%	25%	6%	19%	6%

Frequency of Technical Issues	Never	Rarely	Occasionally	Frequently	Very Frequently
	6%	24%	50%	13%	6%

Benefits Experienced with HRIS (Multiple responses were permitted.)	%
Increased efficiency	56%
Improved data accuracy	56%
Enhanced compliance	56%
Better employee experience	56%
Cost savings	13%
Improved reporting capabilities	44%

HRIS Challenges (Multiple responses were permitted.)	%
Complexity of use	19%
Integration with other systems	31%
Cost of maintenance	6%
Lack of customization	25%
Data security concerns	0%
Technical issues	31%

User-Friendliness of HRIS	Excellent	Good	Fair	Poor	Very Poor	N/A
	19%	38%	25%	13%	0%	6%
Intuitiveness for New Users	Excellent	Good	Fair	Poor	Very Poor	N/A
	25%	19%	38%	13%	0%	6%

Training resources provided by HRIS vendor:

- A library of data to look through
- Training is available but has to be requested. You can't access on your own.
- We have a comp service team dedicated to us for support.
- Learning platform
- Safety and office training materials
- Hours of training for new admins but no training for new employees
- Online classes & prompts on pages

Frequency of HRIS Updates/Upgrades:

- Vendor updates automatically
- Rarely

Security Measures Included in HRIS:

- Unsure
- Multi-factor or 2-factor authentication
- Encrypted, screen times out after so much time, two factor authentication for changes.
- Documented security policy in place

94% of respondents feel their current system provides good value for its features and cost while only **13%** would recommend their current HRIS system to others. Reasons for NOT recommending their current system includes:

- The implementation was poor and our designated rep does not seem to have any answers. We have requested a different rep but have been denied.
- The issues and lack of service

50% of respondents said their HRIS integrates with other software platforms used by the organization.

Customizability of HRIS:

- Not very customizable
- Very customizable
- Customizable but with a heavy cost.
- N/A
- We provide input on a regular basis to ADP's Development Team and some suggestions are incorporated.
- It can be done but it is not a simple process

Implementation Timeframe:

- Unknown
- 1 month
- 3 months
- 6 months
- 7 months
- 1-2 years
- We spaced out the different modules but overall, it was an awful experience

Data Migration:

- The vendor took care of it.
- Uploads
- Transfer from existing database to the new one.

Effectiveness of Generating Accurate Reports and Analytics:

- We are skeptical of data and are unsure how the data integrates with other fields.
- Good/great
- Very effective.
- Reporting format is outdated
- Very easy, and accurate
- Reporting system is complex and a pain to navigate.

Scalability:

- No concerns with scalability.
- Very scalable.

Desired Features System Currently Does Not Have:

- Ability to enter multiple positions for 1 employee, as well as an ability to adjust needed fields.
- Guides to help navigate the HRIS
- Ability to see YTD totals in the system on employee pay statements.
- More office training materials. Better interface - Easier to find certain items.

19% of respondents are considering changing or upgrading their HRIS system within the next 12 months.

PAYCHEX

6 responses; 1 manufacturers & 5 non-manufacturers

7 companies have had this HRIS system in place for more than 3 years.

HRIS Features Used & Satisfaction with HRIS Features	No. of Cos. Using Feature	Satisfied	Neutral	Dissatisfied	N/A
Employee/HR data management	4	17%	17%	33%	33%
Payroll management	6	33%	33%	33%	0%
Benefits administration	1	0%	17%	0%	83%
Time and attendance	4	17%	33%	17%	33%
Recruiting and onboarding	2	0%	17%	17%	67%
Performance management	1	0%	17%	0%	83%
Learning and development	0	0%	0%	0%	100%
Reporting and analytics	3	0%	33%	17%	50%
COBRA administration	0	0%	0%	0%	100%
Mobile access for employees	3	17%	33%	0%	50%
Legal and Compliance	0	0%	0%	0%	100%
Garnishments	4	17%	33%	17%	33%
Taxes	5	17%	50%	17%	17%
User Interface	4	17%	33%	17%	33%
Satisfaction with Implementation Process		Satisfied	Neutral	Dissatisfied	N/A
	6	0%	33%	50%	17%

