

2024 HCM Buyer's Guide

How to find the best-fit solution for your organization



Prioritizing Your Most Important Asset—

Your People

HR departments have had a lot on their plates – from navigating the pandemic and The Great Resignation to staying prepared for the possibility of an economic downturn.

Along with these challenges, the employment landscape continues to become more complex. In fact, 51 percent of [HR leaders say](#) retaining talent has become more difficult and 44 percent expect recruiting to be more difficult as well. Since employees are an organization's most important asset, it's not a surprise that employee experience (EX) remains a top priority for 91 percent of business leaders.

Providing better experiences, however, requires the right supporting technology. Employees want to be empowered with self-service and consumer-grade experiences, while HR teams need solutions that are comprehensive, agile and scalable. The right human capital management (HCM) partner can check all these boxes.



More than half of HR leaders leveraging an HCM platform are looking to switch to a new provider.

This guide will help identify the best HCM solution for your organization with step-by-step assistance for the evaluation process



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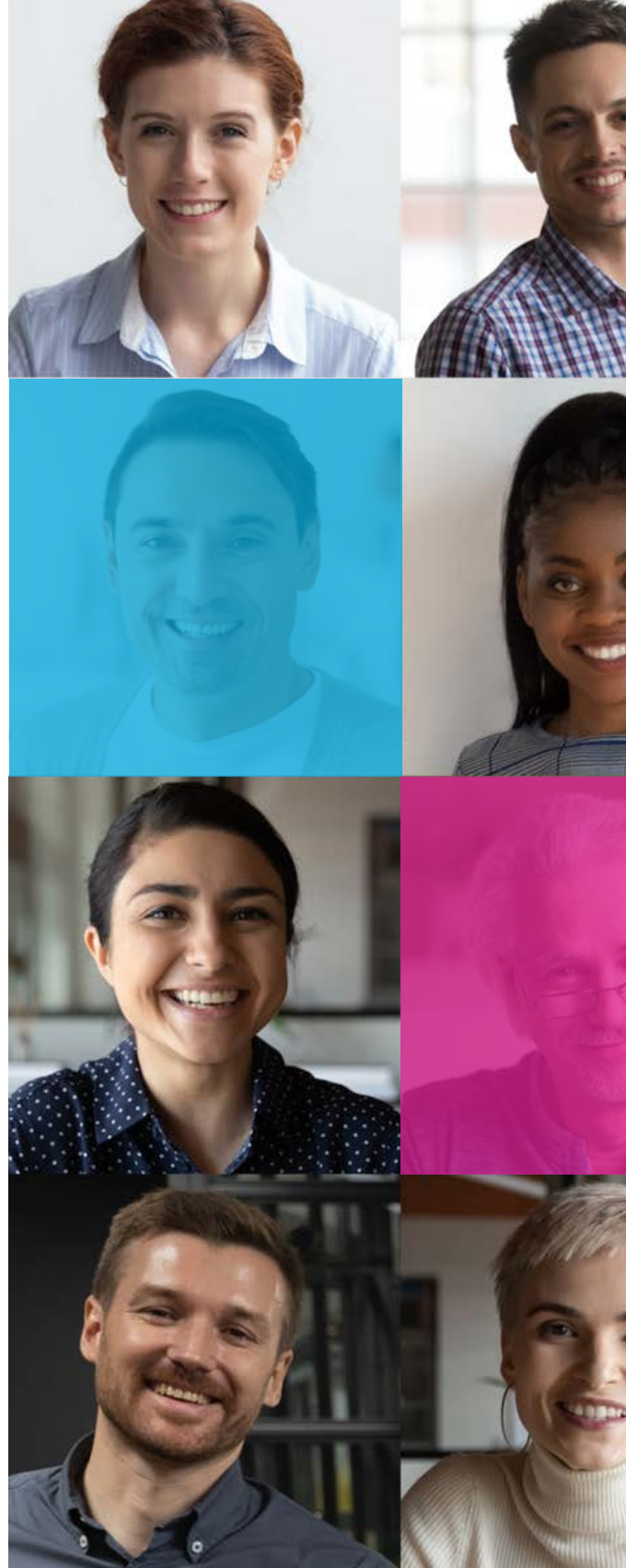
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Why HCM Technology Matters

HCM technology plays a vital role in the successful management of the HR and employee journey. The value of HCM and its organizational impact has grown exponentially in the last few years.

