PRODUCT SCORECARD

Pederson Human Resources Solution

Human Capital Management

Improving and Accelerating Enterprise Software Evaluation and Selection
888 Yonge Street
Toronto, Ontario
Canada

1-888-670-8889
https://www.softwarereviews.com/
https://www.linkedin.com/company/softwarereviews
15,000+ Customers
500 Employees

15,000+ Customers
500 Employees

209 Reviews
Pederson Human Resources Solution
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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.
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/

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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).

**Likelihood to Recommend**

- **Promoters**: 78%
- **Passives**: 15%
- **Detractors**: 7%

**Plan to Renew**

- **Definitely**: 71%
- **Probably**: 26%
- **Probably Not**: 3%
- **Definitely Not**: 0%

**Satisfaction that Cost is Fair Relative to Value**

- **Delighted**: 38%
- **Highly Satisfied**: 45%
- **Almost Satisfied**: 17%
- **Disappointed**: 0%
### Vendor Capability Satisfaction

When making the right purchasing decision, use your 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 functionalities.

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

### Breadth of Features

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>DEGREE OF SATISFACTION</th>
<th>47% OF CLIENTS ARE DELIGHTED</th>
<th>HIGHLY SATISFIES</th>
<th>ALMOST SATISFIES</th>
<th>DISAPPOINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product Strategy and Rate of Improvement</td>
<td>1st of 7 in Human Capital Management</td>
<td>85% SATISFACTION</td>
<td>78% CATEGORY AVERAGE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of Customization</td>
<td>36% OF CLIENTS ARE DELIGHTED</td>
<td>82% SATISFACTION</td>
<td>75% CATEGORY AVERAGE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Usability and Intuitiveness</td>
<td>43% OF CLIENTS ARE DELIGHTED</td>
<td>85% SATISFACTION</td>
<td>78% CATEGORY AVERAGE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vendor Support</td>
<td>35% OF CLIENTS ARE DELIGHTED</td>
<td>83% SATISFACTION</td>
<td>75% CATEGORY AVERAGE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality of Features</td>
<td>36% OF CLIENTS ARE DELIGHTED</td>
<td>81% SATISFACTION</td>
<td>77% CATEGORY AVERAGE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of Data Integration</td>
<td>27% OF CLIENTS ARE DELIGHTED</td>
<td>78% SATISFACTION</td>
<td>74% CATEGORY AVERAGE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability and Quality of Training</td>
<td>38% OF CLIENTS ARE DELIGHTED</td>
<td>84% SATISFACTION</td>
<td>78% CATEGORY AVERAGE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of Implementation</td>
<td>26% OF CLIENTS ARE DELIGHTED</td>
<td>80% SATISFACTION</td>
<td>76% CATEGORY AVERAGE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Business Value Created

<table>
<thead>
<tr>
<th>DEGREE OF SATISFACTION</th>
<th>39% OF CLIENTS ARE DELIGHTED</th>
<th>HIGHLY SATISFIES</th>
<th>ALMOST SATISFIES</th>
<th>DISAPPOINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of Implementation</td>
<td>73% CATEGORY AVERAGE</td>
<td>73% CATEGORY AVERAGE</td>
<td>73% CATEGORY AVERAGE</td>
<td>73% CATEGORY AVERAGE</td>
</tr>
</tbody>
</table>

### Quality Training allows employees to take full advantage of the software. Effective and readily available training enables you 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.

### Vendor Support

<table>
<thead>
<tr>
<th>DEGREE OF SATISFACTION</th>
<th>35% OF CLIENTS ARE DELIGHTED</th>
<th>HIGHLY SATISFIES</th>
<th>ALMOST SATISFIES</th>
<th>DISAPPOINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of Data Integration</td>
<td>78% SATISFACTION</td>
<td>74% CATEGORY AVERAGE</td>
<td>74% CATEGORY AVERAGE</td>
<td>74% CATEGORY AVERAGE</td>
</tr>
</tbody>
</table>

### Ease of Implementation

<table>
<thead>
<tr>
<th>DEGREE OF SATISFACTION</th>
<th>26% OF CLIENTS ARE DELIGHTED</th>
<th>HIGHLY SATISFIES</th>
<th>ALMOST SATISFIES</th>
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<tbody>
<tr>
<td>Ease of Implementation</td>
<td>73% CATEGORY AVERAGE</td>
<td>73% CATEGORY AVERAGE</td>
<td>73% CATEGORY AVERAGE</td>
<td>73% CATEGORY AVERAGE</td>
</tr>
</tbody>
</table>

### Conclusion

By selecting Pederson Human Resources Solution, you are choosing a vendor that can help you achieve your business goals. Use this data to separate innovators from imposters. Don’t get bogged down in a solution with a high rating but low functionality. Use the data to determine if this product is easy to implement and can deliver the full value and promote end user adoption.