Rating of Vendor's Customer Support	Excellent	Good	Fair	Poor	Very Poor	N/A
	0%	33%	33%	0%	33%	0%

Frequency of Technical Issues	Never	Rarely	Occasionally	Frequently	Very Frequently
	0%	0%	50%	17%	33%

Benefits Experienced with HRIS (Multiple responses were permitted.)	%
Increased efficiency	17%
Improved data accuracy	33%
Enhanced compliance	17%
Better employee experience	33%
Cost savings	17%
Improved reporting capabilities	33%

HRIS Challenges (Multiple responses were permitted.)	%
Complexity of use	33%
Integration with other systems	33%
Cost of maintenance	33%
Lack of customization	33%
Data security concerns	17%
Technical issues	83%

User-Friendliness of HRIS	Excellent	Good	Fair	Poor	Very Poor	N/A
	0%	33%	33%	33%	0%	0%
Intuitiveness for New Users	Excellent	Good	Fair	Poor	Very Poor	N/A
	0%	50%	17%	17%	17%	0%

Training resources provided by HRIS vendor:

- None
- Screen Shots
- Mostly tutorials, some live classes.

Frequency of HRIS Updates/Upgrades:

- Vendor updates automatically

Security Measures Included in HRIS:

- Unsure

33% of respondents feel their current system provides good value for its features and cost while only **17%** would recommend their current HRIS system to others. Reasons for NOT recommending their current system includes:

- I have been working with HRIS systems for over 25 years. Paychex is the worst system and customer service I have experienced.
- Too cumbersome for a smaller employer
- Difficult to use
- Too many work-arounds for the accounting system.

67% of respondents said their HRIS integrates with other software platforms used by the organization.

Customizability of HRIS:

- Not very customizable

Implementation Timeframe:

- A few weeks.
- 1 month

Data Migration:

- Unknown
- It was a blend of uploading and manual data migration.

Effectiveness of Generating Accurate Reports and Analytics:

- Good

Scalability:

- At a certain point, it maxes out.

Desired Features System Currently Does Not Have:

- A true HR Management System/Module.

67% of respondents are considering changing or upgrading their HRIS system within the next 12 months.

PAYCOR

4 responses; 1 manufacturer & 3 non-manufacturers

2 companies have had this HRIS system in place for 3-5 years, while 2 respondents have been using this system 3-5 years.

HRIS Features Used & Satisfaction with HRIS Features	No. of Cos. Using Feature	Satisfied	Neutral	Dissatisfied	N/A
Employee/HR data management	4	100%	0%	0%	0%
Payroll management	4	100%	0%	0%	0%
Benefits administration	2	50%	0%	0%	50%
Time and attendance	4	75%	0%	25%	0%
Recruiting and onboarding	4	100%	0%	0%	0%
Performance management	3	50%	25%	0%	25%
Learning and development	2	25%	25%	0%	50%
Reporting and analytics	4	100%	0%	0%	0%
COBRA administration	0	0%	0%	0%	100%
Mobile access for employees	2	50%	0%	0%	50%
Legal and Compliance	2	0%	50%	0%	50%
Garnishments	4	75%	0%	25%	0%
Taxes	4	75%	0%	25%	0%
User Interface	4	50%	25%	25%	0%
Satisfaction with Implementation Process		Satisfied	Neutral	Dissatisfied	N/A
	3	25%	25%	25%	25%

Rating of Vendor's Customer Support	Excellent	Good	Fair	Poor	Very Poor	N/A
	0%	50%	25%	0%	25%	0%

Frequency of Technical Issues	Never	Rarely	Occasionally	Frequently	Very Frequently
	0%	0%	100%	0%	0%

