

PRODUCT SCORECARD

Pederson Human Resources Solution

Human Capital Management

Improving and Accelerating Enterprise
Software Evaluation and Selection

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Toronto, Ontario
Canada

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<https://www.softwarereviews.com/>

<https://www.linkedin.com/company/softwarereviews>

15,000+ Customers
500 Employees

209
Reviews

Pederson Human Resources Solution

Product Scorecard Contents

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How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users’ of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.

NUMBER OF REVIEWS
209



Pederson HRS

HUMAN CAPITAL MANAGEMENT

This product manages a company's interaction with current and potential future customers that tries to analyze data about customers to improve business relationships, specifically focusing on customer retention and ultimately driving sales growth.

500 Employees
15,000+ Customers
<https://www.softwarereviews.com/>

888 Yonge Street
Toronto, Ontario
Canada

The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likelihood to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).



8.5/10 COMPOSITE SCORE

Likelihood to Recommend



HUMAN CAPITAL MANAGEMENT CATEGORY

Plan to Renew



HUMAN CAPITAL MANAGEMENT CATEGORY

Satisfaction that Cost is Fair Relative to Value



HUMAN CAPITAL MANAGEMENT CATEGORY

Vendor Capability Satisfaction

When making the right purchasing decision, use peer satisfaction ratings to decipher Pederson Human Resources Solution's strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

How satisfied are you with the following Pederson Human Resources Solution capabilities?

Business Value Created

39%
OF CLIENTS
ARE DELIGHTED

The ability to bring value to the organization. Software needs to create value for employees, customers, partners, and, ultimately, shareholders. This data expresses user satisfaction – or lack thereof – with the product's business value.



Ranked
2nd
of 7 in
Human
Capital
Management

84%
SATISFACTION
79%
CATEGORY
AVERAGE

Availability and Quality of Training

38%
OF CLIENTS
ARE DELIGHTED

Quality training allows employees to take full advantage of the software. Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.



Ranked
2nd
of 7 in
Human
Capital
Management

80%
SATISFACTION
73%
CATEGORY
AVERAGE

Breadth of Features

47%
OF CLIENTS
ARE DELIGHTED

The ability to perform a wide variety of tasks. Users prefer feature rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the product's breadth of features.



Ranked
1st
of 7 in
Human
Capital
Management

85%
SATISFACTION
78%
CATEGORY
AVERAGE

Usability and Intuitiveness

43%
OF CLIENTS
ARE DELIGHTED

The ability to reduce training due to intuitive design. End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.



Ranked
2nd
of 7 in
Human
Capital
Management

83%
SATISFACTION
75%
CATEGORY
AVERAGE

Vendor Support

35%
OF CLIENTS
ARE DELIGHTED

The ability to receive timely and sufficient support. The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve.



Ranked
2nd
of 7 in
Human
Capital
Management

78%
SATISFACTION
74%
CATEGORY
AVERAGE

Product Strategy and Rate of Improvement

42%
OF CLIENTS
ARE DELIGHTED

The ability to adapt to market change. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use this data to separate innovators from imposters.



Ranked
1st
of 7 in
Human
Capital
Management

82%
SATISFACTION
75%
CATEGORY
AVERAGE

Quality of Features

36%
OF CLIENTS
ARE DELIGHTED

The ability to perform at or above industry standards. Feature quality is just as important as quantity. Use this data to determine if this product will do what you're purchasing it to do, easily, intuitively, reliably, and effectively.



Ranked
2nd
of 7 in
Human
Capital
Management

81%
SATISFACTION
77%
CATEGORY
AVERAGE

Ease of Data Integration

27%
OF CLIENTS
ARE DELIGHTED

The ability to seamlessly integrate data. Use this data to determine whether the product will cause headaches or make data integration easy.



Ranked
2nd
of 7 in
Human
Capital
Management

78%
SATISFACTION
74%
CATEGORY
AVERAGE

Ease of Customization

36%
OF CLIENTS
ARE DELIGHTED

The ability to scale the solution to a business' unique needs. Don't get bogged down in a difficult customization; use this data to make sure you can easily achieve the functionality you need for your particular situation.



Ranked
1st
of 7 in
Human
Capital
Management

79%
SATISFACTION
73%
CATEGORY
AVERAGE

Ease of IT Administration

33%
OF CLIENTS
ARE DELIGHTED

Ease of use of the backend user interface. This data indicates whether IT personnel will be able to resolve issues and perform configurations efficiently and effectively.



Ranked
2nd
of 7 in
Human
Capital
Management

80%
SATISFACTION
76%
CATEGORY
AVERAGE

Ease of Implementation

26%
OF CLIENTS
ARE DELIGHTED

The ability to implement the solution without unnecessary disruption. Successfully implementing new software is necessary to realize its full value and promote end user adoption. This data indicates whether or not the product is easy to implement.



Ranked
4th
of 7 in
Human
Capital
Management

72%
SATISFACTION
73%
CATEGORY
AVERAGE

Product Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the Human Capital Management market.

How satisfied are you with the following Pederson Human Resources Solution features and functionalities?

HUMAN CAPITAL MANAGEMENT


MANDATORY FEATURES


Payroll Administration

53%
OF CLIENTS
ARE DELIGHTED

Includes basic payroll, taxes and other deductions, check runs, deposits, and pay stubs.

DEGREE OF SATISFACTION

Delights 

Highly Satisfies 

Almost Satisfies

Disappoints

Ranked 1st
of 7 in Human Capital Management


87%
SATISFACTION
79%
CATEGORY AVERAGE


Time and Attendance


54%
OF CLIENTS
ARE DELIGHTED

Includes time tracking, attendance tracking, vacation tracking, PTO, sick and necessary leave tracking, and alert mechanisms.

DEGREE OF SATISFACTION

Delights 

Highly Satisfies 

Almost Satisfies 

Disappoints

Ranked 1st
of 7 in Human Capital Management


86%
SATISFACTION
77%
CATEGORY AVERAGE


Compensation Management


40%
OF CLIENTS
ARE DELIGHTED

Includes all aspects of compensation design, salary bands, salaried and hourly employment information, and bonus and variable compensation.

DEGREE OF SATISFACTION

Delights 

Highly Satisfies 

Almost Satisfies 

Disappoints

Ranked 1st
of 7 in Human Capital Management


83%
SATISFACTION
74%
CATEGORY AVERAGE


Workforce Planning


38%
OF CLIENTS
ARE DELIGHTED

Includes employee scheduling, shift tracking, adequate staffing level planning and alerts, location tracking and projects, and other tracking and reports.

DEGREE OF SATISFACTION

Delights 

Highly Satisfies 

Almost Satisfies 

Disappoints

Ranked 1st
of 7 in Human Capital Management


83%
SATISFACTION
75%
CATEGORY AVERAGE


Benefits Administration


40%
OF CLIENTS
ARE DELIGHTED

Includes employee participation in benefits programs such as paid time off, medical/dental/life insurance policies, 401k/RRSP participation, and self-service benefits enrollment and admin.

DEGREE OF SATISFACTION

Delights 

Highly Satisfies 

Almost Satisfies 

Disappoints

Ranked 1st
of 7 in Human Capital Management


83%
SATISFACTION
76%
CATEGORY AVERAGE


Employee Record


48%
OF CLIENTS
ARE DELIGHTED

Includes workforce and employee data such as contact information, address, phone, employee identifiers, employment history, hire and release dates, etc.

DEGREE OF SATISFACTION

Delights 

Highly Satisfies 

Almost Satisfies 

Disappoints

Ranked 2nd
of 7 in Human Capital Management


85%
SATISFACTION
79%
CATEGORY AVERAGE


Talent Acquisition


37%
OF CLIENTS
ARE DELIGHTED

Supports the process of sourcing and recruiting employees in alignment with organizational needs.

DEGREE OF SATISFACTION

Delights 

Highly Satisfies 

Almost Satisfies 

Disappoints

Ranked 2nd
of 7 in Human Capital Management

82%
SATISFACTION
77%
CATEGORY AVERAGE


SECONDARY FEATURES


Performance Management


44%
OF CLIENTS
ARE DELIGHTED

Includes all aspects of performance appraisals and review design: rollout, conducting, tracking, measurement, and goal attainment.

DEGREE OF SATISFACTION

Delights 

Highly Satisfies 

Almost Satisfies 

Disappoints

Ranked 1st
of 7 in Human Capital Management


83%
SATISFACTION
75%
CATEGORY AVERAGE


Position Management


34%
OF CLIENTS
ARE DELIGHTED

Includes ability to control attributes of job and position titles, org structure and charting, job descriptions, roles and responsibilities, and succession planning.

DEGREE OF SATISFACTION

Delights 

Highly Satisfies 

Almost Satisfies 

Disappoints

Ranked 1st
of 7 in Human Capital Management


82%
SATISFACTION
75%
CATEGORY AVERAGE


Talent Management


34%
OF CLIENTS
ARE DELIGHTED

Includes recruiting and Application Tracking Systems functionality such as candidate tracking, job posting, advertising, background checks, and onboarding.

DEGREE OF SATISFACTION

Delights 

Highly Satisfies 

Almost Satisfies 

Disappoints

Ranked 2nd
of 7 in Human Capital Management

82%
SATISFACTION
75%
CATEGORY AVERAGE

DIFFERENTIATING FEATURES

Learning and Development

36%
OF CLIENTS
ARE DELIGHTED

Includes all aspects of learning management systems, content and curriculum development, new and existing development plans, skills databases, certifications, and tracking and reporting.

