



CedarCrestone 2013–2014 HR Systems Survey Highlights

HR Technologies, Deployment Choices, and Metrics

16th Annual Edition

In Denver!

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What the 16th Annual CedarCrestone Survey Says About Key Trends and More

**Software as a Service
(aka "the Cloud")**

Replacements hit tipping point.

Social



Analytics



**Adoption continues to increase
and result in value.**

Mobile



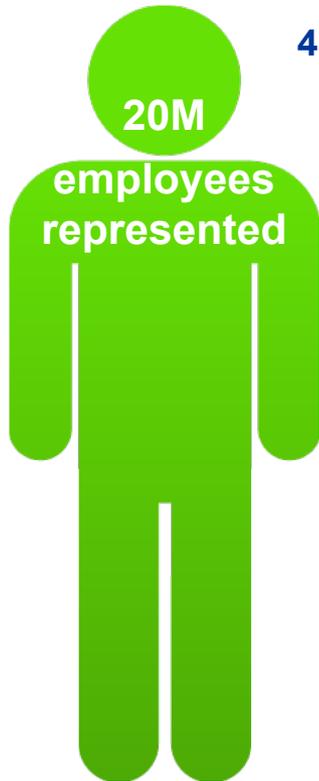
Integration/Unification
**The new Holy Grail that
few reach without a
Unified solution.**



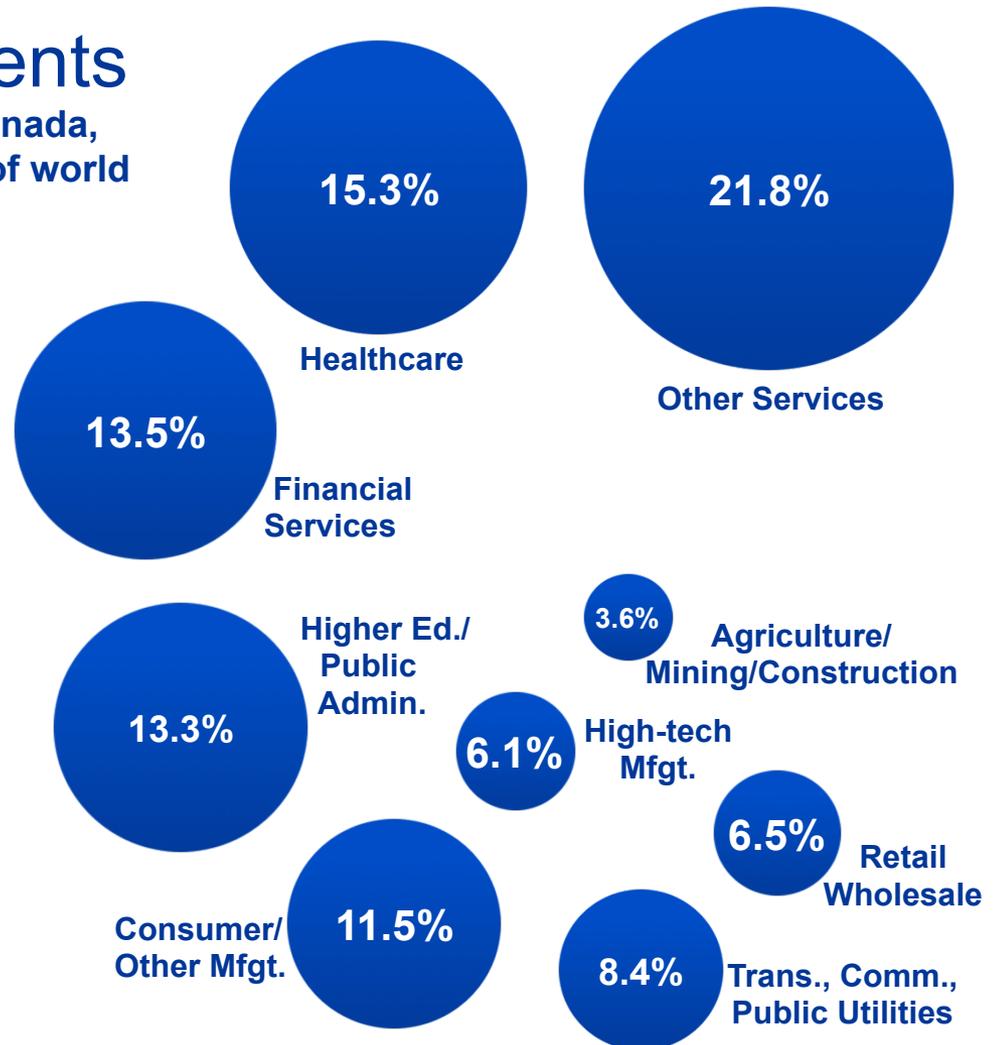
User Satisfaction
**Newer products, later releases
get higher scores.
Improvement still needed!**

CedarCrestone 2013–2014 HR Systems Survey Demographics

1,266 respondents
85% US, 6% EMEA, 5% Canada,
4% Australia/Asia and rest of world



Average number of
employees = 15,876



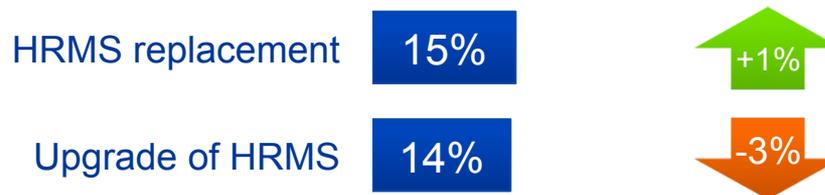
Major 2013 Initiatives

Similar to 2012 with One Inflexion Point Reached!