Benefits Experienced with HRIS (Multiple responses were permitted.)	%
Increased efficiency	75%
Improved data accuracy	100%
Enhanced compliance	75%
Better employee experience	75%
Cost savings	25%
Improved reporting capabilities	75%

HRIS Challenges (Multiple responses were permitted.)	%
Complexity of use	25%
Integration with other systems	75%
Cost of maintenance	0%
Lack of customization	75%
Data security concerns	25%
Technical issues	75%

User-Friendliness of HRIS	Excellent	Good	Fair	Poor	Very Poor	N/A
	0	100%	0%	0%	0%	0%
Intuitiveness for New Users	Excellent	Good	Fair	Poor	Very Poor	N/A
	0	100%	0%	0%	0%	0%

Training resources provided by HRIS vendor:

- Online help guides
- Help articles
- Webinars
- They have extensive training for the system.

Frequency of HRIS Updates/Upgrades:

- Vendor updates automatically

Security Measures Included in HRIS:

- Multi-factor or 2-factor authentication
- We use a single sign on integrated with our security.

100% of respondents feel their current system provides good value for its features and cost while only **50%** would recommend their current HRIS system to others. Reasons for NOT recommending their current system includes:

- Honestly the answer is "it depends" on what they need.

75% of respondents said their HRIS integrates with other software platforms used by the organization.

Customizability of HRIS:

- Somewhat customizable.
- If we pay more money, it can be customizable but as it stands, it is not very customizable for our current needs.

Implementation Timeframe:

- A few weeks.
- 2 months
- 6 months

Data Migration:

- It was a blend of uploading and manual data migration.

Effectiveness of Generating Accurate Reports and Analytics:

- Fairly effective
- The old system was good. They've "updated" how they do reporting which has been much less user-friendly.

Scalability:

- No concerns with scalability.

Desired Features System Currently Does Not Have:

- Better benefits administration.

25% of respondents are considering changing or upgrading their HRIS system within the next 12 months.

PAYLOCITY

10 responses; 1 manufacturer & 9 non-manufacturers

4 companies have had this HRIS system in place 1-3 years; 4 companies have had this HRIS system for 3-5 years and 2 other companies have had this system for over 5 years.

HRIS Features Used & Satisfaction with HRIS Features	No. of Cos. Using Feature	Satisfied	Neutral	Dissatisfied	N/A
Employee/HR data management	10	90%	10%	0%	0%
Payroll management	10	90%	10%	0%	0%
Benefits administration	5	20%	20%	10%	50%
Time and attendance	7	60%	10%	0%	30%
Recruiting and onboarding	7	50%	20%	0%	30%
Performance management	4	30%	10%	0%	60%
Learning and development	0	0%	0%	0%	100%
Reporting and analytics	7	50%	20%	0%	30%
COBRA administration	2	20%	0%	0%	80%
Mobile access for employees	7	60%	10%	0%	30%
Legal and Compliance	4	10%	30%	0%	60%
Garnishments	10	60%	40%	0%	0%
Taxes	10	60%	40%	0%	0%
User Interface	8	40%	40%	0%	20%
Satisfaction with Implementation Process		Satisfied	Neutral	Dissatisfied	N/A
	9	30%	60%	0%	10%

Rating of Vendor's Customer Support	Excellent	Good	Fair	Poor	Very Poor	N/A
	20%	60%	20%	0%	0%	0%

Frequency of Technical Issues	Never	Rarely	Occasionally	Frequently	Very Frequently
	0%	50%	50%	0%	0%

Benefits Experienced with HRIS (Multiple responses were permitted.)	%
Increased efficiency	100%
Improved data accuracy	90%
Enhanced compliance	40%
Better employee experience	50%
Cost savings	30%
Improved reporting capabilities	70%

HRIS Challenges (Multiple responses were permitted.)	%
Complexity of use	50%
Integration with other systems	40%
Cost of maintenance	0%
Lack of customization	50%
Data security concerns	0%
Technical issues	20%