DEGREE OF SATISFACTION

Delights 

Highly Satisfies 

Almost Satisfies 

Disappoints

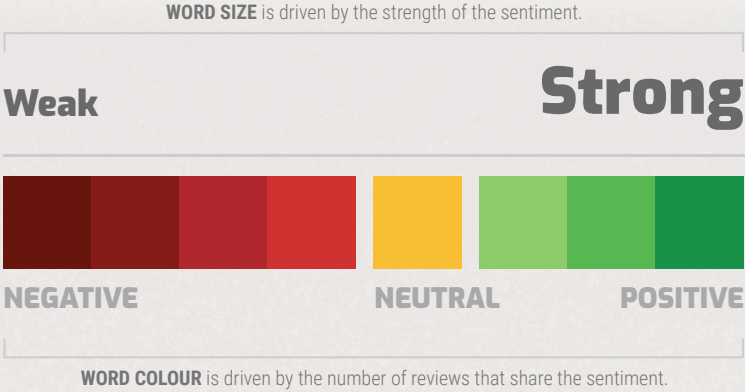
Ranked 2nd
of 7 in Human Capital Management

80%
SATISFACTION
73%
CATEGORY AVERAGE

PEDERSON HUMAN RESOURCES
SOLUTION

Word Cloud

As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.



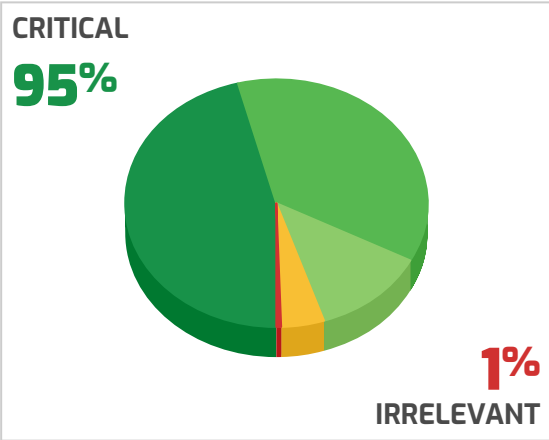
SAVES TIME UNDER PROMISED
INCLUDES PRODUCT ENHANCEMENTS
PERFORMANCE ENHANCING CLIENT FRIENDLY POLICIES
TRANSPARENT INSPIRING SECURITY PROTECTS
CONTINUALLY IMPROVING ENABLES PRODUCTIVITY
FAIR
ALTRUISTIC RESPECTFUL INTEGRITY
EFFECTIVE RELIABLE CRITICAL LOVE TRUSTWORTHY
HELPS INNOVATE CARING UNIQUE FEATURES
EFFICIENT GENEROSITY APPRECIATES INCUMBENT STATUS



PEDERSON HRS Emotional Footprint

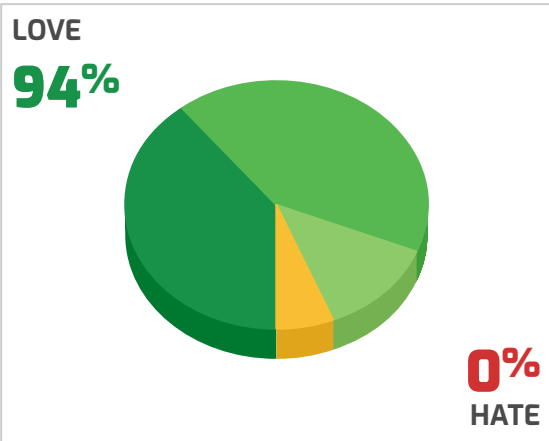
Importance to Professional Success

How important is Pederson HRS to your current professional success?

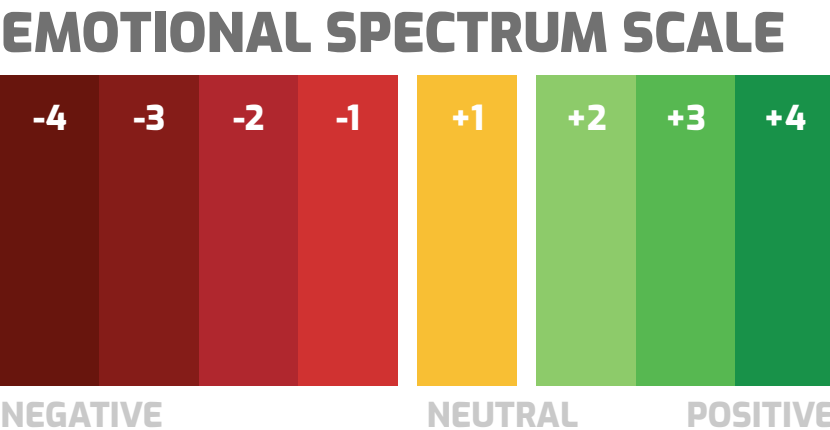


Strength of Emotional Connection

Overall, describe the strength of your emotional connection to Pederson HRS



B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.



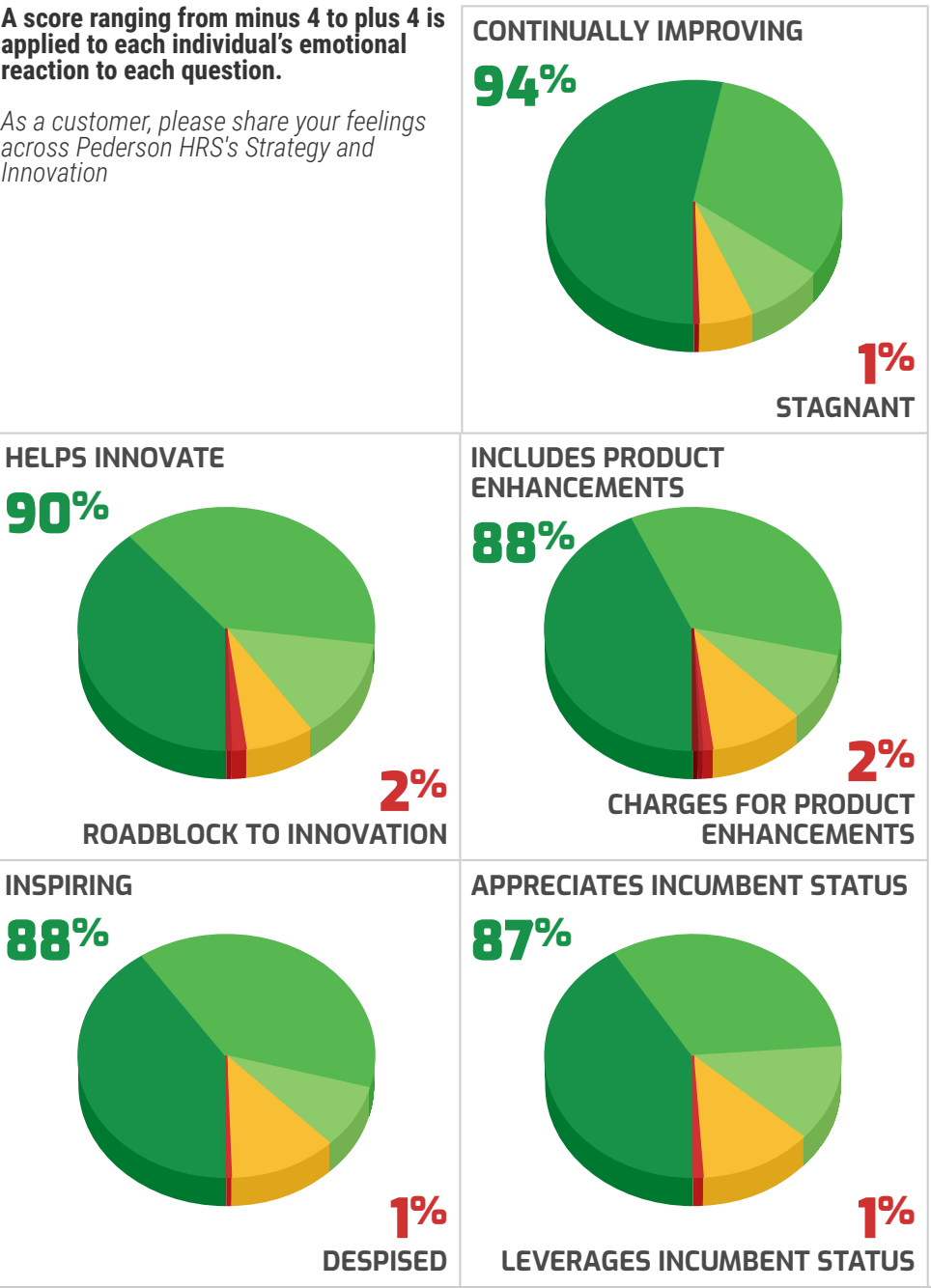
% - % = NET EMOTIONAL FOOTPRINT
POSITIVE NEGATIVE



Strategy and Innovation

A score ranging from minus 4 to plus 4 is applied to each individual's emotional reaction to each question.