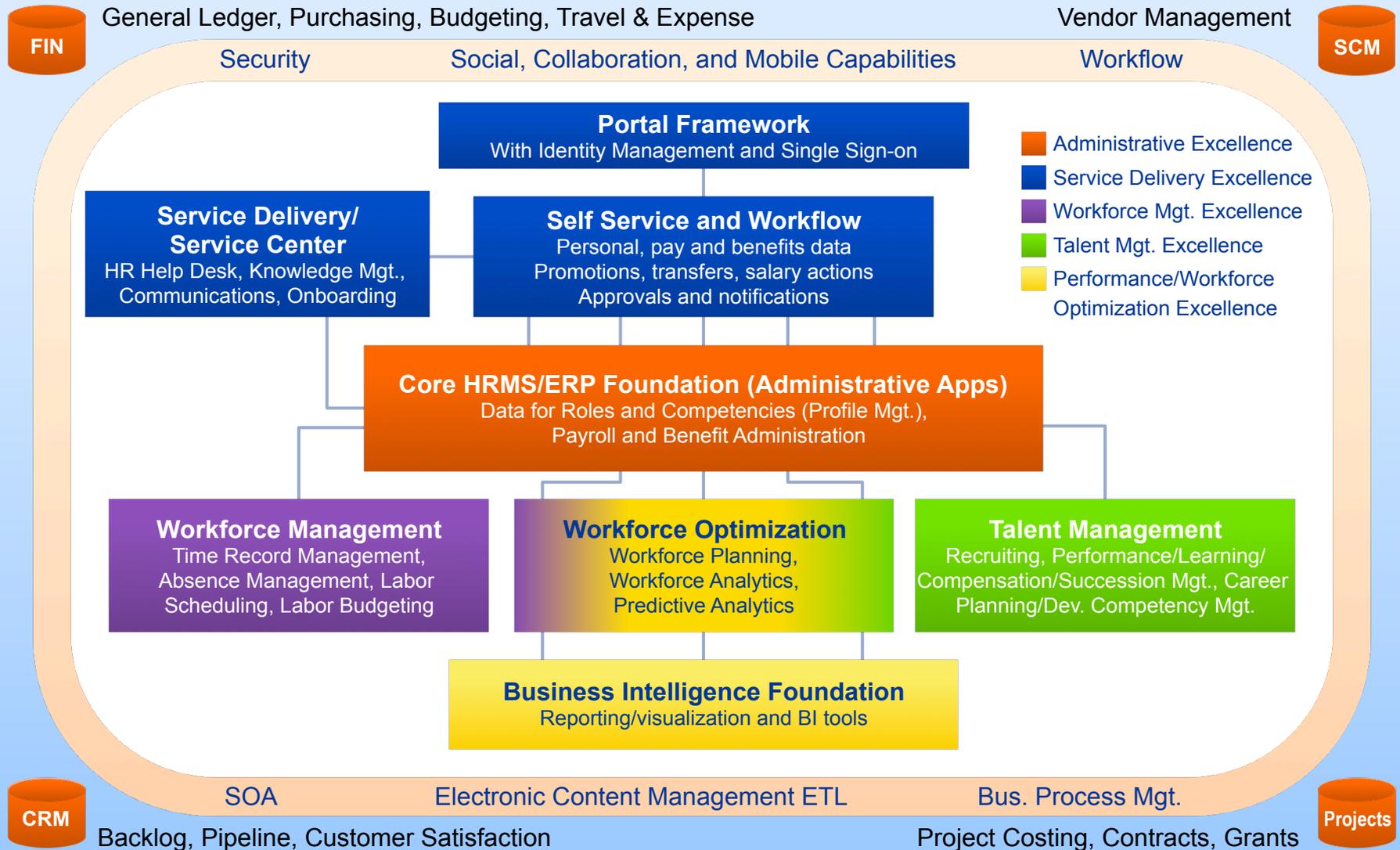
Major Initiatives n=1,215



Upgrade vs. Replacements: Inflexion Point Reached



CedarCrestone HCM Integrated and Unified Application Blueprint



Application Adoption All Industries by Size

Application Categories	Overall Adoption		Large	Medium	Small	Top Performers
			n=326	n=326	n=612	n=57
Administrative	92%		At Market	At Market	At Market	At Market
Service Delivery	44%		Leads	At Market	Lags	Leads
Workforce Management	43%		Leads	At Market	Lags	At Market
Talent Management	52%		Leads	At Market	Lags	Leads
Business Intelligence	44%		Leads	At Market	Lags	Leads
Workforce Optimization	14%		Leads	At Market	Lags	Leads
Social Media	33%		Leads	At Market	Lags	Leads