User-Friendliness of HRIS	Excellent	Good	Fair	Poor	Very Poor	N/A
	20%	60%	20%	0%	0%	0%
Intuitiveness for New Users	Excellent	Good	Fair	Poor	Very Poor	N/A
	20%	50%	30%	0%	0%	0%

Training resources provided by HRIS vendor:

- Online article library, training videos, annual virtual conference
- How-to videos
- Training and support guides on almost all topics
- Video and live Zooms
- Online help

Frequency of HRIS Updates/Upgrades:

- Vendor updates automatically
- 1-2 years
- Never (web-based)
- Rarely

Security Measures Included in HRIS:

- Multi-factor or 2-factor authentication
- Paylocity's global privacy program is staffed with a team of individuals with deep expertise in data privacy. The program has support and oversight from the privacy governance committee, which has representation from all functions of the organization. The privacy program is comprised of multiple domains, including policies and procedures, training and awareness, and privacy-by-design to ensure that personal information is properly handled and protected through the data life cycle.

100% of respondents feel their current system provides good value for its features and would recommend their current HRIS system to others.

70% of respondents said their HRIS integrates with other software platforms used by the organization.

Customizability of HRIS:

- Somewhat customizable.
- Not super customizable but does do outside the box

Implementation Timeframe:

- Unknown
- A few weeks.
- 2 months
- 3 months
- 6 months

Data Migration:

- Unknown
- The vendor took care of it.
- IT took care of it.

Effectiveness of Generating Accurate Reports and Analytics:

- Fairly effective
- Good. Creating custom reports is sometimes not as flexible as I would like
- Very effective/good

Scalability:

- Unknown or N/A
- Highly scalable.

Desired Features System Currently Does Not Have:

- Better leave administration
- Better tracking of a point system for tardiness & sick time
- Better integration with benefit carriers.
- Less formatting on some of the reports so it's easier to manipulate.

0% of respondents are considering changing or upgrading their HRIS system within the next 12 months.

UKG

13 responses; 4 manufacturers & 9 non-manufacturers

2 companies have had this HRIS system in place for less than 3 years; 3 companies have had their system in place for 3-5 years; and 2 respondents have been using their system for 5-10 years.

HRIS Features Used & Satisfaction with HRIS Features	No. of Cos. Using Feature	Satisfied	Neutral	Dissatisfied	N/A
Employee/HR data management	13	69%	23%	8%	8%
Payroll management	13	77%	15%	8%	0%
Benefits administration	12	62%	23%	15%	0%
Time and attendance	10	46%	15%	15%	23%
Recruiting and onboarding	7	31%	15%	8%	46%
Performance management	8	46%	0%	0%	54%
Learning and development	2	0%	8%	0%	92%
Reporting and analytics	8	38%	8%	23%	31%
COBRA administration	1	8%	0%	0%	92%
Mobile access for employees	13	69%	23%	8%	0%
Legal and Compliance	7	38%	15%	0%	46%
Garnishments	11	46%	31%	8%	15%
Taxes	12	54%	31%	8%	8%
User Interface	12	69%	0%	23%	8%
Satisfaction with Implementation Process		Satisfied	Neutral	Dissatisfied	N/A
	11	77%	0%	8%	15%

Rating of Vendor's Customer Support	Excellent	Good	Fair	Poor	Very Poor	N/A
	23%	38%	15%	15%	0%	8%

Frequency of Technical Issues	Never	Rarely	Occasionally	Frequently	Very Frequently
	0%	54%	46%	0%	0%

Benefits Experienced with HRIS (Multiple responses were permitted.)	%
Increased efficiency	69%
Improved data accuracy	69%
Enhanced compliance	54%
Better employee experience	69%
Cost savings	31%
Improved reporting capabilities	62%

HRIS Challenges (Multiple responses were permitted.)	%
Complexity of use	54%
Integration with other systems	38%
Cost of maintenance	46%
Lack of customization	31%
Data security concerns	8%
Technical issues	15%

User-Friendliness of HRIS	Excellent	Good	Fair	Poor	Very Poor	N/A
	0%	69%	23%	0%	8%	0%
Intuitiveness for New Users	Excellent	Good	Fair	Poor	Very Poor	N/A
	8%	46%	38%	0%	8%	0%

Training resources provided by HRIS vendor:

- None
- Customized handouts
- Online training is free and very basic.
- Phone support is available, as well as ticketing support.
- Customer service and training resources are great
- Large amount of training available, as well as customer support.
- Video and live Zooms
- New users - we train our own employees to access their timecard and process benefits during open enrollment. There are online workflow aids available.