As a customer, please share your feelings across Pederson HRS's Strategy and Innovation





Relationships and Interaction

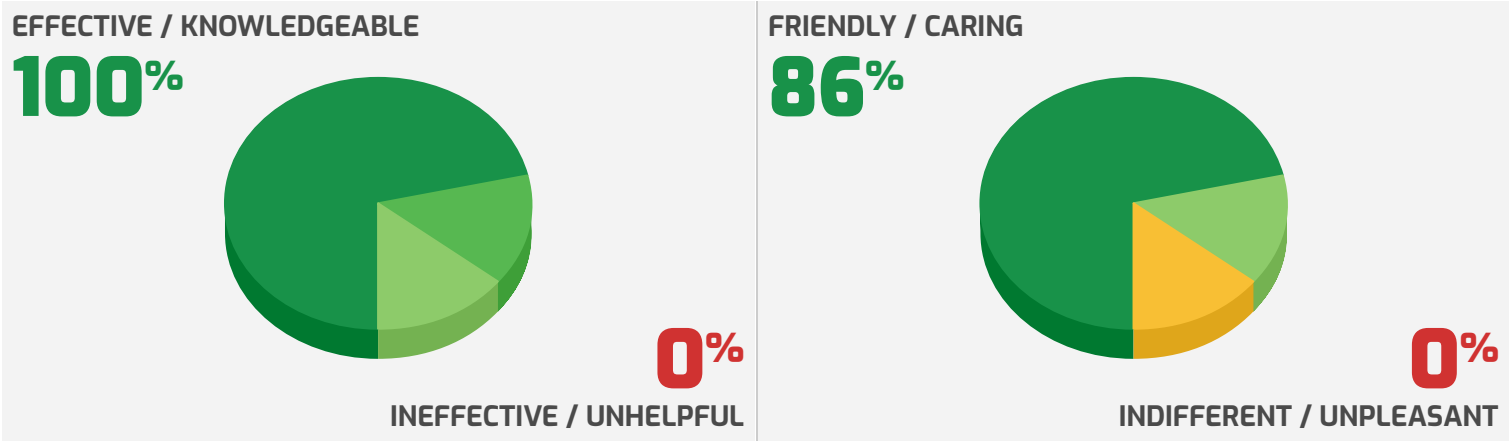
When interacting with Pederson Human Resources Solution your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.

Based on your interactions and relationships with Pederson Human Resources Solution, please summarize what you experienced

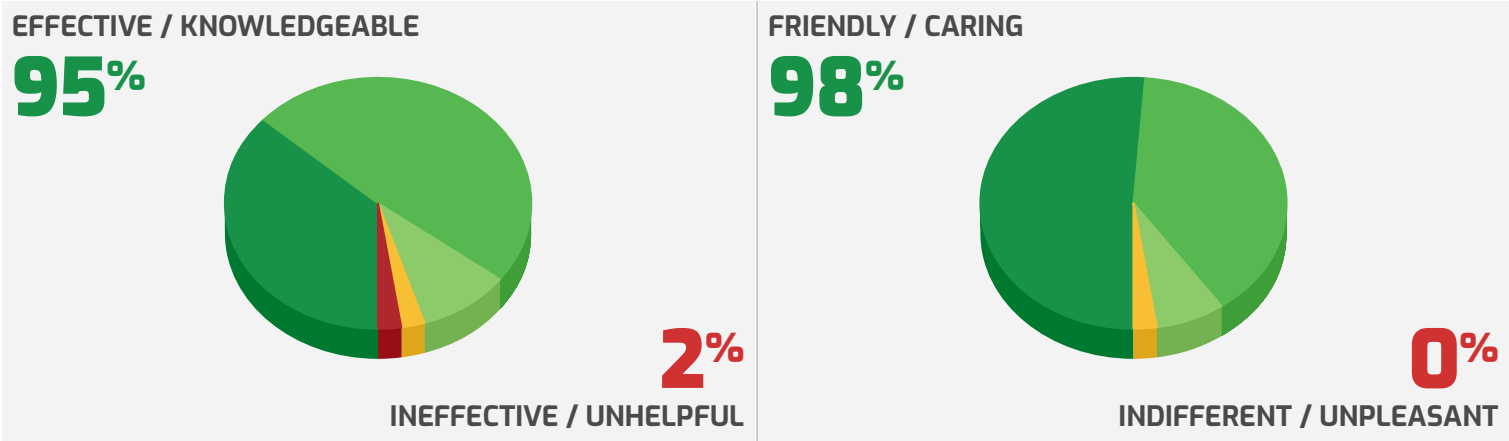


NET
RELATIONSHIP
FOOTPRINT
+93

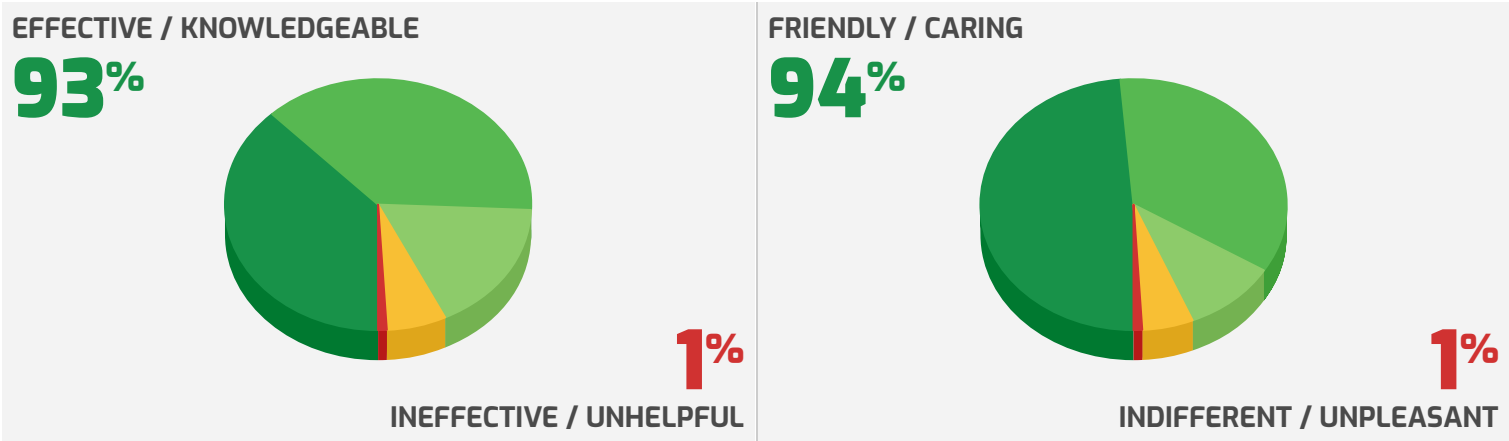
Sales Team



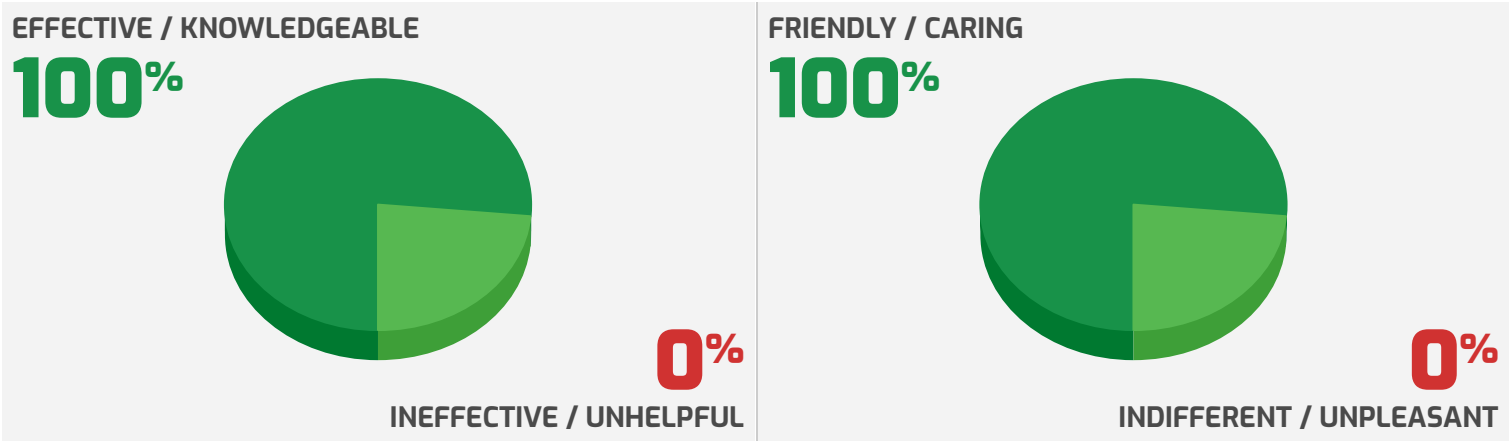
Technical and Product Specialists



Client Service Team



Leadership Team



Leaving Pederson Human Resources Solution

When leaving a vendor try to understand whether the move has increased or decreased satisfaction to determine if it was the right decision. Assess how many people are leaving and why to determine if selecting them is the right decision.

Which product did you use prior to Pederson? How much more or less satisfied are you with Pederson than you were with your previous vendor? Why did you switch?

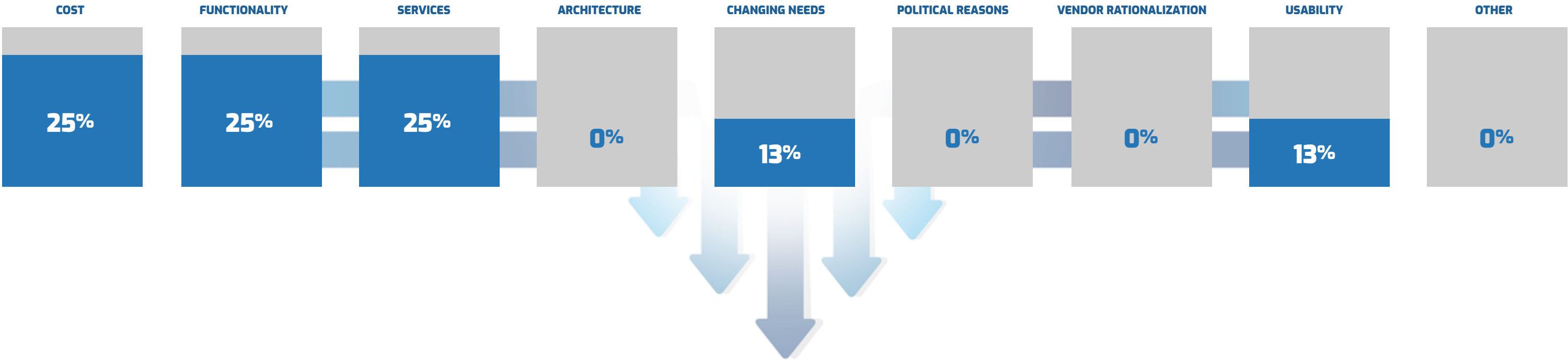


8 people have
reported leaving
Pederson Human Resources
Solution

PEOPLE ARE
78%
MORE SATISFIED
WITH THEIR NEW
VENDOR ON
AVERAGE

Primary Reason for Leaving Pederson Human Resources Solution

Companies face different issues with different vendors that spark a need to change software. See the top reasons peers tend to leave Pederson Human Resources Solution and who they tend to leave for.