### Additional Features

- **Ease of Implementation**: The ability to implement the solution without unnecessary disruptions.
- **Ease of Customization**: The ability to scale the solution to a business' unique needs.
- **Ease of IT Administration**: Ease of use of the backend user interface.
- **Quality of Features**: The ability to perform at or above industry standards.
- **Usability and Intuitiveness**: The ability to reduce training due to intuitive design.
- **Vendor Support**: The importance of vendor support with varying needs and goals. Use this data to separate innovators from imposters.
Product Scorecard / Product Feature Satisfaction

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 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 scores on features that do not impact your business, instead focus on scores being high for features that matter.

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

**HUMAN CAPITAL MANAGEMENT**

**Payroll Administration**
- 53% of clients are delighted
- Includes basic payroll, taxes and other deductions, check runs, deposits, and pay stubs.
- Degree of satisfaction: Disappoints
- Category average: 79%

**Benefits Administration**
- 40% of clients are delighted
- Includes employee participation in benefits programs such as paid time off, medical/dental/life insurance, 401K, retirement, 403B, and flex spending accounts.
- Degree of satisfaction: Disappoints
- Category average: 83%

**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: Disappoints
- Category average: 79%

**Employee Record**
- 48% of clients are delighted
- Includes workforce and employee data such as contact information, address, phone, employee identifiers, employee history, hire and release dates, etc.
- Degree of satisfaction: Disappoints
- Category average: 86%

**Compensation Management**
- 40% of clients are delighted
- Includes all aspects of compensation design, salary bands, salaried and hourly compensation, and bonus and variable compensation.
- Degree of satisfaction: Disappoints
- Category average: 83%

**Talent Acquisition**
- 37% of clients are delighted
- Supports the process of sourcing and recruiting employees in alignment with organizational needs.
- Degree of satisfaction: Disappoints
- Category average: 83%

**Learning and Development**
- 36% of clients are delighted
- Includes all aspects of learning management systems, content and curriculum management, onboarding, performance development plans, skills databases, certifications, and tracking and reporting.
- Degree of satisfaction: Disappoints
- Category average: 82%

**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: Disappoints
- Category average: 75%

**Performance Management**
- 44% of clients are delighted
- Includes all aspects of performance appraisals and review design, review, measurement, and goal attainment.
- Degree of satisfaction: Disappoints
- Category average: 83%

**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: Disappoints
- Category average: 82%

**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: Disappoints
- Category average: 82%

**Differentiating Features**
- Includes learning and development plans, skills databases, certifications, and tracking and reporting.

**Secondary Features**
- Includes alert mechanisms, tracking, PTO, sick and other tracking.
- Includes workforce and employee data such as contact information, address, phone, employee identifiers, employee history, hire and release dates, etc.
- Includes ability to control attributes of job and position titles, org structure and charting, job descriptions, roles and responsibilities, and succession planning.
- Includes recruiting and Application Tracking Systems functionality such as candidate tracking, job posting, advertising, background checks, and onboarding.
- Includes learning and development plans, skills databases, certifications, and tracking and reporting.
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.

**Word Cloud**

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

Emotional Footprint

Importance to Professional Success
How important is Pederson HRS to your current professional success?

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.

Strength of Emotional Connection
Overall, describe the strength of your emotional connection to Pederson HRS.

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.

EMOTIONAL SPECTRUM SCALE

POSITIVE
NEGATIVE
NEUTRAL

CONTINUALLY IMPROVING
HELPS INNOVATE
INCLUDES PRODUCT ENHANCEMENTS
INSPIRING
APPRECIATES INCUMBENT STATUS

CONTINUALLY IMPROVING
94%
1%
HELPS INNOVATE
90%
2%
INCLUDES PRODUCT ENHANCEMENTS
88%
2%
INSPIRING
88%
1%
APPRECIATES INCUMBENT STATUS
87%
1%

PEDERSON HRS

-86
Product Scorecard / Emotional Footprint

Service Experience
As a customer, please share your feelings across Pederson HRS Service Experience