Frequency of HRIS Updates/Upgrades:

- Vendor updates automatically
- Rarely

Security Measures Included in HRIS:

- Multi-factor or 2-factor authentication
- SSO login, MFA and ability to customize security down to a granular level to restrict visibility as needed.
- New security measures seem to come out monthly
- Verification/password/firewall
- Regular updates on passwords and we have built security profiles for each level of management.

85% of respondents feel their current system provides good value for its features and would recommend their current HRIS system to others. Reasons for NOT recommending their current system includes:

- It is not user friendly. Everything is very complicated to setup, and you always have to use UKG support for help.
- They sell a good product but since the merger with Kronos, lack timely customer service. Also, any change that you want to make cost more money & takes too long. For instance, we changed to a new benefit vendor for just dental & vision in January 2024, submitted a case to set up new implementation/file feed in late October 2023 & it took until May 2024 for it to be completed.

69% of respondents said their HRIS integrates with other software platforms used by the organization.

Customizability of HRIS:

- Somewhat customizable.
- Very customizable
- It's very customizable. But sometimes, the way they have to work around our specific needs is bulky and confusing, specifically in the benefits area where we have wellness tiers that impact the cost of coverage for employees. Overall, it's one of the most flexible I've used.
- Customizable but with a heavy cost.
- It is customizable - just cumbersome.
- UKG is almost too customizable. I wish the set up was more standardized; it makes it difficult to guide supervisor users when our screens aren't similar in layout
- If we pay more money, it can be customizable but as it stands, it is not very customizable for our current needs.
- Internally IT works their magic
- We continuously are adding file feeds and other import of data with UKG. Works good.

Implementation Timeframe:

- Unknown
- A few weeks.
- 3 months
- 6 months
- 1-2 years
- Initial implementation went amazing smooth - took 3 months & UKG handled the bulk of it & walked us through all necessary aspects. Unfortunately, right after implementation, the merger with Kronos was finalized & our entire implementation team, sales team & customer service team was cut. We have had a new customer service rep every 6-9 months due to turnover/additional lay-offs.

Data Migration:

- Unknown
- Vendor & IT Department took care of the process
- With report exports mostly.
- IT took care of it.
- Excel was used to migrate data.
- File feeds and at one time used a 3rd party vendor for file feeds.
- It was a blend of uploading and manual data migration.

Effectiveness of Generating Accurate Reports and Analytics:

- Reporting can be tricky. We have good local support and when needed, they will create a new report for me. It looks simple, but there are some fields I don't have access to or the data isn't in the same "group" so I have to enlist their help. If not for that, I would find the reporting inadequate. But because of the support I get locally, I'm able to get whatever I need.
- Good/Effective
- Very good at what it can handle, but glaring lack of capabilities for point in time reporting and advanced headcount reporting
- Reports are effective - typically need help setting them up.
- Very effective.
- The reports are accurate and quickly populated, but we have limited reports we can pull.
- It's as effective as the user is building the reports and analytics.
- Very easy, and accurate
- The package we purchase does not include the analytics feature. We have a weekly payroll and specific accrual method that the analytics would not correlate with.
- Learning curve to customize reports.

Scalability:

- Highly scalable.
- Somewhat scalable, with concessions
- It's capable of growing as the workforce grows.
- We are on UKG Ready which provides all the necessities of a smaller company. They have larger suites if the company prefers a more enhanced HRIS.