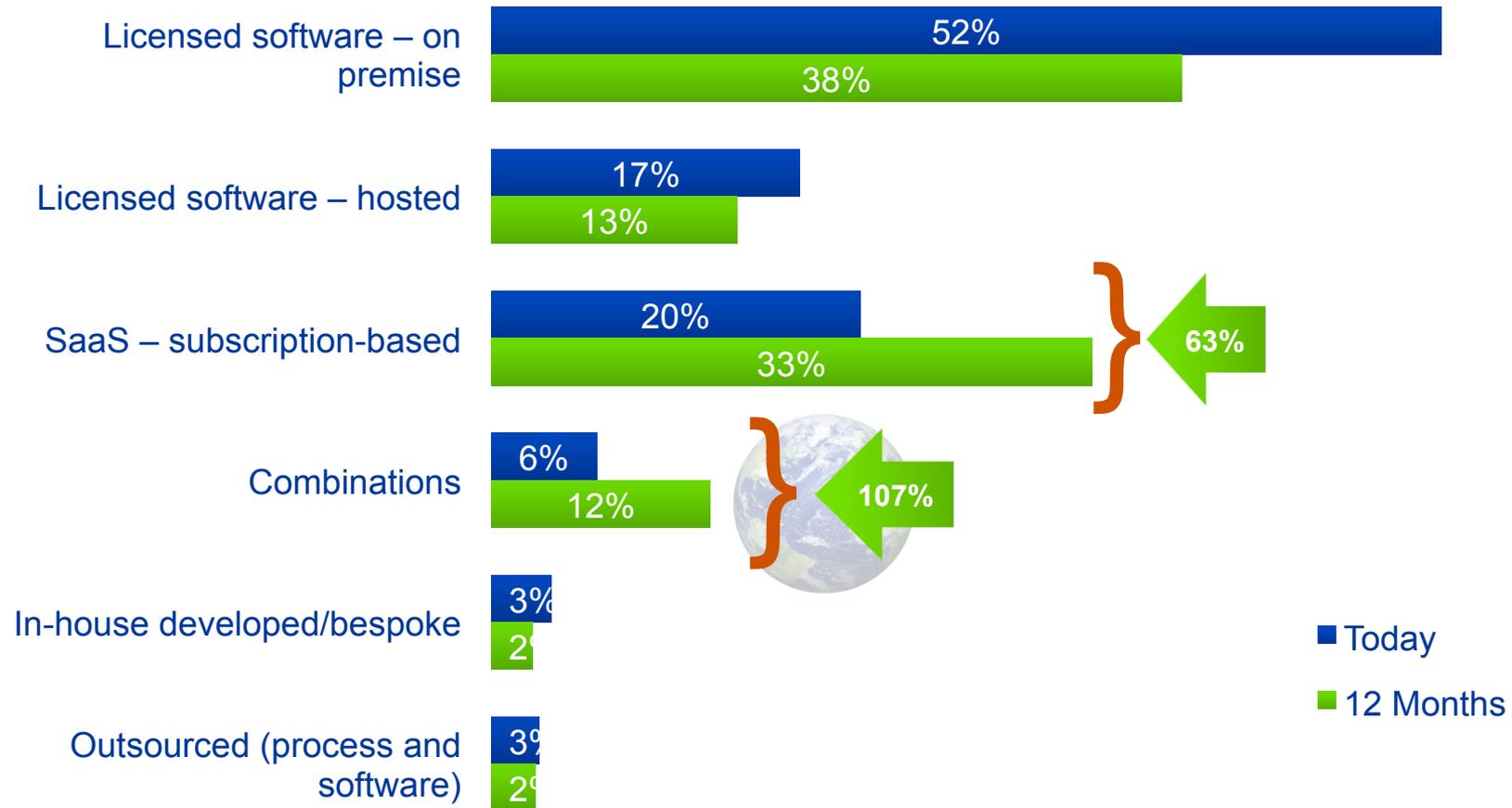
SaaS is Already the Direction for Talent Management

Now the HRMS Application is *Trending* Towards SaaS

Don't Forget Though that Licensed On Premise Still Leads

Core

HRMS Application Deployment Only



While 55% of Respondents Report They Will Not Move to a SaaS HRMS, Why Will 45%? n=1,231

Reasons for Moving to a New SaaS Core HRMS n=556



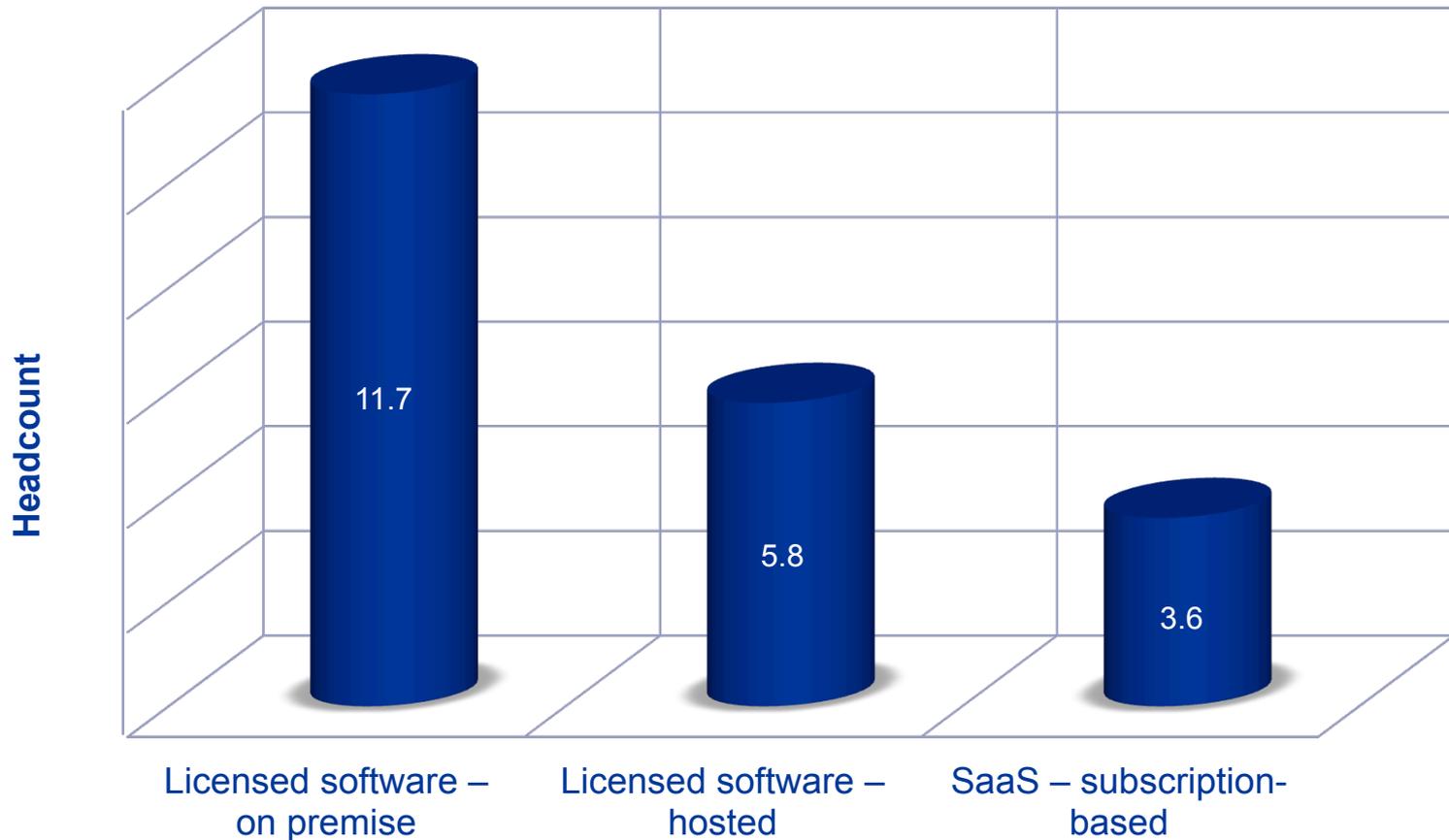
Improving the User Experience Continues as #1 Reason to Move