But why is it so important?

Put simply, HCM technology directly impacts EX. EX is defined as the end-to-end communications and capabilities that a person has with their employer before, during and after their tenure. This encompasses every interaction from routine tasks like payroll and scheduling to engagement opportunities like collaboration and professional development.

When your workforce is unhappy with their interactions at work, you run the risk of low productivity, a lack of belonging and an increase in turnover. A people-first organization will choose HCM technology that focuses on positive experiences, working alongside HR teams to provide tools that foster a culture of belonging, appreciation and longevity—improving relationships and ultimately, your bottom line.



Quick Tip:

Your HCM should be able to employ, enable and empower your workforce.



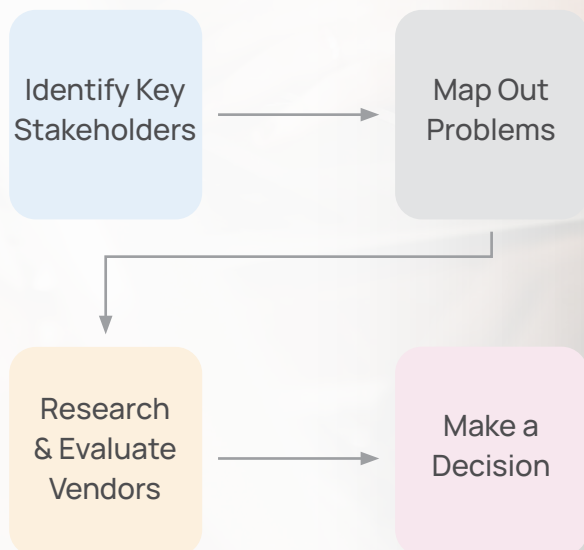
HCM Buying Process

With dozens of HCM vendors in the marketplace today, shopping can quickly feel overwhelming if you begin the process without a defined trajectory.

When thinking about a new HCM vendor, it's important to first identify the problems you are experiencing that prompted you to search for a better solution. Bringing key stakeholders into the process early will give you a clear view of what should be considered based on how these stakeholders interact with the software.

You can quickly rule out any vendors that do not offer solutions for your specific problems, narrowing down your list considerably to begin the evaluation process. Scheduling demos to walk through workflows will give you the best overall picture of how your organization will utilize the software.

Once you have chosen your best-fit vendors, it's time to decide which one solves your problems, will fulfill future needs and fits your budget.



Quick Tip:

You may find that you need to go back to previous steps a few times during the buying process. Don't worry, your due diligence won't go wasted.



Step 1: Identify Key Stakeholders

Your HCM vendor shouldn't just serve the needs of a specific group, so you'll want to get feedback from departments that utilize the software regularly. Your HCM platform should work as the single source of truth for your entire organization when it comes to people data and processes. To get a baseline of features and functionality needed for your organization to run smoothly, collaborate across teams to define the standards that must be met by vendors.

Consider initiating conversations with these departments:



HR

The people experts should be part of the evaluation process. Whether you're this team's representative or someone else is, it's essential to have HR's perspective on the entire employee lifecycle.



Payroll

Your payroll team will ask the right questions when it comes to workflows, tax payments and processing requirements to ensure the transition to your new platform is seamless and employees get paid on time.



Operations

The operation team's expertise in productivity measures, budgets, workload parameters and more will help you understand how a new HCM partner can improve efficiencies and ensure excellence.



IT

It's critical to have IT involved so they can help you navigate security requirements, data compliance and integrating the new platform into existing infrastructures being used to support your organization.



Step 2: Problem Solving and Planning

What challenges do you have?

You have your key stakeholders, but your quest for finding a new HCM provider can still be a large undertaking if you aren't prepared. Begin by mapping out the current state of your HCM technology (if you already have a solution), the challenges you're facing and the needs you anticipate as your business grows.

Consider the opportunities below and use the Current State worksheet (located at the end of this resource) during your evaluation.

Sourcing talent with shorter time to hire

Attract talent by increasing visibility into your company culture, employee experience, mission and values. Then, leverage applicant tracking technology to streamline the hiring process.

Reducing costs and unifying solutions

An integrated HCM platform solves the problem of disjointed, inefficient solutions that have multiple logins, fragmented employee records and a variety of subscription costs.