Desired Features System Currently Does Not Have:

- In the time and attendance area, it isn't intuitive when it comes to clocking in and out. It's like a spreadsheet. If employees miss a punch, they have to add that punch in the exact field where that punch is missing, rather than just add the punch. The system can't analytically determine where that punch belongs.
- Better advanced reporting. More configuration options that we could handle ourselves.
- I wish UKG had the grabber to build reports like ADP does.
- More user-friendly benefit enrollment. It is available and we use it; however, it isn't necessarily the best self-service platform.
- More customization, better performance management features, easier user-interface, better customer service
- Has features we would like to use but choose not to pay for because of the cost
- Better reports creation
- More effective onboarding.

15% of respondents are considering changing or upgrading their HRIS system within the next 12 months.

WORKDAY

2 responses; 1 manufacturer & 1 non-manufacturer

Both companies have had their HRIS systems in place for less than 3 years.

HRIS Features Used & Satisfaction with HRIS Features	No. of Cos. Using Feature	Satisfied	Neutral	Dissatisfied	N/A
Employee/HR data management	2	50%	50%	0%	0%
Payroll management	2	0%	50%	0%	50%
Benefits administration	2	0%	50%	0%	50%
Time and attendance	2	0%	50%	0%	50%
Recruiting and onboarding	2	0%	0%	50%	50%
Performance management	2	0%	0%	50%	50%
Learning and development	2	0%	50%	0%	50%
Reporting and analytics	2	0%	50%	50%	0%
COBRA administration	1	0%	0%	0%	100%
Mobile access for employees	2	50%	0%	50%	0%
Legal and Compliance	1	0%	50%	0%	50%
Garnishments	0	0%	0%	0%	100%
Taxes	1	0%	50%	0%	50%
User Interface	2	0%	0%	100%	0%
Satisfaction with Implementation Process		Satisfied	Neutral	Dissatisfied	N/A
	2	0%	0%	100%	0%

Rating of Vendor's Customer Support	Excellent	Good	Fair	Poor	Very Poor	N/A
	0%	0%	0%	0%	50%	50%

Frequency of Technical Issues	Never	Rarely	Occasionally	Frequently	Very Frequently
	0%	0%	100%	0%	0%

Benefits Experienced with HRIS (Multiple responses were permitted.)	%
Increased efficiency	0%
Improved data accuracy	50%
Enhanced compliance	100%
Better employee experience	0%
Cost savings	0%
Improved reporting capabilities	100%

HRIS Challenges (Multiple responses were permitted.)	%
Complexity of use	100%
Integration with other systems	100%
Cost of maintenance	0%
Lack of customization	50%
Data security concerns	0%
Technical issues	50%

User-Friendliness of HRIS	Excellent	Good	Fair	Poor	Very Poor	N/A
	0%	0%	100%	0%	0%	0%
Intuitiveness for New Users	Excellent	Good	Fair	Poor	Very Poor	N/A
	0%	0%	50%	50%	0%	0%

Training resources provided by HRIS vendor:

- We have an internal HRIS team that provided subpar training to the HR team.
- Have to develop our own.

Frequency of HRIS Updates/Upgrades:

- Vendor updates automatically
- N/A – Unknown

Security Measures Included in HRIS:

- Unsure

Neither respondent feels their current system provides good value for its features and cost. Reasons for NOT recommending their current system includes:

- Maybe. The company would have to have a strong implementation team and they must understand the business and customization needed.
- Too cumbersome for a smaller employer

50% of respondents said their HRIS integrates with other software platforms used by the organization.

Customizability of HRIS:

- N/A or so-so

Implementation Timeframe:

- Unknown
- Over a year

Data Migration:

- N/A

Effectiveness of Generating Accurate Reports and Analytics:

- Effective, if you understand how to run the reports and/or what reports are available.
- If our data is good the reporting reflects that

Scalability:

- Unknown or N/A
- Very... it is the largest selling point

Desired Features System Currently Does Not Have:

- Open Recruiting integration and application process.

0% of respondents are considering changing or upgrading their HRIS system within the next 12 months.