- RESPECTFUL: 97%
- EFFICIENT: 90%
- CARING: 89%
- EFFECTIVE: 83%
- SAVES TIME: 81%

- DISRESPECTFUL: 1%
- BUREAUCRATIC: 2%
- NEGLECTFUL: 4%
- FRUSTRATING: 7%
- WASTES TIME: 7%

Product Experience
As a customer, please share your feelings across Pederson HRS's Product Impact

- SECURITY PROTECTS: 93%
- RELIABLE: 92%
- ENABLES PRODUCTIVITY: 92%
- UNIQUE FEATURES: 91%
- PERFORMANCE ENHANCING: 90%

- SECURITY FRUSTRATES: 1%
- UNRELIABLE: 1%
- RESTRICTS PRODUCTIVITY: 2%
- COMMODITY FEATURES: 2%
- PERFORMANCE RESTRICTING: 2%

Negotiation and Contract Experience
As a customer, please share your feelings across Pederson HRS's Negotiation and Contract

- TRANSPARENT: 85%
- FRIENDLY NEGOTIATION: 85%
- GENEROSITY: 83%
- CLIENT'S INTEREST FIRST: 83%
- UNDER PROMISED: 69%

- DECEPTIVE: 4%
- HARDBALL TACTICS: 2%
- GREED: 4%
- VENDOR'S INTEREST FIRST: 4%
- OVER PROMISED: 15%

Problem Resolution Experience
As a customer, please share your feelings across Pederson HRS's Product Impact

- FAIR: 93%
- TRUSTWORTHY: 91%
- INTEGRITY: 89%
- CLIENT FRIENDLY POLICIES: 89%
- ALTRUISTIC: 89%

- UNFAIR: 0%
- BIG FAT LIARS: 2%
- LACK OF INTEGRITY: 1%
- VENDOR FRIENDLY POLICIES: 4%
- SELFISH: 1%
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 vendor’s service orientation and ease of partnership.

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

**POSITIVE SENTIMENTS**

94%

**NEGATIVE SENTIMENTS**

1%

**NET RELATIONSHIP FOOTPRINT**

+93

---

**Sales Team**

- **Effective / Knowledgeable**: 100%
- **Friendly / Caring**: 86%
- **Ineffective / Unhelpful**: 0%
- **Indifferent / Unpleasant**: 0%

**Technical and Product Specialists**

- **Effective / Knowledgeable**: 95%
- **Friendly / Caring**: 98%
- **Ineffective / Unhelpful**: 2%
- **Indifferent / Unpleasant**: 0%

**Client Service Team**

- **Effective / Knowledgeable**: 93%
- **Friendly / Caring**: 94%
- **Ineffective / Unhelpful**: 1%
- **Indifferent / Unpleasant**: 1%

**Leadership Team**

- **Effective / Knowledgeable**: 100%
- **Friendly / Caring**: 100%
- **Ineffective / Unhelpful**: 0%
- **Indifferent / Unpleasant**: 0%
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?

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.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>25%</td>
</tr>
<tr>
<td>Functionality</td>
<td>25%</td>
</tr>
<tr>
<td>Services</td>
<td>25%</td>
</tr>
<tr>
<td>Architecture</td>
<td>0%</td>
</tr>
<tr>
<td>Changing Needs</td>
<td>13%</td>
</tr>
<tr>
<td>Political Reasons</td>
<td>0%</td>
</tr>
<tr>
<td>Vendor Rationalization</td>
<td>0%</td>
</tr>
<tr>
<td>Usability</td>
<td>13%</td>
</tr>
<tr>
<td>Other</td>
<td>0%</td>
</tr>
</tbody>
</table>