Minimizing risk through compliance

Compliance can be burdensome and expensive, but you can uncomplicate complex tasks with a solution that automates necessary compliance processes for your company.

Boosting retention with engagement

Employees rate engagement as a top HR activity that needs improvement, which means equipping your workforce with collaboration tools could deter them from browsing job boards.



Insights for data-backed decisions

Agility is required in today's changing employment landscape, which is why solutions that offer customizable workforce reports are essential for making informed decisions.

Optimizing workforce scheduling

Putting together the right schedule for business needs can be time-consuming, which is likely why 28 percent of companies are investing in time-and-attendance tech this year.



What are future needs?

Your HCM software should be able to stick with you for years to come, growing and scaling with your organization and having the capacity to address future needs as they arise. Ensure the platform you choose:

- ✓ **Intelligently connects the entire HR and employee journey across functions.**
- ✓ **Centralizes data with a single source of truth for better accuracy and security.**
- ✓ **Offers employee self-service to reduce time spent on administrative duties.**
- ✓ **Is flexible enough to be accessed anywhere, at any time and from any device.**
- ✓ **Empowers you to add features and functionality as your organization grows.**

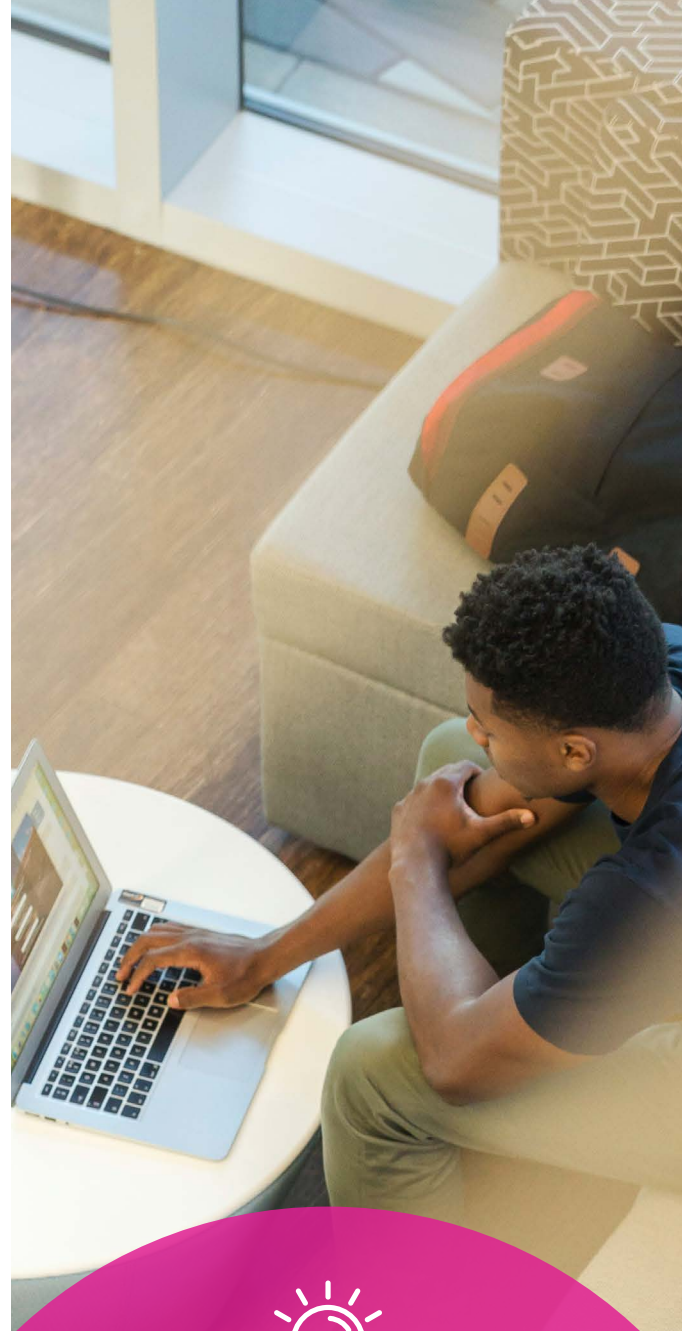
Keep in mind that 32 percent of HR leaders say their top expectation for an HCM platform is that it's an end-to-end solution. This means the technology can be used from hire to retire, offering:

Collaborative hiring

Give your entire team visibility into each candidate's information and communications so that HR and hiring managers can seamlessly evaluate applicants, schedule interviews and score candidates in one place.