18 People Have Left

Understand the previous pages in full – including who left , why they left, their reason for adopting another vendor, who they adopted, and further comments

NAME	% MORE SATISFACTION WITH NEW VENDOR	REASON FOR LEAVING	NEW VENDOR	WHY DID YOU LEAVE?
Zuzana Janoušková	100%	Functionality	Power Sync CRM	Our company wanted a change
Slavica Hrvatin	66%	Other	PPower Sync CRM	Cost was the only reason
Sandrino Haring	63%	Political Reasons	Power Sync CRM	Slow in upgrades and resolution time.
Zbigniew Gorski	50%	Other	Vine CRM	Moved platforms from mainframe.
Kwabena Huls	50%	Other	Metrix CRM	Trying to manage the business in one platform
Helen Leighty	50%	Other	Vine CRM	Very heavy on the endpoint.
Mike Mahoney	50%	Other	Power Sync CRM	It was an administrative decision above my station.
Erazem Marjanovic	50%	Other	Apex CRM Solution	Went for a cheaper, easier to use product.
Ye Tao	50%	Cost	Apex CRM Solution	Better custom reports, more functionality, more robust
Martin Chastain	30%	Political Reasons	Vine CRM	Product didn't do everything we needed it to do.
Rakel Blom	0%	Cost	Apex CRM Solution	We were trying to find something that fit our requirements.

NAME	% MORE SATISFACTION WITH NEW VENDOR	REASON FOR LEAVING	NEW VENDOR	WHY DID YOU LEAVE?
Dahlak Isaias	0%	Cost	Power Sync CRM	Too much customization on their part. Too much testing, fixing, and re-fixing of issues.
Sofie Larsen	0%	Other	Vine CRM	Better product and service.
Jakob Lian	0%	Services	Vine CRM	Easier, cheaper, and got employees support
Roy Schenk	0%	Cost	Vine CRM	Large scale implementation is not supported.
Samantha Butters	-20%	Cost	Power Sync CRM	Slow and poor service.
Gordon Lindgren	-40%	Functionality	Metrix CRM	Very heavy on the endpoint.
Trần Phương Lễ	-84%	Other	Metrix CRM	Better custom reports, more functionality, more robust

Joining Pederson Human Resources Solution

See why clients left which previous vendors for Pederson Human Resources Solution and their average increase or decrease in satisfaction with that move. Determine if your reasons for selecting match the most common ones, and predict your own change in satisfaction by looking at your peers.



63 People Have Adopted Pederson Human Resources Solution

Understand the previous pages in full – including who adopted Pederson Human Resources Solution, why they adopted, their reason for leaving, who they left, and further comments

NAME	% MORE SATISFACTION WITH PEDERSON HUMAN RESOURCES SOLUTION	REASON FOR LEAVING	VENDOR LEFT	WHY DID YOU LEAVE?
Shunta Ishibashi	100%	Functionality	Monetize CRM	Trying to manage the business in one platform.
Nicolas Azevedo Sousa	100%	Other	Vine CRM	Moved platforms from mainframe
Kenneth S. White	100%	Functionality	Momentum CRM	Went for a cheaper, easier to use product.
Hiwet Sebhat	97%	Other	Vine CRM	Our company wanted a change
Yair Pagan Robledo	90%	Services	Apex CRM Solution	Slow in upgrades and resolution time.
Dora Lucciano	85%	Functionality	Cascade CRM	Product didn't do everything we needed it to do.
Benjamin Curr	80%	Political Reasons	Metrix CRM	Large scale implementation is not supported.
Spencer Giffen	80%	Functionality	Vine CRM	Better product and service
Zara Cosh	79%	Usability	Vine CRM	Slow and poor service.
Georgia Fitzsimons	78%	Usability	Vine CRM	Very heavy on the endpoint
Lara Trandel	76%	Usability	Vine CRM	Better custom reports, more functionality, more robust

NAME	% MORE SATISFACTION WITH PEDERSON HUMAN RESOURCES SOLUTION	REASON FOR LEAVING	VENDOR LEFT	WHY DID YOU LEAVE?
Matheus Azevedo Correia	75%	Other	Vine CRM	Trying to manage the business in one platform.
Richard B Smith	72%	Usability	Vine CRM	Moved platforms from mainframe
Wilma Esposito	64%	Political Reasons	Vine CRM	Only cost was the reason
Gino Buccho	50%	Functionality	Cascade CRM	Slow in upgrades and resolution time.
Chibuzo Chidinma	50%	Vendor Rationalization	Cascade CRM	Better custom reports, more functionality, more robust
Carol M. Bright	40%	Functionality	Vine CRM	Product didn't do everything we needed it to do.
Anne J. Beck	29%	Vendor Rationalization	Vine CRM	Too much customization on their part. Too much testing, fixing, and re-fixing of issues.
William D. Jones	20%	Architecture	Momentum CRM	Easier, cheaper, and got employees support
Bill L. Underwood	20%	Other	Momentum CRM	We were trying to find something that fit our requirements.
Ernest A. Shelton	10%	Services	SNAP CRM	Better product and service.
Reginald P. Trujillo	10%	Functionality	Epic Customer Management Solutions	Large scale implementation is not supported.
Joyce J. Hilton	7%	Other	Epic Customer Management Solutions	Slow and poor service.
Chienezie Abazu	0%	Vendor Rationalization	Epic Customer Management Solutions	Too much customization on their part. Too much testing, fixing, and re-fixing of issues

NAME	% MORE SATISFACTION WITH PEDERSON HUMAN RESOURCES SOLUTION	REASON FOR LEAVING	VENDOR LEFT	WHY DID YOU LEAVE?	NAME	% MORE SATISFACTION WITH PEDERSON HUMAN RESOURCES SOLUTION	REASON FOR LEAVING	VENDOR LEFT	WHY DID YOU LEAVE?
Raymond Bryant	0%	Functionality	Vine CRM	It was an administrative decision above my station	Chienezie Eluemuno	-1%	Functionality	Vine CRM	Very heavy on the endpoint
Lula Carlos	0%	Political Reasons	Vine CRM	Moved platforms from mainframe	Krystian Woźniak	-40%	Political Reasons	SNAP CRM	Trying to manage the business in one platform
Erica M. Cramer	0%	Cost	Maple CRM	Very heavy on the endpoint.	Bogumil Pawlak	-48%	Usability	Vine CRM	Went for a cheaper, easier to use product
Roosevelt Fleetwood	0%	Cost	Epic Customer Management Solutions	Slow in upgrades and resolution time	Shirley Simek	-50%	Other	SNAP CRM	Moved platforms from mainframe
Marc Mace	0%	Changing Needs	Vine CRM	Our company wanted a change	Juan Alvarado	-59%	Other	Vine CRM	It was an administrative decision above my station
Roberto Carter Metzger	0%	Architecture	Epic Customer Management Solutions	Only cost was the reason	Jean Davis	-66%	Functionality	Vine CRM	Our company wanted a change
Okonkwo Omeokachie	0%	Other	Cascade CRM	Slow and poor service.	Louis Rowell	-70%	Cost	Vine CRM	Product didn't do everything we needed it to do
Linda Plummer	0%	Changing Needs	SNAP CRM	Easier, cheaper, and got employees support	Samuel Dominguez	-72%	Cost	Vine CRM	We were trying to find something that fit our requirements
Betty J. Purcell	0%	Architecture	Epic Customer Management Solutions	Product didn't do everything we needed it to do	Quinn Robertson	-81%	Usability	Vine CRM	Large scale implementation is not supported
Britany Saldana	0%	Usability	Vine CRM	Went for a cheaper, easier to use product					
James A. Sidhu	0%	Architecture	Vine CRM	Trying to manage the business in one platform					
Alonso Spears	0%	Functionality	SNAP CRM	We were trying to find something that fit our requirements					
Jonathan Steele	0%	Cost	Maple CRM	Large scale implementation is not supported					

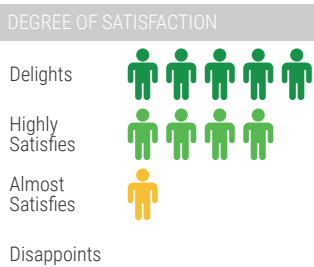
Module Satisfaction

Modules are sub-products that are not mutually exclusive and can be purchased alongside each other. Module satisfaction shows how many clients purchase each sub-product and their feelings toward each one. Use these scores to determine whether additional modules are worth considering. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each sub-product and module of Pederson Human Resources Solution.

How satisfied are you with the following products and modules?

Time and Attendance

Designed for mobile, Pederson enables store managers to act on critical time & attendance information without being confined to a back-office.



91%
ADOPTION RATE

45%
CHECKED ARE DELIGHTED

Pederson Touch – Time Clock

A fast, accurate and intuitive time capture device that provides powerful self-service capabilities at the clock. Pederson Touch provides an intuitive, graphical user experience for capturing employee time and attendance data.