4 PEOPLE HAVE JOINED
65% MORE SATISFIED

3 PEOPLE HAVE JOINED
87% MORE SATISFIED

1 PERSON HAS JOINED
100% MORE SATISFIED
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

<table>
<thead>
<tr>
<th>NAME</th>
<th>% MORE SATISFACTION WITH NEW VENDOR</th>
<th>REASON FOR LEAVING</th>
<th>NEW VENDOR</th>
<th>WHY DID YOU LEAVE?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zuzana Janoušková</td>
<td>100%</td>
<td>Functionality</td>
<td>Power Sync CRM</td>
<td>Our company wanted a change.</td>
</tr>
<tr>
<td>Slavica Hrvatin</td>
<td>66%</td>
<td>Other</td>
<td>Power Sync CRM</td>
<td>Cost was the only reason.</td>
</tr>
<tr>
<td>Sandrine Haring</td>
<td>63%</td>
<td>Political Reasons</td>
<td>Power Sync CRM</td>
<td>Slow in upgrades and resolution time.</td>
</tr>
<tr>
<td>Zbigniek Gorski</td>
<td>50%</td>
<td>Other</td>
<td>Vine CRM</td>
<td>Moved platforms from mainframe.</td>
</tr>
<tr>
<td>Kwabena Huls</td>
<td>50%</td>
<td>Other</td>
<td>Metrix CRM</td>
<td>Trying to manage the business in one platform.</td>
</tr>
<tr>
<td>Helen Leighty</td>
<td>50%</td>
<td>Other</td>
<td>Vine CRM</td>
<td>Very heavy on the endpoint.</td>
</tr>
<tr>
<td>Mike Mahoney</td>
<td>50%</td>
<td>Other</td>
<td>Power Sync CRM</td>
<td>It was an administrative decision above my station.</td>
</tr>
<tr>
<td>Erazem Marjanovic</td>
<td>50%</td>
<td>Other</td>
<td>Apex CRM Solution</td>
<td>Want for a cheaper, easier to use product.</td>
</tr>
<tr>
<td>Ye Tao</td>
<td>50%</td>
<td>Cost</td>
<td>Apex CRM Solution</td>
<td>Better custom reports, more functionality, more robust.</td>
</tr>
<tr>
<td>Martin Chastain</td>
<td>30%</td>
<td>Political Reasons</td>
<td>Vine CRM</td>
<td>Product didn’t do everything we needed it to do.</td>
</tr>
<tr>
<td>Rakel Blom</td>
<td>0%</td>
<td>Cost</td>
<td>Apex CRM Solution</td>
<td>We were trying to find something that fit our requirements.</td>
</tr>
<tr>
<td>Dahlak Isaias</td>
<td>0%</td>
<td>Cost</td>
<td>Power Sync CRM</td>
<td>Too much customisation on their part. Too much testing, fixing, and re-fixing of issues.</td>
</tr>
<tr>
<td>Sofie Larsen</td>
<td>0%</td>
<td>Other</td>
<td>Vine CRM</td>
<td>Better product and service.</td>
</tr>
<tr>
<td>Jakob Lian</td>
<td>0%</td>
<td>Services</td>
<td>Vine CRM</td>
<td>Easier, cheaper, and got employees support.</td>
</tr>
<tr>
<td>Roy Schenk</td>
<td>0%</td>
<td>Cost</td>
<td>Vine CRM</td>
<td>Large scale implementation is not supported.</td>
</tr>
<tr>
<td>Samantha Butters</td>
<td>-20%</td>
<td>Cost</td>
<td>Power Sync CRM</td>
<td>Slow and poor service.</td>
</tr>
<tr>
<td>Gordon Lindgren</td>
<td>-40%</td>
<td>Functionality</td>
<td>Metrix CRM</td>
<td>Very heavy on the endpoint.</td>
</tr>
<tr>
<td>Trín Phûng Lî</td>
<td>-84%</td>
<td>Other</td>
<td>Metrix CRM</td>
<td>Better custom reports, more functionality, more robust.</td>
</tr>
</tbody>
</table>
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.

8 PEOPLE HAVE LEFT

84% MORE SATISFIED WITH

Cost
Functionality
Services
Architecture
Changing Needs
Political Reasons
Vendor Rationalization
Usability
Other

3 PEOPLE HAVE LEFT

27% MORE SATISFIED WITH

Cost
Functionality
Services
Architecture
Changing Needs
Political Reasons
Vendor Rationalization
Usability
Other

1 PERSON HAS LEFT

100% MORE SATISFIED WITH

Cost
Functionality
Services
Architecture
Changing Needs
Political Reasons
Vendor Rationalization
Usability
Other

1 PERSON HAS LEFT

100% MORE SATISFIED WITH

Cost
Functionality
Services
Architecture
Changing Needs
Political Reasons
Vendor Rationalization
Usability
Other

76 people are 59% more satisfied with Pederson Human Resources Solution over their previous vendor on average.
# Product Scorecard / Reasons for Leaving and Joining