Accelerated onboarding

Engage new hires from the moment they start – or even from the moment they accept their new position – with paperless workflows and self-service so nothing falls through the cracks.



Quick Tip:

Look to software review sites when evaluating HCM technology. You'll be able to assess features and leverage user feedback to narrow down vendors that align with your expectations.



Proven payroll processes

Ensure payroll can be processed with just a few clicks and important compliance considerations are accounted for to reduce the risk of penalties and inaccurate payments.

Simple benefits enrollment

A self-service solution can take the stress out of benefits enrollment by enabling employees to research, select and enroll in the benefits that work best for them without needing to rely on HR for help.

Efficient workforce management

Your HCM platform should make it easy to perform tasks like scheduling, time tracking and expense management with automation capabilities and simplified workflows.

Professional development support

Empower employees with tools that allow them to take control of their professional development, including managing their own performance and taking learning courses to advance their skillsets.



Quick Tip:

If you find yourself with a lean HR department or even a team of one, professional HR services provided by your HCM vendor can act as a natural extension of your team for tasks like ensuring payroll is running smoothly, keeping your organization compliant, updating employee handbooks and more.



Step 3: Research and Evaluate Vendors

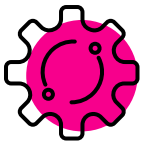
What key requirements should be considered?

Now that you have stakeholder feedback and have outlined current challenges and future needs, the next step is to research vendors. During this process, keep these key requirements top of mind by asking these questions::



Does it increase productivity?

An intelligently connected platform that upgrades workflows with automation will eliminate added work to get more time back in your day so you can focus on what really matters. This means increased productivity for you and your business, with streamlined processes for important tasks like applicant tracking, employee records, payroll and other HR functions.



Does it ensure performance?

Choose a platform that's designed for employee experience and won't keep you bogged down with support and technical issues. The platform should be easy to use, delivering consumer-grade experiences to your workforce. It should also ensure operational and performance consistency, and be able to be effortlessly accessed across devices, from anywhere and at any time.



Does it help accelerate decisions?

Ensure you're equipped to make better, faster and more informed decisions with access to deep, actionable insights. Your platform should deliver insights in real time for every aspect of your business – without interrupting the flow of work. Consider solutions with forecasting capabilities, including those related to compensation as well as diversity, equity, inclusion and belonging (DEI&B) initiatives.





Does it energize your talent?

Select a platform that helps you build talent from within. Training and compliance are just the start, you'll want to energize your workforce to grow and hone their skills with an immersive continual learning experience and community that keeps them informed to not only increase their overall satisfaction, but also boost performance throughout their career.



Does it reduce risk?

Partner with a vendor you trust – that's stable, scalable and offers support that's timely and comprehensive. The platform should stay compliant with federal and local requirements, simplifying monthly assessments for benefits eligibility, ACA, tax reporting and state labor department regulations (among other tasks). Keep in mind remote or hybrid workforces could mean staying compliant in multiple states.



Quick Tip:

Ask vendors if they invest in research and development, and if they consider feedback from customers and partners when making improvements. A continuous release cycle of updates is a good sign they keep up with industry trends.



How to create a shortlist

Although the research process can seem daunting with a lot of options in the market, nixing the vendors who don't have key requirements to support the challenges you've identified can help you create a shortlist of who you may want to evaluate further. Once you do that, here are your next steps:

✓ Check customer reviews and analyst reports.

You may have already checked reviews during your initial research, but now it's time to dive deeper. Get insight from the people using the technology every day by looking through reviews on third-party websites and researching what experts have to say.



Quick Tip: *Review analyst reports for an independent evaluation of software and services and use that information to guide your purchasing decision.*

✓ Contact vendors and ask for demos.

Ask your shortlist of vendors for demos so you can get a better look at usability and workflows. You may also want to invite stakeholders – or your executive team – to the demos since they are likely to be part of the buying process.



Quick Tip: *Bells and whistles are great, but not at the expense of usability. If workflows aren't logical, it's time to move on to a new vendor.*

✓ Identify your top three and get proposals.

Have a good idea of which vendors match your needs (and wants)? Then it's time to reach out for proposals! This helps you ensure pricing matches the value of the platform – and more importantly, your budget.