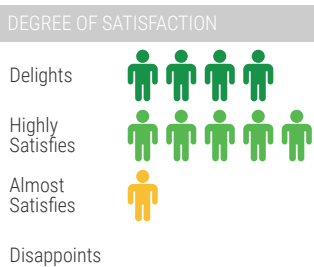


64%
ADOPTION RATE

51%
CHECKED ARE DELIGHTED

Workforce Management

Pederson Time & Attendance provides organizations with the tools they need to automate employee time tracking, streamline timesheet maintenance, and automate the calculation of gross pay.



81%
ADOPTION RATE

40%
CHECKED ARE DELIGHTED

Onboarding

Pederson Onboarding enables organizations to manage onboarding needs for new hires, promotions, and internal transboarding, to help enable people to become more effective and productive in a shorter period of time.



64%
ADOPTION RATE

39%
CHECKED ARE DELIGHTED

Benefits Administration

Benefits built for peace of mind. Stop struggling with static, spreadsheet-based records, poor visibility, and endless compliance challenges. Enjoy self-service access, detailed analytics and easy compliance.

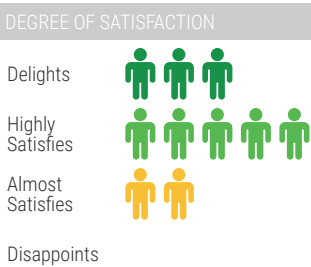


74%
ADOPTION RATE

40%
CHECKED ARE DELIGHTED

Recruiting / Talent Acquisition

Pederson Recruiting provides your organization with a single application for all your human capital needs throughout the entire employee lifecycle.

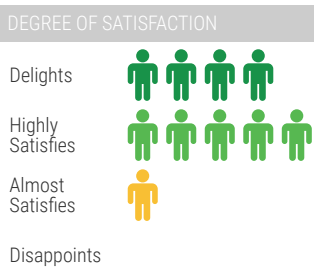


54%
ADOPTION RATE

33%
CHECKED ARE DELIGHTED

Tax Services

Online pay statements and tax forms accessible from anywhere, any time. With Pederson Online Pay Statements/Tax Forms powered by epost™, your employees' payroll documents are delivered directly via epost, the secure, online mail delivery service for Canada Post.

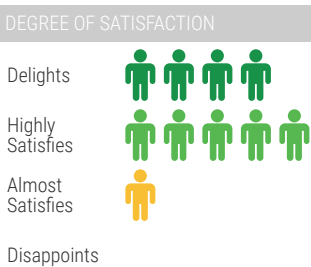


72%
ADOPTION RATE

37%
CHECKED ARE DELIGHTED

Talent Management

To stay competitive, many companies have been working hard to knit some talent management functions together to achieve partial results. However, it is proving to be a time and cost-consuming effort that can likely never deliver full-fledged functionality or results.



53%
ADOPTION RATE

40%
CHECKED ARE DELIGHTED

Employee Record

With one employee record, one user experience and no interfaces, organizations can find and hire the right people, process pay, manage benefits enrolment, maintain HR records, and schedule staff efficiently while enabling compliance.



95%
ADOPTION RATE

44%
CHECKED ARE DELIGHTED

Payroll Administration

Pederson Payroll replaces batch-driven payroll with a real-time cloud application. Increase efficiency, reduce cycle time, and achieve better results.



94%
ADOPTION RATE

54%
CHECKED ARE DELIGHTED

Human Resources

Empower employees and teams by putting information in their hands. Manage all HR processes across the employee lifecycle in a single application.



93%
ADOPTION RATE

41%
CHECKED ARE DELIGHTED

Performance Management

Align the efforts the entire organization towards a consistent set of goals. Goals are cascaded from the executive level downwards, allowing managers to adapt the goals to reflect the nature of their team function.

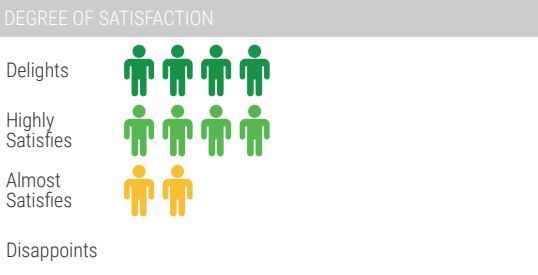


52%
ADOPTION
RATE

38%
CHECKED
ARE
DELIGHTED

Learning and Development

Establishing a culture of learning is essential to employee development and growth. Pederson Learning gives you the tools to engage and empower your employees to encourage their development with on-going learning.

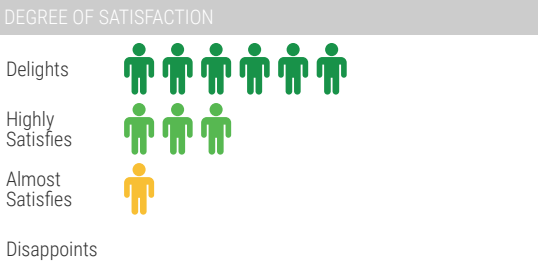


47%
ADOPTION
RATE

43%
CHECKED
ARE
DELIGHTED

Compensation Management

Pederson Compensation Management provides managers with the tools to effectively target, and maximize, the impact of employee compensation.



44%
ADOPTION
RATE

56%
CHECKED
ARE
DELIGHTED



Achieve what you want most:
measureable results.
A research and advisory program
to systematically improve your IT department

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RESEARCH
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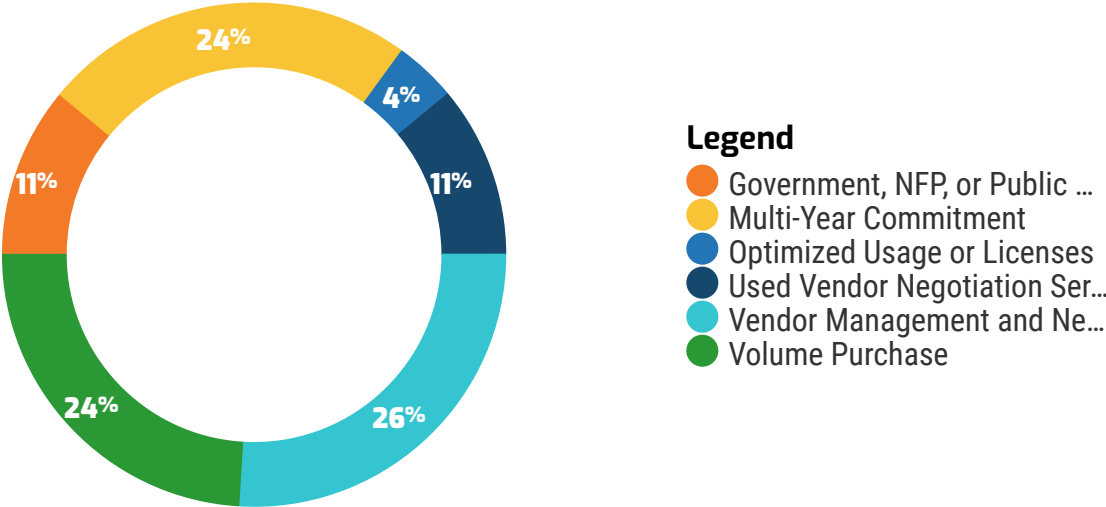
What Discounts are Available?

Every company provides discounts, but pricing flexibility changes per vendor.
Have you been able to negotiate a discount or price reduction?

68%
OF ORGANIZATIONS HAVE
RECEIVED DISCOUNTS AT INITIAL
PURCHASE OR AT RENEWAL

Primary Reason For Discount

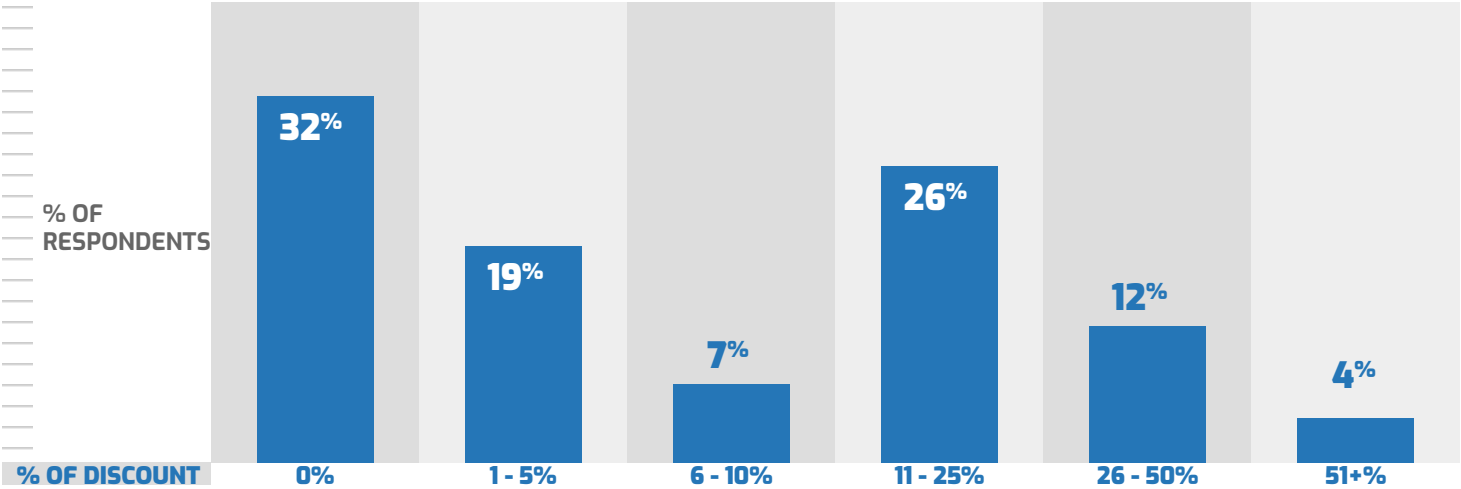
Reasons for discounts vary. Analyze the most popular types of discounts provided from Pederson Human Resources Solution.
Please select the primary reason for the discount or price reduction.