## 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.

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

<table>
<thead>
<tr>
<th>NAME</th>
<th>% MORE SATISFACTION WITH PEDERSON HUMAN RESOURCES SOLUTION</th>
<th>REASON FOR LEAVING</th>
<th>VENDOR LEFT</th>
<th>WHY DID YOU LEAVE?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Matheus Azevedo Correia</td>
<td>75%</td>
<td>Other</td>
<td>Vine CRM</td>
<td>Trying to manage the business in one platform.</td>
</tr>
<tr>
<td>Richard B Smith</td>
<td>72%</td>
<td>Usability</td>
<td>Vine CRM</td>
<td>Moved platforms from mainframe</td>
</tr>
<tr>
<td>Wilma Esposito</td>
<td>64%</td>
<td>Political Reasons</td>
<td>Vine CRM</td>
<td>Only cost was the reason</td>
</tr>
<tr>
<td>Gino Bucchi</td>
<td>50%</td>
<td>Functionality</td>
<td>Cascade CRM</td>
<td>Slow in upgrades and resolution time.</td>
</tr>
<tr>
<td>Chibuza Chidimma</td>
<td>50%</td>
<td>Vendor Rationalization</td>
<td>Cascade CRM</td>
<td>Better custom reports, more functionality, more robust</td>
</tr>
<tr>
<td>Carol M. Beck</td>
<td>40%</td>
<td>Functionality</td>
<td>Vine CRM</td>
<td>Product didn’t do everything we needed it to do.</td>
</tr>
<tr>
<td>Anne J. Beck</td>
<td>29%</td>
<td>Vendor Rationalization</td>
<td>Vine CRM</td>
<td>Too much customization on their part. Too much testing, fixing, and re-fixing of issues.</td>
</tr>
<tr>
<td>William D. Jones</td>
<td>20%</td>
<td>Architecture</td>
<td>Momentum CRM</td>
<td>Easier, cheaper, and got employees support</td>
</tr>
<tr>
<td>Bill L. Underwood</td>
<td>20%</td>
<td>Other</td>
<td>Momentum CRM</td>
<td>We were trying to find something that fit our requirements.</td>
</tr>
<tr>
<td>Ernest A. Shelton</td>
<td>10%</td>
<td>Services</td>
<td>SNAP CRM</td>
<td>Better product and service</td>
</tr>
<tr>
<td>Reginald P. Trojilla</td>
<td>10%</td>
<td>Functionality</td>
<td>Epic Customer Management Solutions</td>
<td>Large scale implementation is not supported.</td>
</tr>
<tr>
<td>Joyce J. Hilton</td>
<td>7%</td>
<td>Other</td>
<td>Epic Customer Management Solutions</td>
<td>Slow and poor service.</td>
</tr>
<tr>
<td>Chienezie Abazu</td>
<td>0%</td>
<td>Vendor Rationalization</td>
<td>Epic Customer Management Solutions</td>
<td>Too much customization on their part. Too much testing, fixing, and re-fixing of issues.</td>
</tr>
<tr>
<td>NAME</td>
<td>% MORE SATISFACTION WITH PEDERSON HUMAN RESOURCES SOLUTION</td>
<td>REASON FOR LEAVING</td>
<td>VENDOR LEFT</td>
<td>WHY DID YOU LEAVE?</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-------------------------------------------------------------</td>
<td>-------------------</td>
<td>-------------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Raymond Bryant</td>
<td>0%</td>
<td>Functionality</td>
<td>Vine CRM</td>
<td>It was an administrative decision above my station</td>
</tr>
<tr>
<td>Lula Carlos</td>
<td>0%</td>
<td>Political Reasons</td>
<td>Vine CRM</td>
<td>Moved platforms from mainframe</td>
</tr>
<tr>
<td>Erica M. Cramer</td>
<td>0%</td>
<td>Cost</td>
<td>Maple CRM</td>
<td>Very heavy on the endpoint.</td>
</tr>
<tr>
<td>Roosevelt Fleetwood</td>
<td>0%</td>
<td>Cost</td>
<td>Epic Customer Management Solutions</td>
<td>Slow in upgrades and resolution time</td>
</tr>
<tr>
<td>Marc Mace</td>
<td>0%</td>
<td>Changing Needs</td>
<td>Vine CRM</td>
<td>Our company wanted a change</td>
</tr>
<tr>
<td>Roberto Carter Metzer</td>
<td>0%</td>
<td>Architecture</td>
<td>Epic Customer Management Solutions</td>
<td>Only cost was the reason</td>
</tr>
<tr>
<td>Okonkwo Omeakachie</td>
<td>0%</td>
<td>Other</td>
<td>Cascade CRM</td>
<td>Slow and poor service.</td>
</tr>
<tr>
<td>Linda Plummer</td>
<td>0%</td>
<td>Changing Needs</td>
<td>SNAP CRM</td>
<td>Easier, cheaper, and got employees support</td>
</tr>
<tr>
<td>Betty J. Purcell</td>
<td>0%</td>
<td>Architecture</td>
<td>Epic Customer Management Solutions</td>
<td>Product didn’t do everything we needed it to do</td>
</tr>
<tr>
<td>Britany Saldana</td>
<td>0%</td>
<td>Usability</td>
<td>Vine CRM</td>
<td>Went for a cheaper, easier to use product</td>
</tr>
<tr>
<td>James A. Sidhu</td>
<td>0%</td>
<td>Architecture</td>
<td>Vine CRM</td>
<td>Trying to manage the business in one platform</td>
</tr>
<tr>
<td>Alonso Spears</td>
<td>0%</td>
<td>Functionality</td>
<td>SNAP CRM</td>
<td>We were trying to find something that fit our requirements</td>
</tr>
<tr>
<td>Jonathan Steele</td>
<td>0%</td>
<td>Cost</td>
<td>Maple CRM</td>
<td>Large scale implementation is not supported</td>
</tr>
</tbody>
</table>
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-module.