SaaS Value Propositions:

A SaaS HRMS Takes 1/3rd the Staff Overall to Deploy/Support

Core

Impact of HRMS Deployment Type on
HRIT/IT Headcount – Overall n=423



SaaS Takes Less Time to Deploy, Yielding Faster Time to Benefit

Length of Time for New HRMS Deployments n=648



Time for New Deployment for an HRMS by Size of Organization in months



The Future HRMS Battleground Will Be Fought Among Vendors with Cloud Offerings

Core

HRMS Respondent Adoption Overall*

n=636

	Overall	
	Today	In 12 Months
PeopleSoft	29%	26%
ADP	19%	18%
SAP	11%	12%
Ultimate Software	11%	12%
Kronos	11%	12%
Infor/Lawson	10%	10%
Oracle EBS	6%	5%
Workday	5%	12%
Ceridian HR	5%	4%
SuccessFactors	4%	6%
SumTotal	2%	2%
Oracle HCM Cloud (Fusion)	1%	4%
Ceridian Dayforce	1%	2%

TOP PERFORMERS

**Choose Workday:
11% vs. 5%**

*Colored cells indicate greater than 5% gain or loss projected in 12 months.

Organizations may have multiple solutions in use.

Since User Experience is the #1 Reason Most Organizations Plan to Move, How Are Vendors Doing?

- 1 = **Poor**: not user friendly, excessive steps, limits use
- 2 = **Acceptable**: workable but requires training to use
- 3 = **Excellent**: intuitive, user centered design, effectively promotes use

And, why is it is such a big deal?

It's about driving user adoption, so both employees and the organization get the most value from the solution!

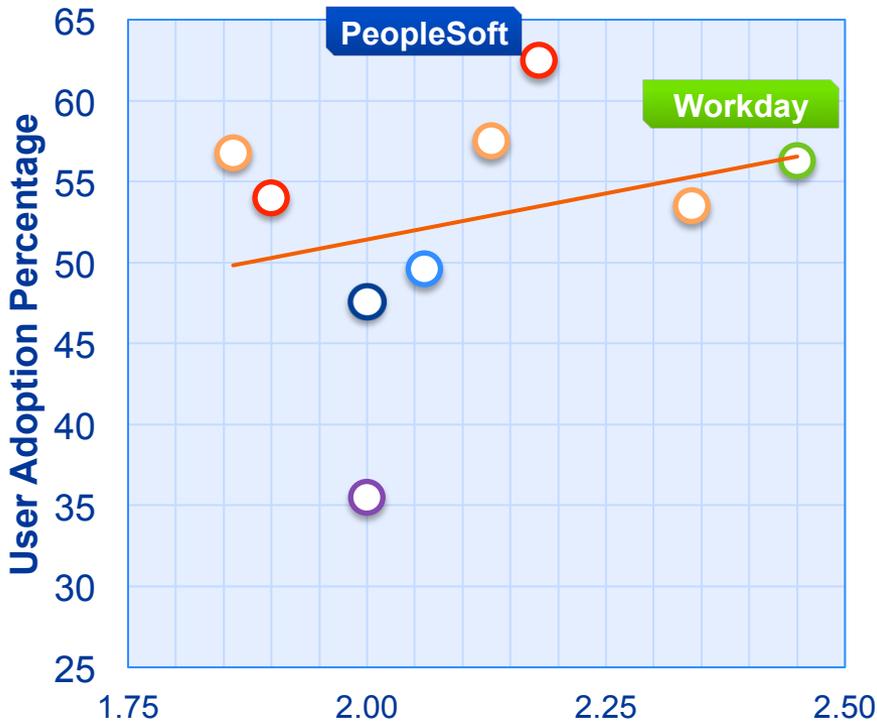
User Adoption Level by User Experience Scores

Workday Leads with Highest User Experience Scores, with PeopleSoft leading on User Adoption for Employee Direct Access. Workday Leads for Manager Direct Access.

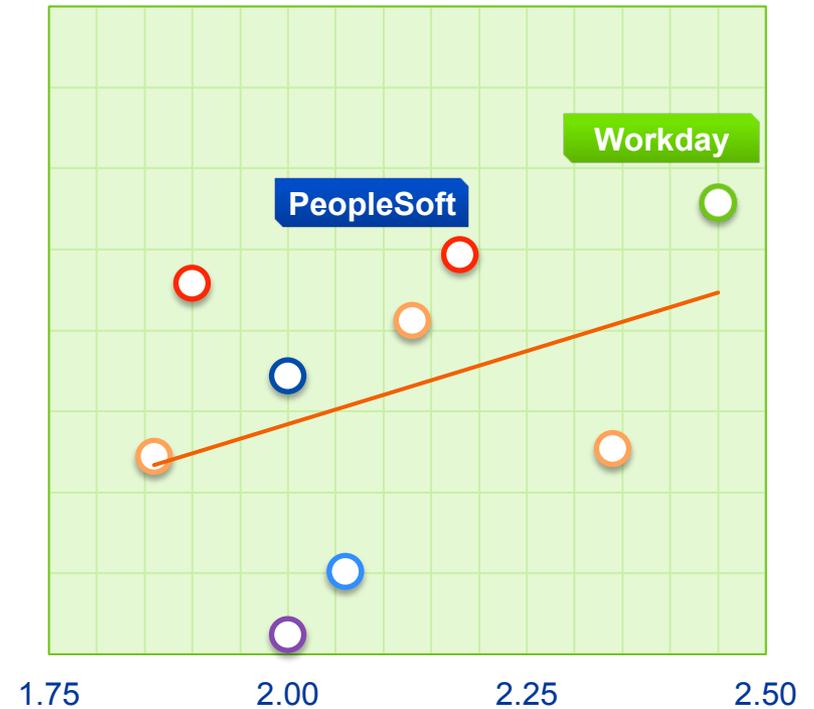
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HR Management System User Adoption and User Experience