- Legend
- Government, NFP, or Public ...
 - Multi-Year Commitment
 - Optimized Usage or Licenses
 - Used Vendor Negotiation Ser...
 - Vendor Management and Ne...
 - Volume Purchase

Discount % Provided

What percent discount or price reduction did you receive or negotiate from the initial list price?



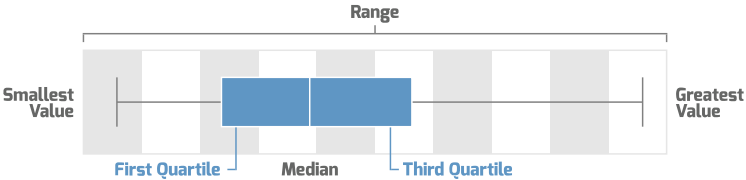
What are Clients of Pederson Human Resources Solution Planning to Spend Next Year?

Please indicate your expected percentage increase or decrease due to adding or removing modules or services next year, as well as the expected percentage increase or decrease in cost per license.
Based on satisfaction, and broken up into buckets of thirds, see whether satisfaction correlates with anticipated spend.

BOTTOM 3RD RANKED SATISFACTION	MIDDLE 3RD RANKED SATISFACTION	TOP 3RD RANKED SATISFACTION
COST PER LICENSE ↑ 1%	COST PER LICENSE ↑ 21%	COST PER LICENSE ↑ 24%
# OF LICENSES ↑ 8%	# OF LICENSES ↑ 25%	# OF LICENSES ↑ 30%
ADD-ON COSTS ↑ 13%	ADD-ON COSTS ↑ 34%	ADD-ON COSTS ↑ 37%

Implementation vs Satisfaction

See how popular different types of implementation can influence satisfaction with Pederson Human Resources Solution, the time taken to implement the product, and the cost associated. Use cost, time, and satisfaction levels to make the right decision for you.



Implementation Type % of respondents		Implementation Satisfaction	Avg Weeks	Weeks to Implement	Avg Cost	Cost to Implement
Minimal Implementation Required	6%	86% 	3.8		\$49,489	
With the Vendor	75%	71% 	17.4		\$68,040	
Independent Implementation	7%	70% 	19.7		\$29,001	
With the Vendor and a Third Party	11%	69% 	44.8		\$77,222	
With a Third Party	1%	63% 	11.0		\$30,000	

Training

How much have you spent on formal user and administrative training in the last year? How much do you need to spend on training in order to receive the most out of the product? See how the amount spent on training influences likeliness to recommend. Determine whether it's worth paying for training at all.

16%

of Companies Spent
Zero Dollars on Training



Average Likeliness to Recommend

87%

Organizations
Experience a

+4%

Change in Likeliness to Recommend
When They Spend an Average of



Average Likeliness to Recommend

91%

Organizations
Experience a

+7%

Change in Likeliness to Recommend
When They Spend an Average of



Average Likeliness to Recommend

94%

Staffing and Ownership

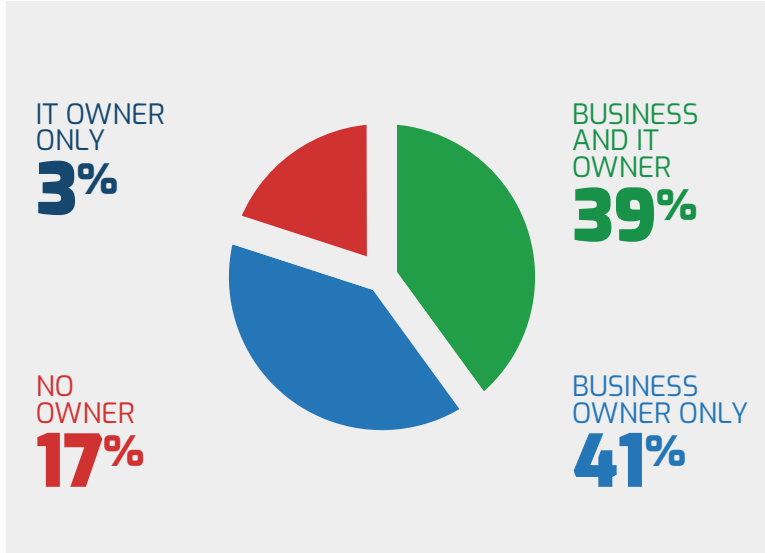
Be prepared. Ensure you staff the maintenance of Pederson Human Resources Solution correctly or risk dissatisfaction. See how likeliness to recommend, satisfaction with the ease of IT administration and satisfaction with the ease of customization correlates with the amount of staff supporting and maintaining the software. Determine how many support staff and developers you'll need to be successful and what they'll cost.

NUMBER OF IT SUPPORT STAFF REQUIRED		LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION	NUMBER OF DEVELOPERS REQUIRED		LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
11+ STAFF	18%	0% WITH ~114 MORE STAFF	↑ 11% WITH ~114 MORE STAFF	↑ 7% WITH ~114 MORE STAFF	11+ STAFF	14%	0% WITH ~40 MORE STAFF	↑ 8% WITH ~40 MORE STAFF	↑ 8% WITH ~40 MORE STAFF
6-10 STAFF	4%				6-10 STAFF	4%			
4-5 STAFF	13%				4-5 STAFF	7%			
3 STAFF	4%	89% LIKELINESS TO RECOMMEND	80% IT ADMINISTRATION SATISFACTION	80% CUSTOMIZATION SATISFACTION	3 STAFF	3%	87% LIKELINESS TO RECOMMEND	82% IT ADMINISTRATION SATISFACTION	79% CUSTOMIZATION SATISFACTION
2 STAFF	17%				2 STAFF	18%			
1 STAFF	27%				1 STAFF	22%			
0 STAFF	17%	0% WITH ~2 LESS STAFF	↓ 1% WITH ~2 LESS STAFF	↓ 4% WITH ~2 LESS STAFF	0 STAFF	32%	0% WITH ~1 LESS STAFF	↓ 8% WITH ~1 LESS STAFF	↓ 2% WITH ~1 LESS STAFF

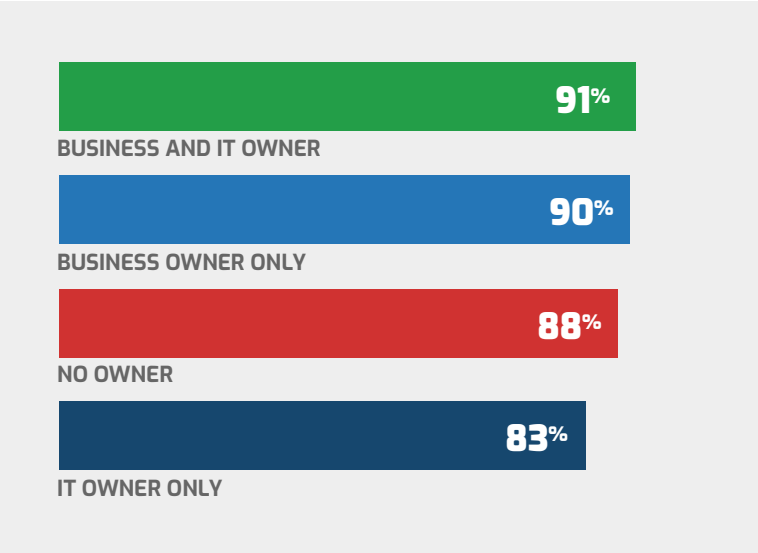
Staff Salaries

SALARY	SUPPORT									
\$100K +	10%	👤 \$950K	👤 \$911K	👤 \$185K	👤 \$133K	👤 \$130K	👤 \$130K	👤 \$125K		
\$76 - \$100K	24%	👤 \$95K	👤 \$95K	👤 \$95K	👤 \$95K	👤 \$95K	👤 \$95K	👤 \$85K	👤 \$80K	MORE
\$51 - \$75K	42%	👤 \$75K	👤 \$75K	👤 \$75K	👤 \$75K	👤 \$75K	👤 \$70K	👤 \$70K	👤 \$70K	MORE
\$31 - \$50K	24%	👤 \$50K	👤 \$50K	👤 \$50K	👤 \$50K	👤 \$50K	👤 \$50K	👤 \$49K	👤 \$45K	MORE
<= \$30K	0%									
SALARY	DEVELOPERS									
\$100K +	14%	👤 \$911K	👤 \$167K	👤 \$150K	👤 \$130K	👤 \$125K	👤 \$125K	👤 \$120K	👤 \$110K	
\$76 - \$100K	26%	👤 \$95K	👤 \$95K	👤 \$95K	👤 \$95K	👤 \$95K	👤 \$90K	👤 \$85K	👤 \$85K	MORE
\$51 - \$75K	41%	👤 \$75K	👤 \$75K	👤 \$75K	👤 \$75K	👤 \$75K	👤 \$70K	👤 \$70K	👤 \$70K	MORE
\$31 - \$50K	17%	👤 \$50K	👤 \$50K	👤 \$50K	👤 \$50K	👤 \$49K	👤 \$45K	👤 \$41K	👤 \$40K	MORE
<= \$30K	2%	👤 \$25K								