How satisfied are you with the following products and modules?

Employee Record
With one employee record, one user experience and no interfaces, organizations can manage all employee information without being confined to a back-office.

Time and Attendance
Designed for mobile, Pederson enables store managers to act on critical employee lifecycle in a single application.

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.

Payroll Administration
Pederson Payroll replaces batch-driven payroll with a real-time cloud application.

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

Recruiting / Talent Acquisition
Pederson Recruiting provides your organization with a single application for managing onboarding needs throughout the entire employee lifecycle.

Tax Services
Online pay statements and tax forms accessible from anywhere, any time. With Pederson Tax Services, Statements/Tax Forms are delivered directly via epost, the secure, online mail delivery service for Canada Post.

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

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

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

Human Resources
Empower employees and teams by putting information in their hands. Access to integrated solutions across the employee lifecycle in a single application.

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

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.

Pederson Payroll replaces batch-driven payroll with a real-time cloud application.

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Talent Management
To stay competitive, many companies have been working hard to knit some of their functions together to achieve greater results. However, it is proving to be a time and cost-consuming effort that can likely never deliver full-fledged functionality or results.
Performance Management
Align the efforts of 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.

Performance Management DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

Performance Management ADOPTION RATE
52%
38%

Performance Management 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 ongoing learning.

Learning and Development DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

Learning and Development ADOPTION RATE
47%
43%

Learning and Development CHECKED ARE DELIGHTED

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

Compensation Management DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

Compensation Management ADOPTION RATE
44%
56%

Compensation Management CHECKED ARE DELIGHTED

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

BETTER RESEARCH THAN ANYONE.
visit infotech.com
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?

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.

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.

<table>
<thead>
<tr>
<th>BOTTOM 3RD RANKED SATISFACTION</th>
<th>MIDDLE 3RD RANKED SATISFACTION</th>
<th>TOP 3RD RANKED SATISFACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>COST PER LICENSE</td>
<td>COST PER LICENSE</td>
<td>COST PER LICENSE</td>
</tr>
<tr>
<td>↑ 1%</td>
<td>↑ 21%</td>
<td>↑ 24%</td>
</tr>
<tr>
<td># OF LICENSES</td>
<td># OF LICENSES</td>
<td># OF LICENSES</td>
</tr>
<tr>
<td>↑ 8%</td>
<td>↑ 25%</td>
<td>↑ 30%</td>
</tr>
<tr>
<td>ADD-ON COSTS</td>
<td>ADD-ON COSTS</td>
<td>ADD-ON COSTS</td>
</tr>
<tr>
<td>↑ 13%</td>
<td>↑ 34%</td>
<td>↑ 37%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>IMPLEMENTATION TYPE</th>
<th>IMPLEMENTATION SATISFACTION</th>
<th>AVG WEEKS</th>
<th>WEEKS TO IMPLEMENT</th>
<th>AVG COST</th>
<th>COST TO IMPLEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimal Implementation Required</td>
<td>6%</td>
<td>3.8</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>With the Vendor</td>
<td>75%</td>
<td>17.4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Independent Implementation</td>
<td>7%</td>
<td>19.7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>With the Vendor and a Third Party</td>
<td>11%</td>
<td>44.8</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>With a Third Party</td>
<td>1%</td>
<td>11.0</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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
- **Organizations Experience a +4% Change in Likelihood to Recommend When They Spend an Average of $2,448 On Training**
- **Organizations Experience a +7% Change in Likelihood to Recommend When They Spend an Average of $24,000 On Training**

**Average Likelihood to Recommend**

- **NO TRAINING**: 87%
- **$2,448 ON TRAINING**: 91%
- **$24,000 ON TRAINING**: 94%
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.