User Adoption (Employee)



User Adoption (Manager)



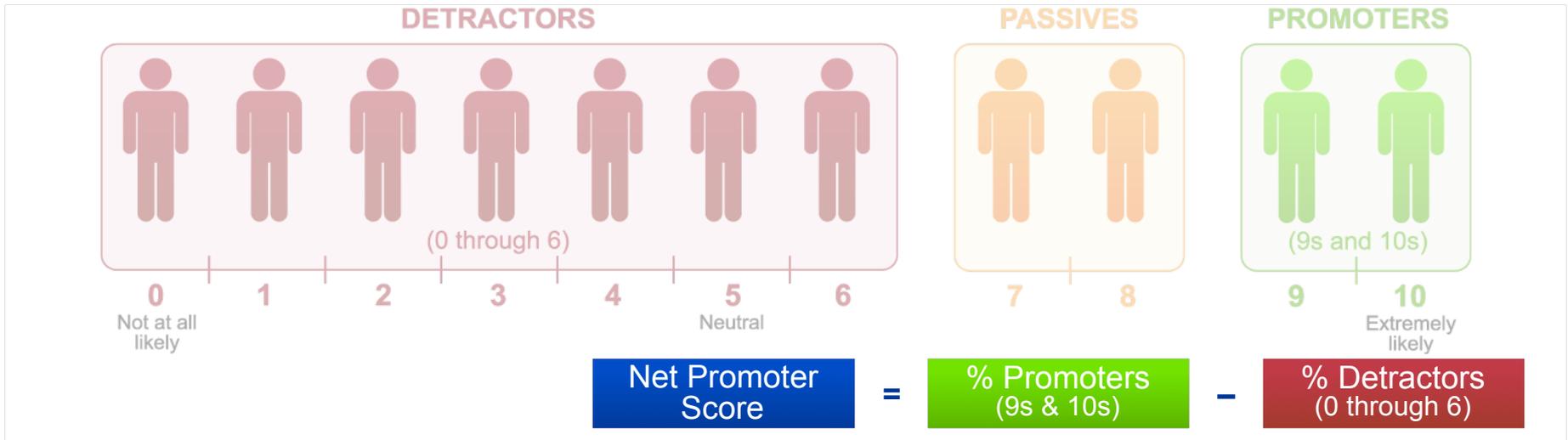
User Experience Scores

Most HRMS Customers Are DISSATISFIED!

However, Overall NPS Went up 11 Points from 2012.

Software as a Service Solutions Achieve Highest Scores!

Core

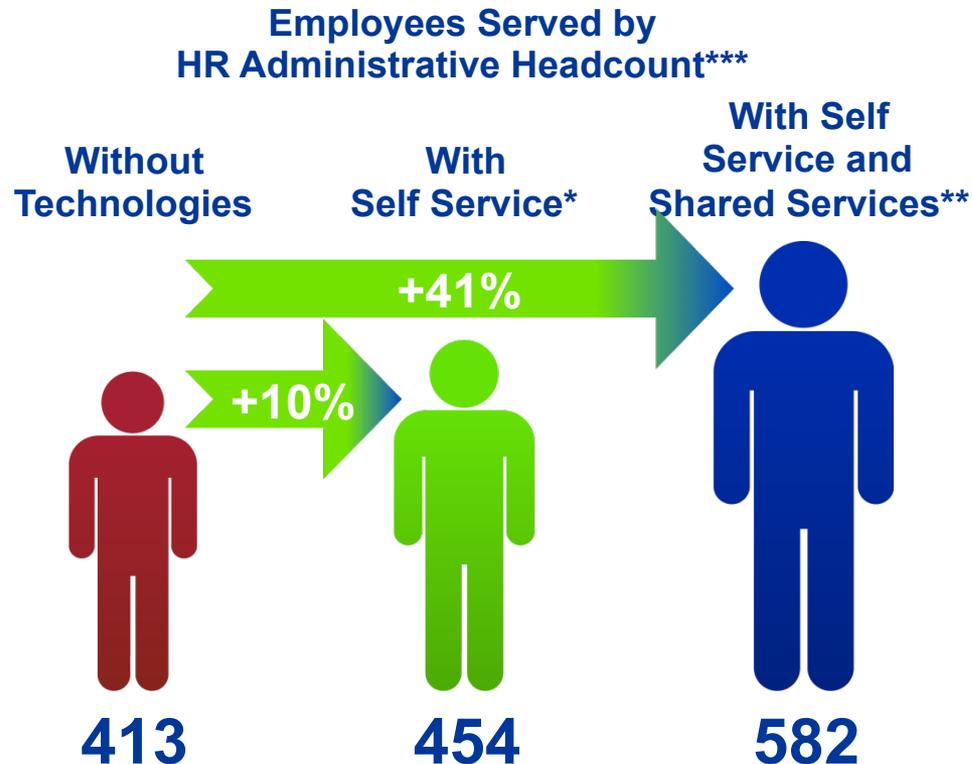


Net Promoter Score by HRMS Deployment Approach
HRMS Vendors n=667

	Net Promoter Score	Promoters	Detractors
Overall	-31	19%	50%
Licensed on Premise (379)	-37	10%	47%
Licensed Hosted (123)	-48	14%	62%
Outsourced (19)	-46	7%	53%
Software as a Service (146)	-7	33%	40%