Established Clear Ownership



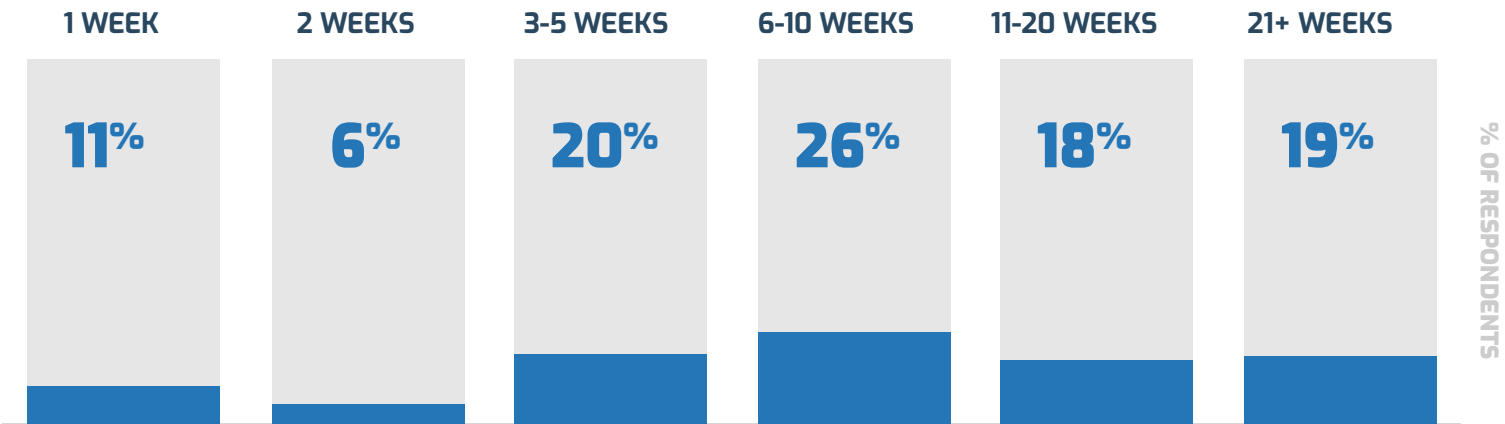
Ownership Satisfaction



How Selection Decisions are Made

Spend the right amount of time making your decision. See how formal peers' selection processes are to allocate appropriate resourcing for this project.

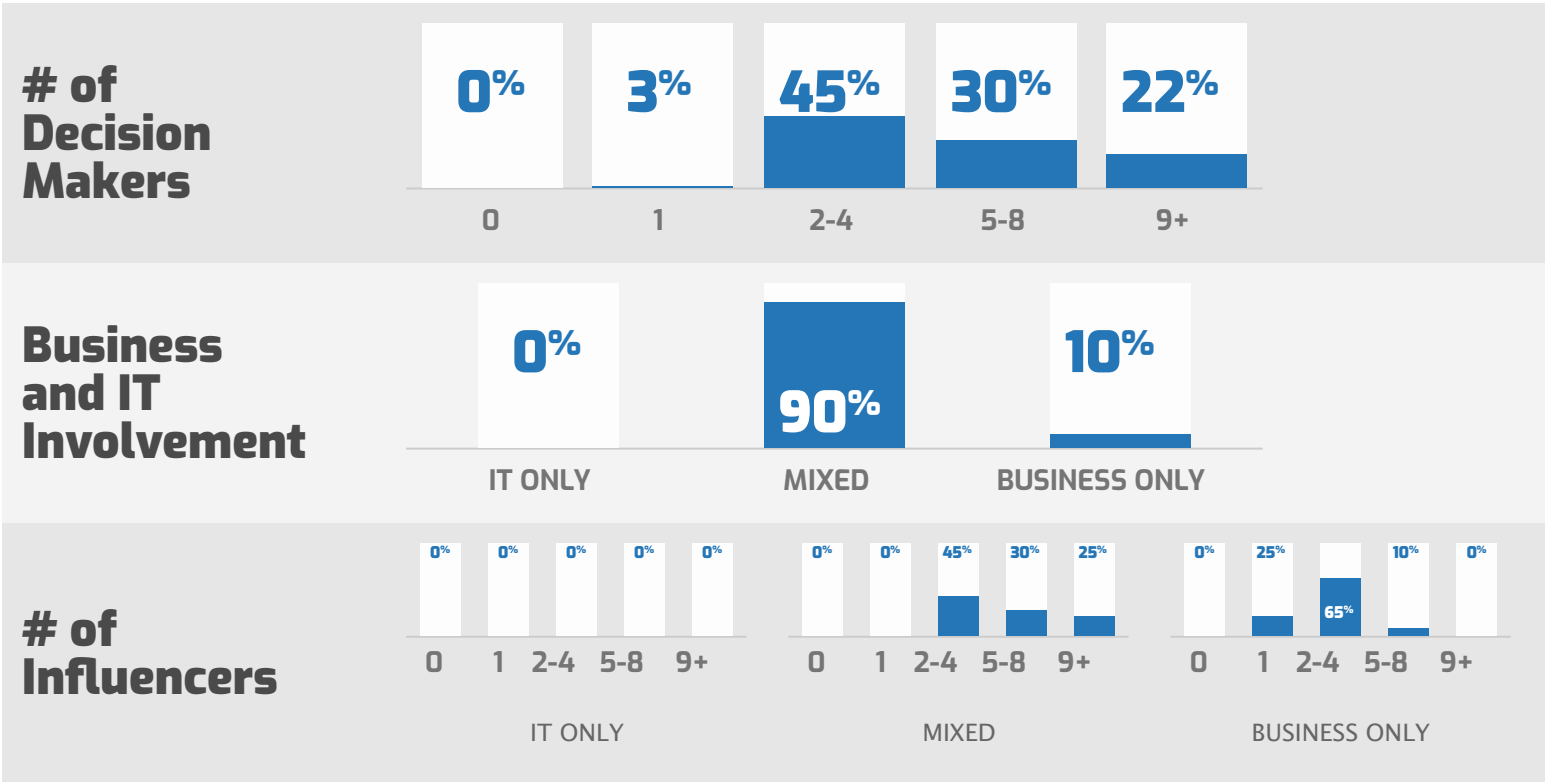
How much time and effort (in weeks) was spent making your selection decision?



Who Made the Selection

Involve the right people when purchasing. See who peers' involved in the decision to ensure you're involving the right mix of business and IT.

How many people were involved in the following capacities during this vendor selection decision?



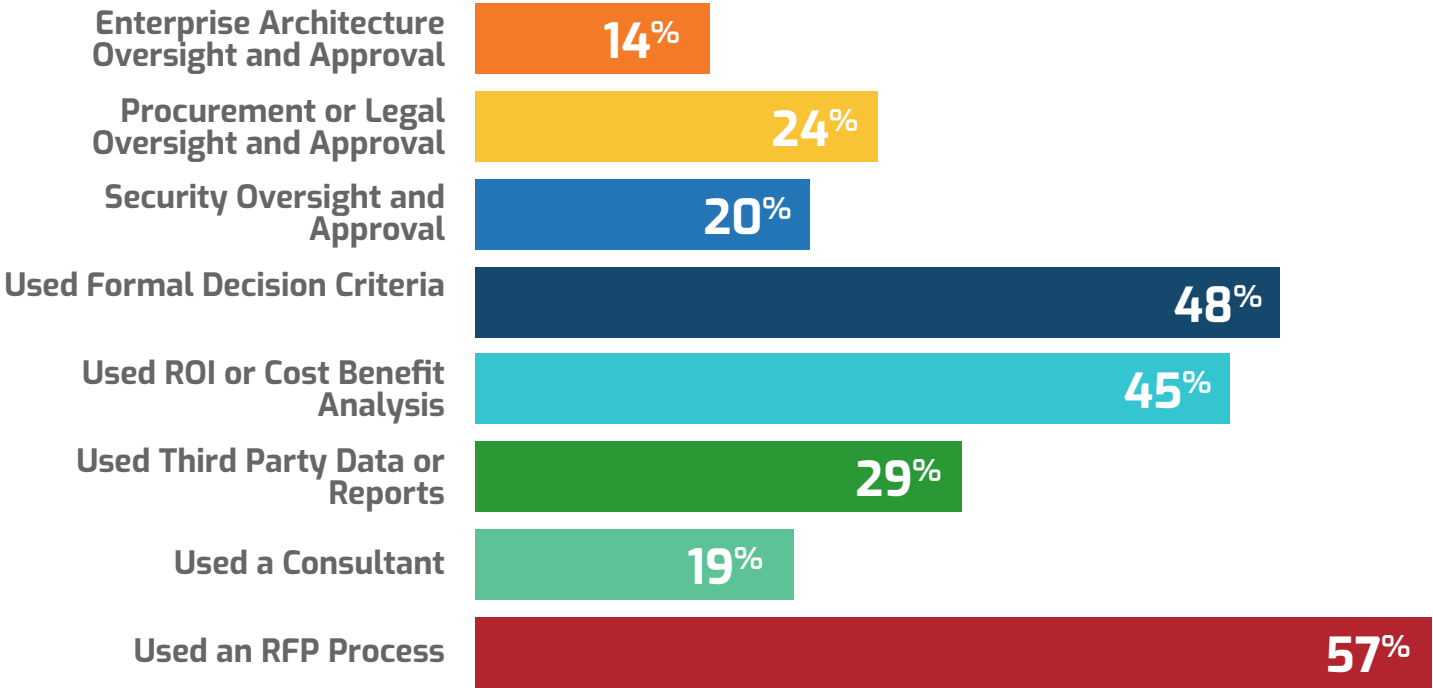
Selection Methodology

Software that is integral to the business needs a full, formal, front-to-back selection process which takes time and resources. Some software can be purchased with less involvement. Understand what process you should undertake.

