



NelsonHall
TRANSFORM THROUGH INSIGHT

Vendor Profile

HCM Technology

isolved

Report Abstract

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Pete A. Tiliakos

HR Technology & Services Research

Director

NelsonHall

8 pages

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Who is This Vendor Assessment For?

NelsonHall's HCM technology profile on isolved is a comprehensive assessment of its offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of HCM technology platforms and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the HR technology and 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 targeted small-to-medium-sized businesses (SMB) and mid-market organizations.

The company was originally formed in 1986, offering benefits services under the Infinisource brand as an entity of Infinisource prior to launching a cloud-native HCM technology platform called isolved HCM in 2013. In 2020 the entities were consolidated and organized under the isolved brand, and the same year, 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 to accelerate its platform adoption, including:

- TrenData HR (2021): AI-based predictive analytics and NLP based conversational virtual assistant (VA)
- Givful (2021): Wellness and wellbeing solution focused on employee giving and volunteering
- 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.

isolved provides a proprietary HCM technology platform called isolved People Cloud. The cloud-native multi-tenant platform is a modular offering, built on a single code-line and database, and hosted on the Microsoft Azure public cloud infrastructure with pre-built APIs to ~1.8k partner technology platforms.

The isolated People Cloud platform includes the following modules:

- Talent Management: (Talent Acquisition and Onboarding)
- HR and Payroll
- Benefits
- Workforce Management
- Engagement Management (including learning management).

isolved targets its People Cloud HCM technology to small-to-medium-sized businesses (SMB) and mid-market organizations ranging from 20 up to 10k employees and focuses primarily on the 250 to 2.5k segment as its "sweet spot." While its client base is largely comprised (~87%) of firms with less than 500 employees, its fastest-growing segment is the 500 to 2.5k middle-market buyer. The isolated People Cloud platform currently supports ~5m users and >145k U.S.-based small and medium-sized employers.

Scope of the Report

The report provides a comprehensive and objective analysis of isolated HCM Technology offering, 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 for key centers.

HCM Technology Vendor Assessments also Available for:

ADP

AscentHR

Ceridian

Cornerstone OnDemand

HiBob

Infor

Namely

NeeyamoWorks

Paychex

Paycor

PeopleStrategy

Sage Group

SAP/SuccessFactors

UKG

Workday

About The Author

Pete is HR Technology & Services Research Director at NelsonHall, with shared responsibility for HR Services research globally with Nikki Edwards and Liz Rennie. Pete covers HR Services research in payroll services, global employer of record services, and HCM technology.

Pete has been part of NelsonHall's HR Services analyst team since 2016, providing comprehensive and insightful coverage of HR services markets in the world. In particular, he is known for his extensive knowledge and coverage of the global payroll outsourcing market. Pete assists both buy-side and vendor organizations in assessing opportunities and supplier capability across HR service lines.

Pete can be contacted at:

- Email: pete.tiliakos@nelson-hall.com
- Twitter: [@petet_NH](https://twitter.com/petet_NH)



About NelsonHall

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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

Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD
Phone: + 44(0) 203 514 7522

Paris

4 place Louis Armand, Tour de l'Horloge, 75012 Paris
Phone: + 33 1 86266 766

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