Service Delivery Approach Value: Organizations *with Technologies** Serve More Employees

ESS/MSS



*With Self Service: Employee and manager self service applications serve 40% or more of employees and 25% or more of manager populations

**With Self Service and Shared Services: Also serving 75% or more of the workforce through a Shared Service Center

***The CedarCrestone survey now calculates the ratio using HR administrative headcount rather than HR administrative FTE as in past years

SERVICE DELIVERY VALUE:
The Shared Services Model—including an HR Help Desk Application
consistently delivers the highest level of efficiency.

Lessons Learned from 16th Annual Survey

- Get the basics right and keep it simple
- Invest in more HR technologies
- Make talent management a priority
- Put technology into the hands of your employees and managers – especially BI

Where to Go for More Information

- <http://www.cedarcrestone.com/survey> for survey report
- Sign up for survey updates on our website:

The screenshot shows the CedarCrestone website header and a promotional banner. The header includes the CedarCrestone logo, a 'Stay connected' section with social media icons (YouTube, blog, RSS, Twitter, LinkedIn, Facebook), and buttons for 'Research', 'Contact', and 'Careers'. Below this is a search bar and a main navigation menu with links for 'ABOUT', 'SOLUTIONS', 'SERVICES', 'INDUSTRIES', 'eRESOURCES', and 'CEDARCRESTONE INDIA'. A secondary menu lists services like 'Consulting Services', 'Managed Services', 'Middleware Services', 'Strategic Services & Research', and 'Technology Integration Services'. A green bar highlights survey-related topics: 'Annual Survey', 'Business Case Development & ROI', 'Business Process Improvement', 'Change Management', 'HR Effectiveness Assessment', 'Research', 'Workforce Metrics & Analytics Assessment', 'Workforce Technology Assessment & Strategy', and 'Vendor/Software Evaluation & Selection'. The banner below features the CedarCrestone logo, a globe, and the text: 'NOW AVAILABLE! CEDARCRESTONE 2013-2014 HR SYSTEMS SURVEY WHITE PAPER HR Technologies, Deployment Approaches, Value, and Metrics 16th ANNUAL EDITION Register HERE to download!'. A 'Share' button is visible next to the 'ANNUAL SURVEY' text.

NEW! CedarCrestone 2013–2014 HR Systems Survey: HR Technologies, Deployment Approaches, Value, and Metrics, 16th Annual Edition

The White Papers, Press & Articles, and Events & Presentations below include the most recent publications in most cases. Some material is from prior years and will be updated in the coming months. Please visit our [Research](#) page to learn more about benchmarking services related to our Annual Survey effort and see other available White Papers.

White Papers

- [CedarCrestone 2013–2014 HR Systems Survey White Paper](#)
- [Going Global with HR Technologies: 2013, Highlights and Recommendations of Organizations Operating Globally Taken from CedarCrestone 2012–2013 HR Systems Survey Results](#)
- *The Seven Drivings of Top Performing Organizations White Paper*

Events & Presentations:

- [IHRIM Atlanta 4th Quarter Meeting and Holiday Reception](#) December 5, 2013
- [Workday and CedarCrestone: Human Capital Management for the Modern Enterprise](#) Denver, CO Luncheon – November 14, 2013
- [CedarCrestone and Workday: Human Capital Management for the Modern Enterprise](#) Houston, TX Luncheon – November 12, 2013

Please Download the Whole Report

- Comparative expenditure data
- Value-chain factor analysis
 - Shows that social, mobile, and workforce management applications yield not only key HR outcomes but business outcomes.
- Key service delivery trends
 - System consolidation and shared service center increases leading to transformation
- Gamification and other emerging technologies
- Check out the latest IHRIM Wire for detail on point solution vendors and detail application adoption. http://www.ihrim.org/Pubonline/Wire/Sept13/CedarCrestone_16thSurvey_IHRIMWire.pdf