### Staff Salaries

<table>
<thead>
<tr>
<th>SALARY</th>
<th>SUPPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>$100K+</td>
<td>10%</td>
</tr>
<tr>
<td>$76 - $100K</td>
<td>24%</td>
</tr>
<tr>
<td>$51 - $75K</td>
<td>42%</td>
</tr>
<tr>
<td>$31 - $50K</td>
<td>24%</td>
</tr>
<tr>
<td>&lt;= $30K</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Established Clear Ownership

- **IT Owner Only**: 3%
- **Business and IT Owner**: 39%
- **Business Owner Only**: 91%
- **No Owner**: 88%
- **IT Owner Only**: 83%

### Ownership Satisfaction

- **Business and IT Owner**: 91%
- **Business Owner Only**: 90%
- **No Owner**: 88%
- **IT Owner Only**: 83%
**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?

<table>
<thead>
<tr>
<th></th>
<th>1 WEEK</th>
<th>2 WEEKS</th>
<th>3-5 WEEKS</th>
<th>6-10 WEEKS</th>
<th>11-20 WEEKS</th>
<th>21+ WEEKS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Percentage</strong></td>
<td>11%</td>
<td>6%</td>
<td>20%</td>
<td>26%</td>
<td>18%</td>
<td>19%</td>
</tr>
</tbody>
</table>

**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?

**# of Decision Makers**

<table>
<thead>
<tr>
<th># of Decision Makers</th>
<th>0</th>
<th>1</th>
<th>2-4</th>
<th>5-8</th>
<th>9+</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Percentage</strong></td>
<td>0%</td>
<td>3%</td>
<td>45%</td>
<td>30%</td>
<td>22%</td>
</tr>
</tbody>
</table>

**Business and IT Involvement**

<table>
<thead>
<tr>
<th>Business and IT Involvement</th>
<th>IT ONLY</th>
<th>MIXED</th>
<th>BUSINESS ONLY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Percentage</strong></td>
<td>0%</td>
<td>90%</td>
<td>10%</td>
</tr>
</tbody>
</table>

**# of Influencers**

<table>
<thead>
<tr>
<th># of Influencers</th>
<th>0</th>
<th>1</th>
<th>2-4</th>
<th>5-8</th>
<th>9+</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Percentage</strong></td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**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%.

**Used Formal Decision Criteria**

- Used Enterprise Architecture Oversight and Approval: 14%
- Used Procurement or Legal Oversight and Approval: 24%
- Used Security Oversight and Approval: 20%
- Used ROI or Cost Benefit Analysis: 48%
- Used Third Party Data or Reports: 45%
- Used a Consultant: 19%
- Used an RFP Process: 57%

**How Effective is the Selection Process**

84% EFFECTIVE
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.

### SMALL
- **BEST FIT**
  - **NET PROMOTER SCORE**
    - Promoters: +81
    - Passives: 0%
    - Detractors: 39%
  - **CAPABILITY SATISFACTION**
    - Delighted: 39%
    - Highly Satisfied: 52%
    - Almost Satisfied: 7%
    - Disappointed: 9%
  - **FEATURE SATISFACTION**
    - Delighted: 45%
    - Highly Satisfied: 50%
    - Almost Satisfied: 5%
    - Disappointed: 0%
  - **IMPLEMENTATION SATISFACTION**
    - Delighted: 34%
    - Highly Satisfied: 42%
    - Almost Satisfied: 23%
    - Disappointed: 1%
  - **COST SATISFACTION**
    - Delighted: 48%
    - Highly Satisfied: 42%
    - Almost Satisfied: 10%
    - Disappointed: 0%
  - **1: COST 2: REPUTATION OF THE VENDOR 3: SKILL AND STAFF FIT**
    - IMPORANCE: CAP 42%  COST 3%  FEAT 40%  ORG 15%
    - PLAN TO RENEW: 99%