Quick Tip: *Factor in implementation support and timeframes into your decision. Keep in mind a lack of support could indicate future problems as well.*



Step 4: Making a Decision

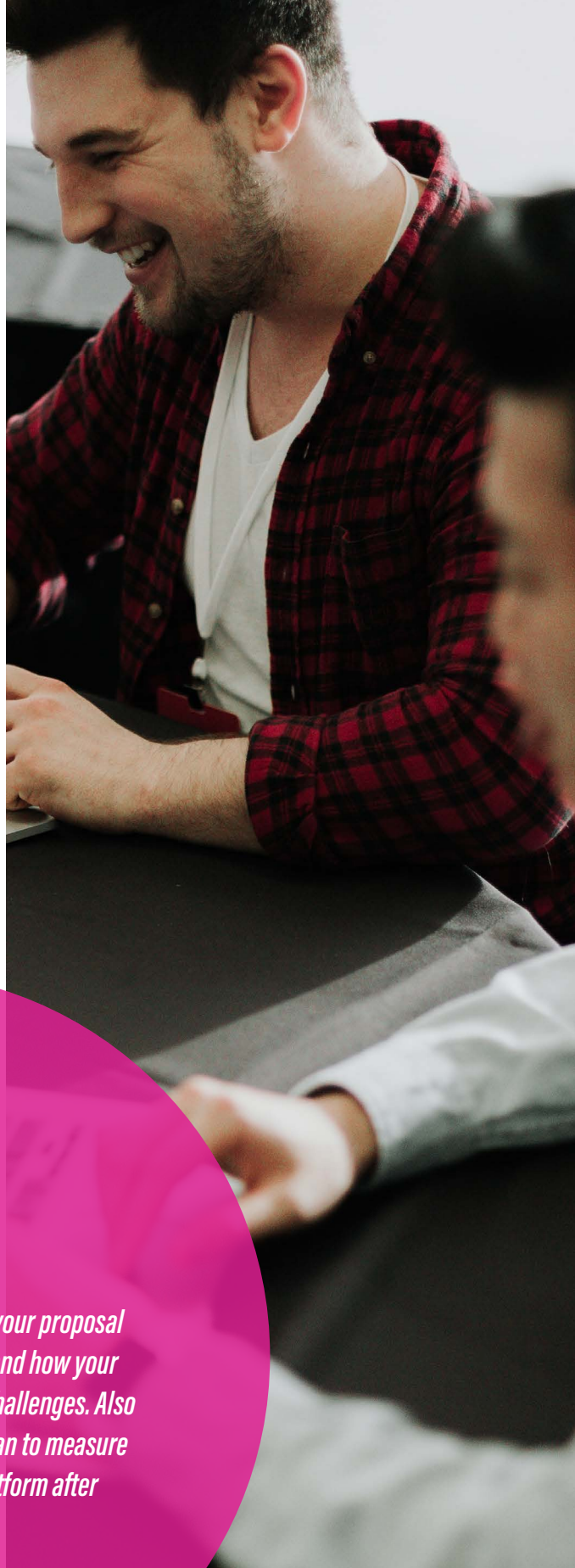
You've done your due diligence and now it's time to choose the vendor you want to move forward with. That means you're ready to put together your business case for approval.

To properly showcase your recommendation, you'll want to prepare a presentation that lists benefits, challenges, costs, implementation timeframe and estimated time to value. Be ready to answer tough questions on how the transition to the new platform will affect the organization and how you plan to mitigate risk. In your recommendation you'll also want to include the other vendors you evaluated and outline the reasons you ultimately came to your final decision.



Quick Tip:

Include an executive summary in your proposal that outlines current challenges and how your recommendation will solve those challenges. Also include information on how you plan to measure the success of the new HCM platform after implementation.



Still unsure of which vendor you want to move forward with? Solve your people needs with isolved.

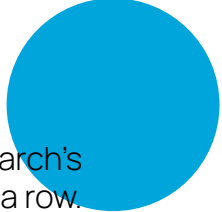
Conduct an evaluation of isolved People Cloud and you'll find that the platform checks all the aforementioned boxes – supporting your business today and growing with its needs of tomorrow. What's more, isolved isn't just a technology provider. You'll find an extensive range of HR augmentation services as well as

benefits administration options that support every aspect of your workforce. This means you can provide your organization with the tools it needs to attract and retain the best talent, while also staying agile enough to meet the rapidly changing demands of today's modern workforce.