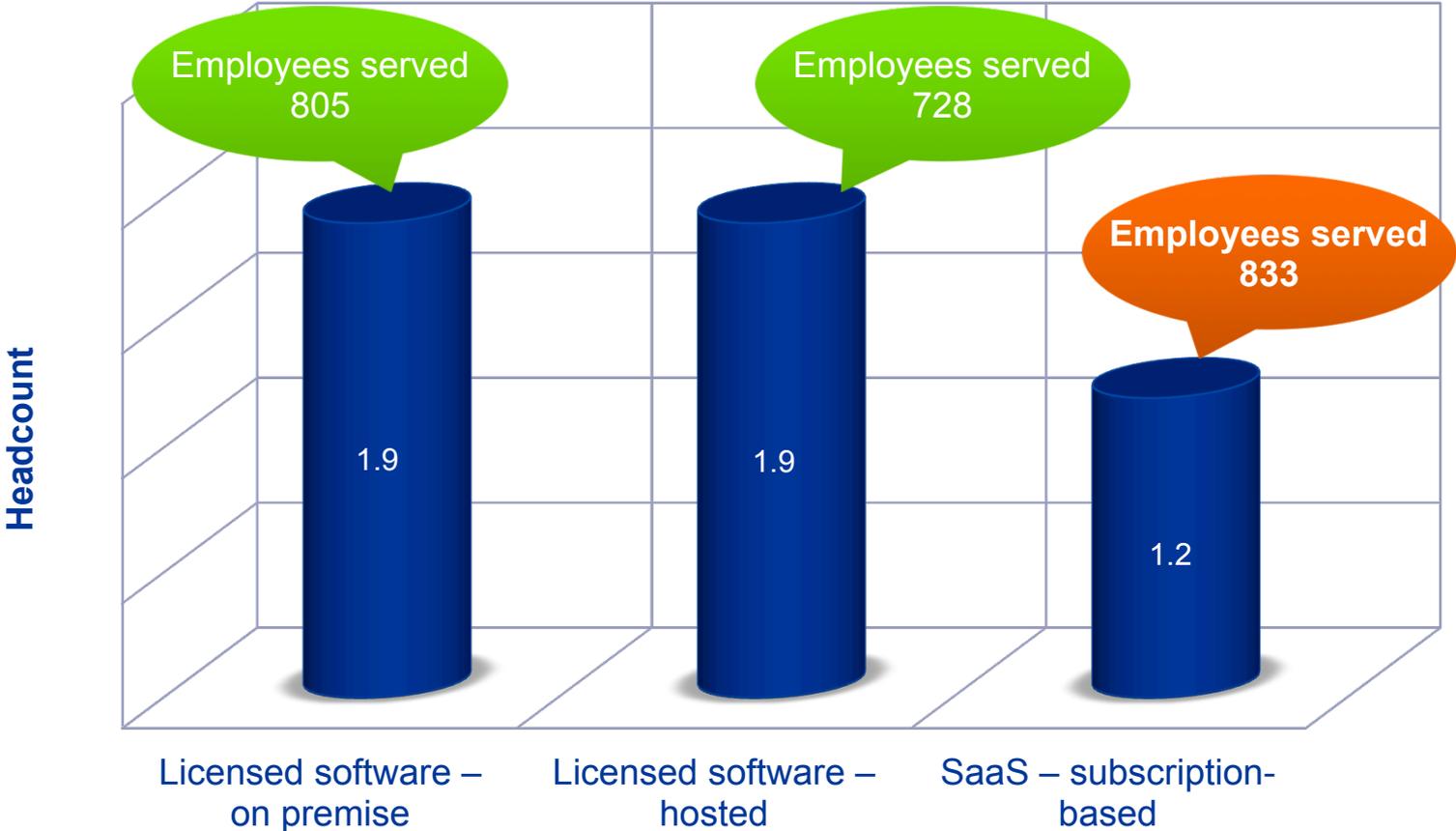
Appendix



2013: And There's a Story Here:

In Small organizations, a SaaS HRMS serves more

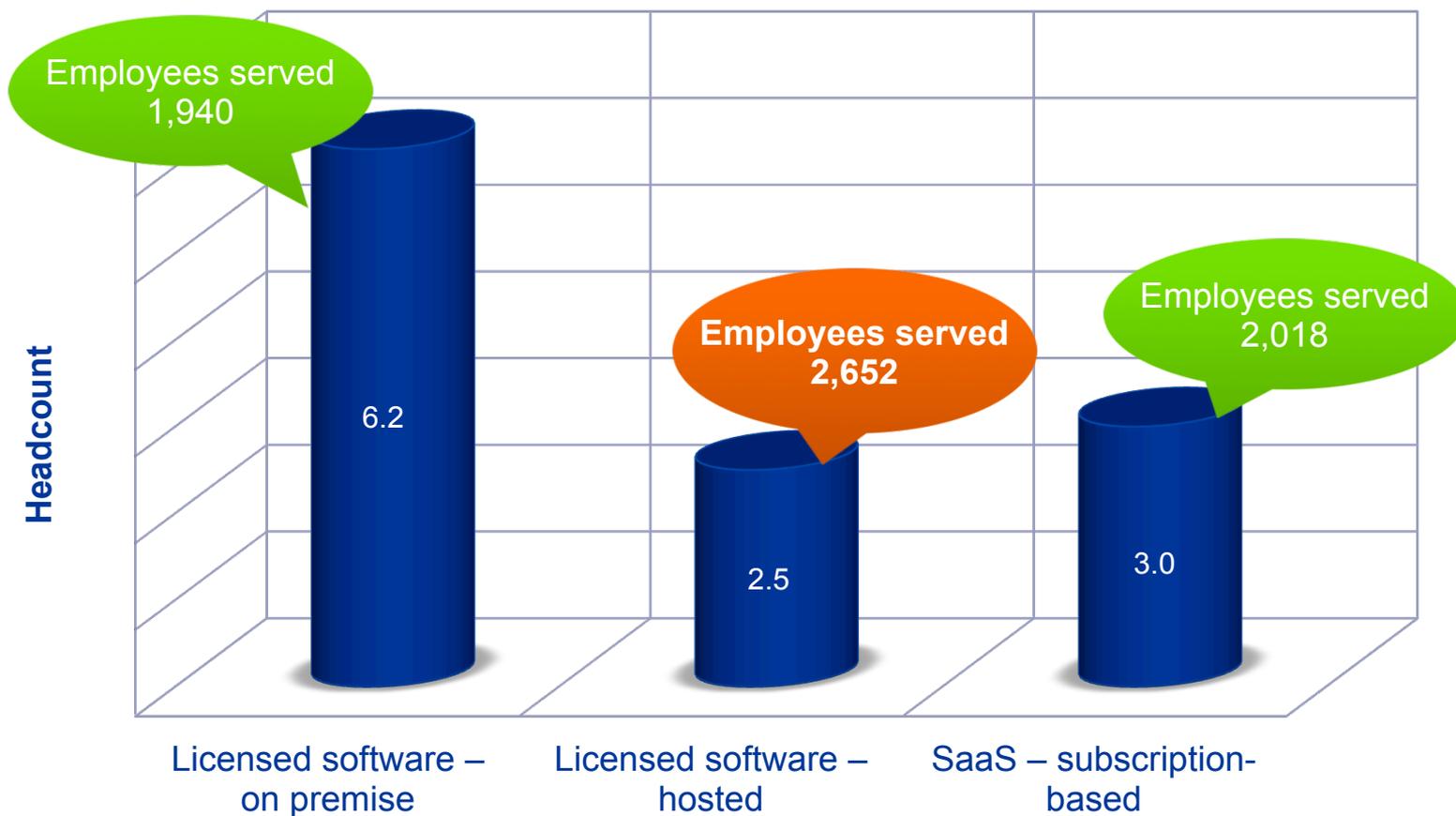
Impact of HRMS Deployment Type –
Employees Served by Total HRIT/IT in Small Employers



