



Next Generation HCM Technology

isolved

Report Abstract

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10 pages

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Who is This Vendor Assessment For?

NelsonHall's Next Generation HCM Technology Vendor Assessment for isolved is a comprehensive assessment of isolved's HCM platform offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of HCM Technology and identifying vendor suitability for HCM Technology RFPs
- Vendor marketing, sales, and business managers looking to develop strategies to target service opportunities and benchmark themselves against their peers
- Financial analysts and investors specializing in the HR Technology sector
- HR and Payroll decision makers.

Key Findings & Highlights

NelsonHall's vendor assessment analyzes isolved's offerings and capabilities in HCM Technology services. 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 (2023): Common Sense Payroll, Payarc, Strategic Payroll Solutions, Autopaychecks HCM, Payroll Specialties (all previous resellers of isolved People Cloud)
- Network, ASO partners (2022): PCS Human Capital, AAP, 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)
- Givful (2021): Wellness and well-being solution focused on employee giving and 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
- HK Payroll Services Inc. (2019): Workforce management technology, payroll services partner acquisition
- Sage Group plc (2019): Payroll technology

- AmCheck (2018): Payroll services partner acquisition.
- ExcelPay (2017): Payroll services partner acquisition.

The isolated People Cloud platform currently supports ~6m worksite employees and ~168k U.S.-based small and medium-sized employers, with the ability to scale for larger, enterprise-level customers (10k employees).

isolved supports its HCM technology through its dedicated team focused on development, sales, deployment, and support, and located across its delivery centers in six U.S. cities. The organization owns ~99% of its IP with a single source technology stack and manages its HCM platform implementations entirely in-house with full platform deployment that leverages a rapid time-to-value model ranging from 30 to ~120 days, depending on client modules adopted and level of complexity.

isolved targets its People Cloud HCM technology to North American-based, small-to-medium-sized businesses (SMB) and mid-market organizations ranging up to 10k employees, focusing primarily on the 50 to 500-employee range. While its client base mainly comprises firms with less than 500 employees (84%), its fastest-growing segment is the 500 to 2.5k middle-market buyer (~16%).

Scope of the Report

The report provides a comprehensive and objective analysis of isolated’s Next Generation HCM Technology 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 delivery locations.

Next Generation HCM Technology Assessments

also available for:

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UKG
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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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