Here's more proof that isolved is your best choice:



Rated **number one** for user experience and vendor satisfaction in the categories of HR, payroll, time and onboarding in Sapient Insight Group's 26th Annual HR Systems Survey.



Recognized as a Facilitator in Nucleus Research's HCM Value Matrix for two years in a row.



Silver Winner of Brandon Hall Group's Future of Work Awards in the Best Advance in Corporate Wellbeing Technology category.

Leader in **NelsonHall's NEAT Evaluation** for payroll services.



Awarded **Leader badges** in multiple categories within G2's Winter 2024 reports, including within the Momentum Grid Report for Human Resource Management Systems, Benefits Administration, Time & Attendance and Payroll.



Step 1: Getting Started

Future needs to consider

Your HCM software should be able to stick with you for years to come, growing and scaling with you and having the capacity to address your future needs as they arise.

Organized and scalable processes across the organization

Your organization needs well oiled processes in place in order to scale them across multiple teams and departments. Having these set up and performing in your HCM software will save time and have everyone on the same page in no time.

Increase productivity

You've got big goals planned and need a technology that can keep up. Planning team goals and tracking performance reviews in Excel and having paper onboarding and benefits selection is a time suck. Let your HCM technology take care of this for you. The bonus is an engaging and organized onboarding process leads to a higher rate of retention.

Develop employee skillsets

Training leaders in your organization can have massive positive implications on your organizations culture. Organizations that invest in their employees continued education create better engagement and improve retention.

Expand the capabilities of your HR team when and where you need

If you find yourself with a lean HR team or even a team of one, professional HR services provided by your HCM vendor can act as a natural extension of your team to get your payroll running smoothly, keep you compliant, and reduce errors and risks.



Quick Tip:

The right HCM technology will excel in providing an end-to-end solution. Say goodbye to multiple vendors, logins, and costs. Search for a solution that has everything from applicant tracking to payroll to performance management and more in one system.



Step 2: Identify Key Stakeholders

Your HCM vendor shouldn't just serve the needs of a specific group, you'll want to get feedback from departments that utilize the software regularly. HCM should work as the one source of truth for your entire organization when it comes to people data and processes. To get a baseline of features and functionality needed for your organization to run smoothly, collaborate across teams to define the standards that must be met by vendors.

Ideally, you would initiate conversations with these departments:



HR

Your HR Team are the experts in people. You'll need someone who can view the platform from the eyes of your employees and give insight into the entire employee lifecycle.



Payroll

When it comes to payroll workflows, tax payments, and processing requirements, your payroll team can ask the proper questions to ensure your transition to onto a new platform causes minimal errors and your employees still get their paycheck on time.



Operations

Understanding productivity measures, budgets, workload parameters and so much more falls under Operations and it's crucial to understand how a new HCM partner can help improve efficiencies and gain operational excellence.



IT

IT is here to help you navigate security requirements, data compliance and integrate the new platform into existing infrastructures.



Step 3: Research & Evaluate Vendors

Now that you know your challenges and needs, you're ready to start researching. This part of the journey can seem daunting as there are so many options out there. To start, nix the vendors who don't have the features to support the solutions to your problems you identified earlier, this way you aren't wasting any time in the evaluation process.

You're ready to start contacting vendors for demos.

Focus on usability of the workflows rather than the features in demos. It may be necessary to have several demos with vendors in order to get all of your and your stakeholders questions answered. And if appropriate, have a demo including your executive team, as they frequently have the last say in the buying process.

Check customer reviews & analyst reports

No one knows about the vendor and quality of the technology more than the users themselves. Look at user reviews on 3rd party websites. Read through analyst reports to glean insight into the value the platform could have for your organization.

Narrow your choices to top 3 & get proposals

Now that you have a good grasp on the vendors that match your needs and provide solutions to your problems you identified earlier in the buying process, you can narrow down your choices to the top 3 vendors. You'll want to get proposals to evaluate whether the pricing matches the value of the platform and your budget.