Selection Process, Oversight, and Approval

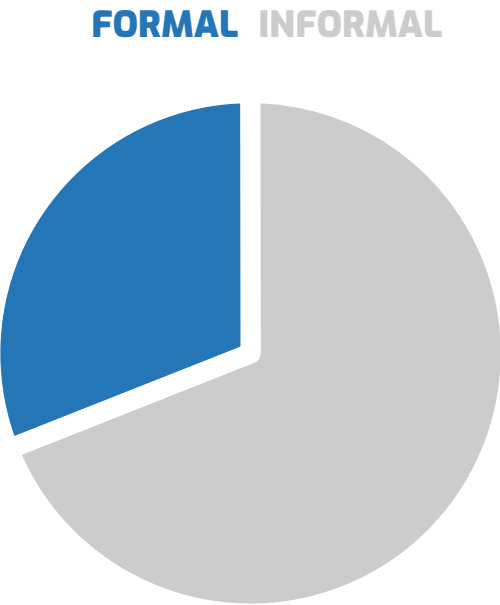
What processes, oversights, and approvals were used in your evaluation and selection process?

Discover the most popular types of selection processes, oversights, and approvals used for Pederson Human Resources Solution. Because companies may use more than one process when selecting software, these percentages don't necessarily add to 100%.



How Effective is the Selection Process

84% EFFECTIVE



Market Size Comparison

Most products aren't well-suited for businesses of all shapes and sizes. See which market segment Pederson Human Resources Solution fits best. "Small" businesses range from 1 to 500 employees, "Medium" businesses range from 501 to 5,000 employees, and "Large" businesses have more than 5,000 employees.

	<div><div>SMALL</div><div>BEST FIT</div></div>					<div><div>MEDIUM</div></div>					<div><div>LARGE</div></div>						
NET PROMOTER	<div><div>+81</div><div>NET PROMOTER SCORE</div><div><div>Promoters</div><div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div></div><div>86%</div></div><div><div>Passives</div><div><div><div></div></div></div><div>10%</div></div><div><div>Detractors</div><div></div><div>4%</div></div></div>				NET PROMOTER	<div><div>+80</div><div>NET PROMOTER SCORE</div><div><div>Promoters</div><div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div></div><div>83%</div></div><div><div>Passives</div><div><div><div></div><div></div></div></div><div>14%</div></div><div><div>Detractors</div><div></div><div>3%</div></div></div>				NET PROMOTER	<div><div>+67</div><div>NET PROMOTER SCORE</div><div><div>Promoters</div><div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div></div><div>67%</div></div><div><div>Passives</div><div><div><div></div><div></div><div></div></div></div><div>33%</div></div><div><div>Detractors</div><div></div><div>0%</div></div></div>						
CAPABILITY SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div><div></div></div></div><div>39%</div></div> <div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div></div><div>52%</div></div> <div><div>Almost Satisfied</div><div><div><div></div></div></div><div>9%</div></div> <div><div>Disappointed</div><div></div><div>0%</div></div>				CAPABILITY SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div></div></div><div>32%</div></div> <div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div></div><div>52%</div></div> <div><div>Almost Satisfied</div><div><div><div></div><div></div></div></div><div>15%</div></div> <div><div>Disappointed</div><div></div><div>1%</div></div>				CAPABILITY SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div></div></div><div>32%</div></div> <div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div></div><div>52%</div></div> <div><div>Almost Satisfied</div><div><div><div></div><div></div></div></div><div>14%</div></div> <div><div>Disappointed</div><div></div><div>2%</div></div>						
FEATURE SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div><div></div><div></div></div></div><div>45%</div></div> <div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div></div></div><div>50%</div></div> <div><div>Almost Satisfied</div><div><div><div></div></div></div><div>5%</div></div> <div><div>Disappointed</div><div></div><div>0%</div></div>				FEATURE SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div><div></div></div></div><div>41%</div></div> <div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div></div><div>50%</div></div> <div><div>Almost Satisfied</div><div><div><div></div></div></div><div>9%</div></div> <div><div>Disappointed</div><div></div><div>0%</div></div>				FEATURE SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div><div></div><div></div></div></div><div>39%</div></div> <div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div></div><div>46%</div></div> <div><div>Almost Satisfied</div><div><div><div></div></div></div><div>15%</div></div> <div><div>Disappointed</div><div></div><div>0%</div></div>						
IMPLEMENTATION SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div></div></div><div>34%</div></div> <div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div></div><div>42%</div></div> <div><div>Almost Satisfied</div><div><div><div></div><div></div></div></div><div>23%</div></div> <div><div>Disappointed</div><div></div><div>1%</div></div>				IMPLEMENTATION SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div></div></div><div>22%</div></div> <div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div></div><div>47%</div></div> <div><div>Almost Satisfied</div><div><div><div></div><div></div></div></div><div>26%</div></div> <div><div>Disappointed</div><div><div><div></div></div></div><div>5%</div></div>				IMPLEMENTATION SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div></div></div><div>17%</div></div> <div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div></div></div><div>33%</div></div> <div><div>Almost Satisfied</div><div><div><div></div><div></div><div></div></div></div><div>33%</div></div> <div><div>Disappointed</div><div><div><div></div><div></div></div></div><div>17%</div></div>						
COST SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div><div></div><div></div></div></div><div>48%</div></div> <div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div></div></div><div>42%</div></div> <div><div>Almost Satisfied</div><div><div><div></div></div></div><div>10%</div></div> <div><div>Disappointed</div><div></div><div>0%</div></div>				COST SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div></div></div><div>31%</div></div> <div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div></div><div>52%</div></div> <div><div>Almost Satisfied</div><div><div><div></div><div></div></div></div><div>17%</div></div> <div><div>Disappointed</div><div></div><div>0%</div></div>				COST SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div><div></div></div></div><div>40%</div></div> <div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div></div></div><div>30%</div></div> <div><div>Almost Satisfied</div><div><div><div></div><div></div><div></div></div></div><div>30%</div></div> <div><div>Disappointed</div><div></div><div>0%</div></div>						
ORG FIT	1: COST 2: REPUTATION OF THE VENDOR 3: SKILL AND STAFF FIT				ORG FIT	1: COST 2: REPUTATION OF THE VENDOR 3: MANAGING RISK AND POTENTIAL FAILURE				ORG FIT	1: REPUTATION OF THE VENDOR 2: COST 3: MANAGING RISK AND POTENTIAL FAILURE						
IMPORTANCE	CAP 42%		COST 3%	FEAT 40%	ORG 15%	IMPORTANCE	CAP 42%		COST 6%	FEAT 39%	ORG 13%	IMPORTANCE	CAP 45%		COST 3%	FEAT 37%	ORG 15%
PLAN TO RENEW	99%				PLAN TO RENEW	98%				PLAN TO RENEW	100%						

Years of Ownership

See how longevity of ownership affects satisfaction across the product.

In what year did you implement Pederson Human Resources Solution?

# OF YEARS	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
1	17%	91%	83%	82%	100%
2	30%	89%	81%	85%	98%
3	20%	89%	75%	82%	94%
4	17%	87%	87%	87%	100%
5	7%	83%	79%	84%	92%
6-10	8%	85%	78%	90%	92%
11+	1%	56%	86%	--	50%
AVERAGE		88%	80%	84%	97%

Role of Customers

See how department or seniority affects satisfaction across the product.

Please select your current role.

ROLE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
HUMAN RESOURCES	63%	91%	80%	83%	98%
FINANCE	13%	91%	76%	82%	100%
INFORMATION TECHNOLOGY	10%	91%	86%	86%	100%
OPERATIONS	7%	86%	79%	83%	100%
C-LEVEL	6%	90%	82%	85%	91%
CONSULTANT	1%	100%	65%	67%	100%
VENDOR MANAGEMENT	--	--	--	--	--
INDUSTRY SPECIFIC ROLE	--	--	--	--	--
PUBLIC SECTOR	--	--	--	--	--
SALES AND MARKETING	--	--	--	--	--
STUDENT OR ACADEMIC	--	--	--	--	--
AVERAGE		88%	80%	84%	97%

Involvement of Customers

See how involvement with the product affects satisfaction across the product. Because users can be involved with a product in more than one capacity, the % of Respondents column doesn't necessarily add to 100%.

What is or was the nature of your involvement with this product?

INVOLVEMENT	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
END USER OF APPLICATION	59%	90%	79%	83%	99%
INITIAL IMPLEMENTATION	50%	90%	79%	82%	99%
BUSINESS LEADER OR MANAGER	42%	92%	82%	85%	97%
IT DEVELOPMENT, INTEGRATION, AND ADMINISTRATION	38%	89%	80%	83%	99%
VENDOR SELECTION AND PURCHASING	35%	92%	80%	84%	99%
VENDOR MANAGEMENT AND RENEWAL	24%	92%	84%	85%	100%
IT LEADER OR MANAGER	16%	92%	87%	88%	100%
AVERAGE		88%	80%	84%	97%

Usage Level of Customers

See how the frequency of interaction with the product affects satisfaction.

How often do you use the features and functionality of this software?

USAGE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
DAILY	88%	90%	79%	83%	99%
WEEKLY	10%	94%	84%	88%	95%
OCCASIONALLY	1%	93%	82%	79%	100%
RARELY OR NEVER	1%	94%	70%	83%	100%
PREVIOUSLY USED	--	--	--	--	--
AVERAGE		88%	80%	84%	97%

Multi-Category Overview

Human Capital Management

Pederson Human Resources Solution

The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likelihood to Recommend.

CATEGORY		COMPOSITE SCORE	LIKELINESS TO RECOMMEND	PLAN TO RENEW	COST SATISFACTION
HUMAN CAPITAL MANAGEMENT	Scorecard Category	8.5 _{/10}	<div><div></div>88%</div>	<div><div></div>97%</div>	<div><div></div>80%</div>
TALENT MANAGEMENT		6.7 _{/10}	56%	85%	58%
BENEFITS AND PENSION ADMINISTRATION		7.1 _{/10}	69%	67%	--%
WORKFORCE MANAGEMENT		7.5 _{/10}	76%	90%	69%
PAYROLL SOFTWARE		9.0 _{/10}	96%	100%	100%