### MEDIUM
- **NET PROMOTER SCORE**
  - Promoters: +80
  - Passives: 15%
  - Detractors: 3%
  - **CAPABILITY SATISFACTION**
    - Delighted: 32%
    - Highly Satisfied: 52%
    - Almost Satisfied: 15%
    - Disappointed: 1%
  - **FEATURE SATISFACTION**
    - Delighted: 47%
    - Highly Satisfied: 50%
    - Almost Satisfied: 9%
    - Disappointed: 0%
  - **IMPLEMENTATION SATISFACTION**
    - Delighted: 22%
    - Highly Satisfied: 47%
    - Almost Satisfied: 26%
    - Disappointed: 5%
  - **COST SATISFACTION**
    - Delighted: 31%
    - Highly Satisfied: 46%
    - Almost Satisfied: 26%
    - Disappointed: 0%
  - **1: COST 2: REPUTATION OF THE VENDOR 3: MANAGING RISK AND POTENTIAL FAILURE**
    - IMPORANCE: CAP 45%  COST 3%  FEAT 37%  ORG 15%
    - PLAN TO RENEW: 100%

### LARGE
- **NET PROMOTER SCORE**
  - Promoters: +67
  - Passives: 33%
  - Detractors: 0%
  - **CAPABILITY SATISFACTION**
    - Delighted: 32%
    - Highly Satisfied: 52%
    - Almost Satisfied: 14%
    - Disappointed: 2%
  - **FEATURE SATISFACTION**
    - Delighted: 39%
    - Highly Satisfied: 46%
    - Almost Satisfied: 15%
    - Disappointed: 0%
  - **IMPLEMENTATION SATISFACTION**
    - Delighted: 17%
    - Highly Satisfied: 33%
    - Almost Satisfied: 33%
    - Disappointed: 17%
  - **COST SATISFACTION**
    - Delighted: 40%
    - Highly Satisfied: 30%
    - Almost Satisfied: 30%
    - Disappointed: 0%
  - **1: REPUTATION OF THE VENDOR 2: COST 3: MANAGING RISK AND POTENTIAL FAILURE**
    - IMPORANCE: CAP 45%  COST 3%  FEAT 37%  ORG 15%
    - 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?

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

# Role of Customers

See how department or seniority affects satisfaction across the product.

Please select your current role.

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

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

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

# 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?

<table>
<thead>
<tr>
<th>USAGE</th>
<th>% OF RESPONDENTS</th>
<th>HOW LIKELY TO RECOMMEND</th>
<th>VENDOR CAPABILITY</th>
<th>FEATURES AND FUNCTIONALITY</th>
<th>LIKELY TO RENEW</th>
</tr>
</thead>
<tbody>
<tr>
<td>DAILY</td>
<td>88%</td>
<td>90%</td>
<td>79%</td>
<td>83%</td>
<td>99%</td>
</tr>
<tr>
<td>WEEKLY</td>
<td>10%</td>
<td>94%</td>
<td>84%</td>
<td>88%</td>
<td>95%</td>
</tr>
<tr>
<td>OCCASIONALLY</td>
<td>1%</td>
<td>93%</td>
<td>82%</td>
<td>79%</td>
<td>100%</td>
</tr>
<tr>
<td>RARELY OR NEVER</td>
<td>1%</td>
<td>94%</td>
<td>70%</td>
<td>83%</td>
<td>100%</td>
</tr>
<tr>
<td>PREVIOUSLY USED</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>AVERAGE</td>
<td>88%</td>
<td>80%</td>
<td>84%</td>
<td></td>
<td>97%</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>COMPOSITE SCORE</th>
<th>LIKELINESS TO RECOMMEND</th>
<th>PLAN TO RENEW</th>
<th>COST SATISFACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>HUMAN CAPITAL MANAGEMENT</td>
<td>8.5/10</td>
<td>88%</td>
<td>97%</td>
<td>80%</td>
</tr>
<tr>
<td>TALENT MANAGEMENT</td>
<td>6.7/10</td>
<td>56%</td>
<td>85%</td>
<td>58%</td>
</tr>
<tr>
<td>BENEFITS AND PENSION ADMINISTRATION</td>
<td>7.1/10</td>
<td>69%</td>
<td>67%</td>
<td>--%</td>
</tr>
<tr>
<td>WORKFORCE MANAGEMENT</td>
<td>7.5/10</td>
<td>76%</td>
<td>90%</td>
<td>69%</td>
</tr>
<tr>
<td>PAYROLL SOFTWARE</td>
<td>9.0/10</td>
<td>96%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>