

Sapient Insights Group Reveals the HR Technology Solutions Ranking Highest in Vendor Satisfaction

Voice of the Customer Rankings Determined by 3,318 Survey Respondents to Sapient's 2024-2025 Annual HR Systems Survey

Las Vegas, Nevada Sep 25, 2024 ([IssueWire.com](https://www.issuewire.com)) - Sapient Insights Group today revealed the 20 HR technology solutions ranking highest in vendor satisfaction in the company's 2024-2025 HR Systems Survey, now in its 27th year. [The Voice of the Customer vendor rankings](#) are based on responses from HR professionals representing 3,318 organizations. This year's survey respondents referenced 274 technology solutions across 14 different technology segments.

To help buyers identify the HR system providers most relevant to their organizational needs, the rankings are broken into three company size categories – small, mid-sized, and enterprise. Survey responders are asked to rate their satisfaction with their current solutions in each tech segment on a scale of 1 to 5, with attention to support and service. The survey also allows for open-ended comments. In addition to the vendor satisfaction rankings, Sapient also determines rankings for HR tech solutions in user experience based on survey responses.

In her presentation at the annual HR Technology Conference on Wednesday, September 25, Stacey Harris, managing partner, and chief research officer, will expand on the rankings and discuss other important survey findings to offer the most comprehensive, up-to-date view of the HR technology landscape. Harris will cover current and projected adoption rates, customer retention, replacement plans, and projected market growth, as well as demographic details about those involved in purchase decisions and those managing increasingly complex HR tech ecosystems. To help buyers and vendors better understand market dynamics and shifts, she will also point out important trends by comparing data from this year's report with data from previous years.

"Our survey's vendor satisfaction rankings are always important considerations for HR tech buyers and vendors alike since the rankings are completely objective and free from sponsorship," said Harris. "This year, we're seeing a very strong correlation between customer retention and high scores for vendor satisfaction. Historically, this hasn't always been the case, especially during the Covid years when companies were reluctant to make major tech changes. This year's data shows vendors are becoming more responsive to customers in terms of features and functionality, as well as service and support."

The highest-ranking solutions for vendor satisfaction are below. Rankings include point solutions, modules within technology suites, and in some cases, service providers:

HR Management

- Workday (enterprise)
- HiBob (mid-sized)
- Rippling (small)

Payroll

- Workday (enterprise)
- isolved (mid-sized)
- Rippling (small)

Time Management

- UKG Pro (Enterprise)
- isolved (mid-sized)
- HiBob (small)

Benefits and Wellness

- Fidelity NetBenefits/PSW (enterprise)
- Fidelity NetBenefits/PSW (mid-sized)
- Rippling (small)

HR Service Delivery

- Dovetail (enterprise)
- Workday Help (mid-sized)
- HiBob (small)

Performance

- Cornerstone (enterprise)
- Cornerstone (mid-sized)
- Lattice (small)

Compensation

- Payscale Market Pay (enterprise)
- Workday (mid-sized)
- Payscale Payfactors (small)

Recruiting

- icims (enterprise)
- ADP (mid-sized)
- Workable (small)

Onboarding

- icims (enterprise)
- isolved (mid-sized_
- Rippling (small)

Succession

- Cornerstone (aggregate for all size categories)

Rewards and Recognition

- Achievers (enterprise)
- Achievers (mid-sized)

Learning

- Cornerstone (enterprise)
- Docebo (mid-sized)
- KnowBe4 (small)

Analytics and Planning

- Visier (enterprise)
- Tableau (mid-sized)
- Paylocity (small)

Employee Engagement

- Culture Amp (aggregate for all size categories)

The complete Voice of the Customer results across all technology segments are available [here](#). Results include the top five rankings for each technology segment for both vendor satisfaction and user experience for three company-size categories. The solutions making the lists include many familiar names, along with several relatively new to the HR tech market – demonstrating room for competition in a crowded landscape.

Sapient Insights Group will publish the detailed survey findings and analysis based on answers to its extensive survey questions and responder feedback at the end of October. To get more information and to take advantage of a special advance purchase offer, click [here](#).

About the 2024-2025 HR Systems Survey

Now in its 27th year, Sapient's HR Systems Survey is unquestionably the longest-running, most comprehensive survey of the HR technology landscape, as well as the only completely objective, non-sponsored study of its kind. This year, HR professionals representing 3,318 organizations around the globe participated, and 274 technology vendors were referenced.

As the HR technology landscape has expanded, so has the survey, which now covers 14 technology segments, as well as emerging technologies. The annual report, to be published in October 2024, will include an in-depth analysis of each tech segment, along with current and future adoption rates, customer retention, replacement plans, and projected vendor growth. The report also breaks down the demographics of HR organizations, system governance, system strategy and implementation, business and talent outcomes, technology spending, and much more.

Stacey Harris, managing partner and chief research officer, will preview the survey's findings at the HR Technology Conference on Wednesday, September 25, at 1 p.m. at the Mandalay Bay Convention Center in Las Vegas.

For more information about the survey and report, click [here](#).

About Sapient Insights Group

Sapient Insights Group is a certified women-owned, privately-owned consulting, research, and advisory firm. The company works with organizations in the areas of HR and finance technology; HR strategy

and transformation; leadership and culture, change management; talent management; mergers and acquisitions; and project management. The company's HR Systems Survey is the HR profession's most trusted source for objective data on the HR technology market and insights to guide buyer investments and vendor product development and marketing. For more information, visit www.sapientinsights.com.

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