2013: In Medium-sized Organizations, a Licensed Hosted Solution Serves More Employees

But not in All Industries

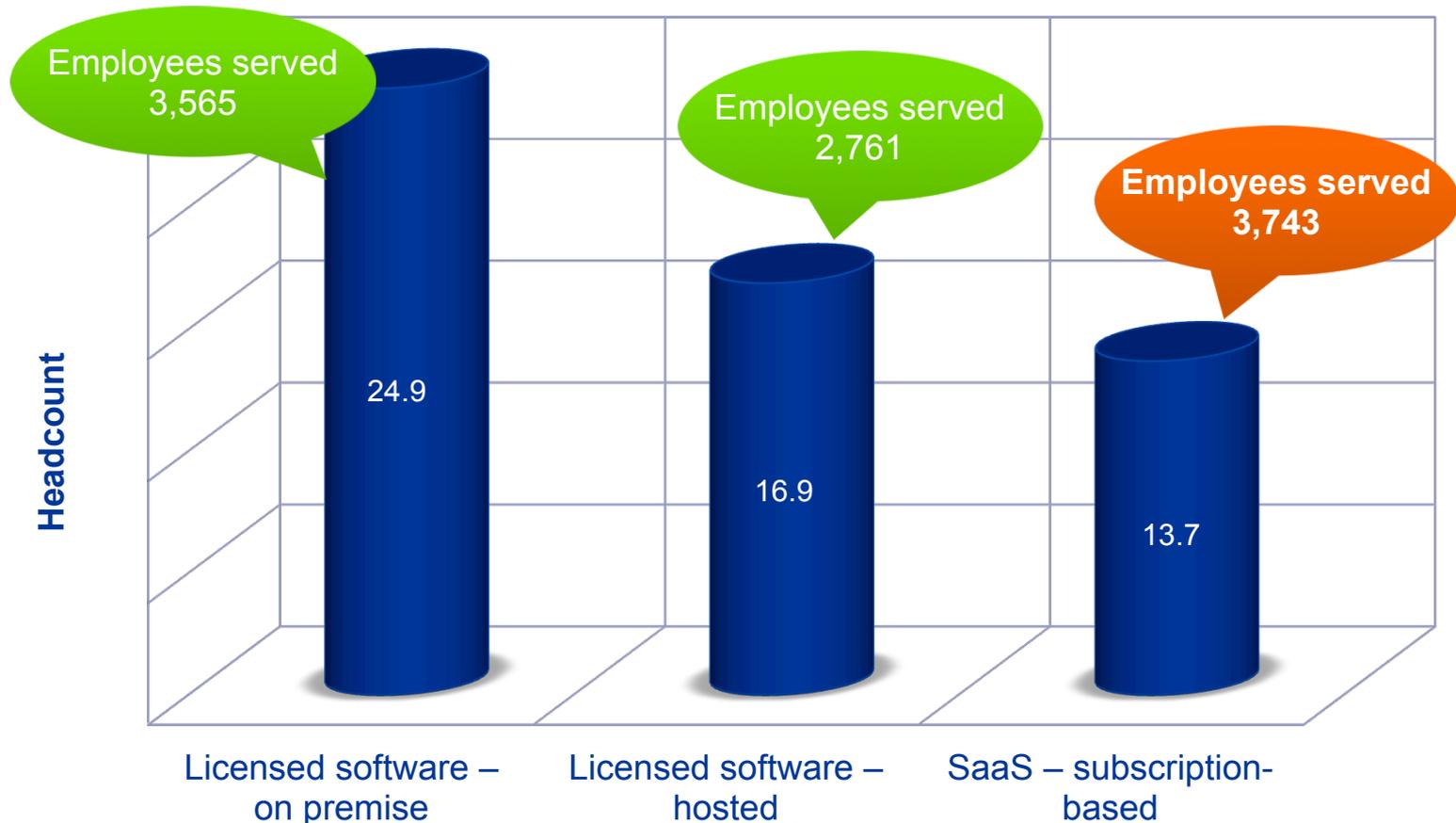
Impact of HRMS Deployment Type –
Employees Served by Total HRIT/IT in Medium Employers



2013: In Large Organizations, the SaaS HRMS Approach Enables Those Organizations to Serve More

MESSAGE IS: BENCHMARK!!

Impact of HRMS Deployment Type –
Employees Served by Total HRIT/IT in Large Employers



Benchmark Service: Application Dashboards

Sample Customer Benchmark Analysis

	Your Organization	Direct Competitors	Same size, Global, white collar	Optimized service delivery
Administrative Applications	Leads	At market	At market	At market
Service Delivery Applications	Leads	Leads	Lags	At market
Workforce Management Applications	At market	Leads	Lags	At market
Talent Management Applications	At market	At market	Lags	At market
Business Intelligence Applications	Leads	Leads	Lags	Lags
Workforce Optimization Applications	At market	At market	Lags	Lags
Social Media Used Strategically	Leads	Leads	Lags	Lags
*Assessment by CedarCrestone based on review of all HR applications in use or planned for deployment		Adoption level leads by 5%		Adoption level lags by -5%

Sample dashboard that compares you to others in your industry, of your size, to the “top quartile” in your industry, or to overall industry top performers. It should be the starting place of any update to your HR systems strategy. Contact HRSystemsSurvey@CedarCrestone.com for pricing.