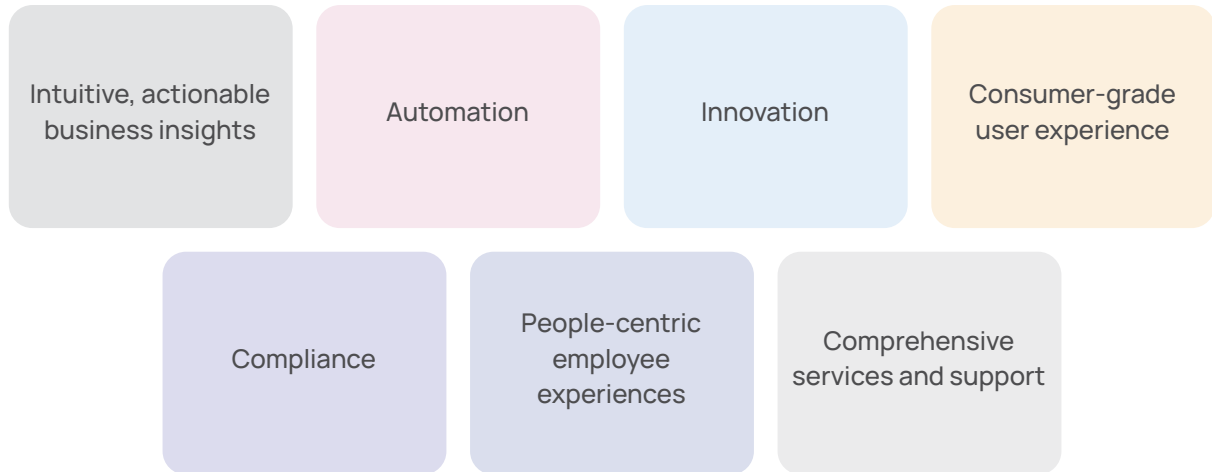
Quick Tip:

It doesn't matter how good the solution looks if it's burdensome. Simply investing in HCM for technology's sake could cause confusion, decrease productivity and limit adoption. If workflows with the technology aren't logical or cause more time to be spent on processes, using the platform will fall by the wayside.



Step 3: Research & Evaluate Vendors

Key Requirements



Intuitive, proactive business insights

Having a full view of organizational data in visual dashboards with actionable insights and data-backed prediction capabilities help steer future decisions and improve initiatives like DEI&B and compensation fairness in the present.

Automation

In the past, candidates, employee records, payroll and other HR functions were managed using paper and spreadsheets. While we have come a long way, manual processes still sneak their way in. This creates inefficiencies across the organization, using up your HR Team's valuable time and resources. When evaluating HCM, ensure manual processes stay in the past with automation in every stage of your workflows.

Innovation

Vendors that invest in Research & Development are going to be your best bet when it comes to innovation. These vendors generally have continuous updates to their platform—making them agile, differentiating themselves from the competition. Smart vendors will include customer feedback and involve partners in their technology improvements.

There are about 85% of HR professionals that believe people analytics are going to be very important in the future.

A consumer-grade user experience

Your employees are always on the go and need technology that goes with them. With an adaptive employee experience, your employees can access their information on any device without having to put the burden back on your HR Team to provide documents that should be available through employee self-service.



Compliance

Being compliant shouldn't be an afterthought. Look for a partner that simplifies monthly assessments of benefits eligibility, ACA compliance, tax reporting and state labor department regulations. With an uptick in remote and hybrid workplaces, you're going to need to be compliant in multiple states.

People-centric Platform

HCM technology should be built to include valuable tools to support a people-centric platform. It's important for the platform to include employee experience tools that focus on engaging employees to increase retention efforts.



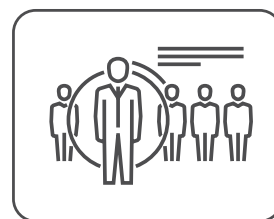
Comprehensive services and support

Your HCM vendor should act as a partner and not just a technology provider. Along with providing a dedicated customer success manager and team of experienced HR experts, look for a vendor that also provides professional HR services to be an extension of your team when you need HR support.

Full HCM suite of products & services

Collaborative hiring process

When your entire hiring team has visibility into each candidate's information, communications and stage in the hiring process, they can quickly evaluate, schedule interviews, and score candidates in one place—eliminating the need for long email chains, missed communications and forgotten candidates.



Support new hires on day one

It's critical to engage your new hires the moment they start (or even before!) and provide a seamless transition onto onboarding. A streamlined onboarding process means nothing falls through the cracks.

Operational excellence & employee self-service

Take on a more strategic role with less redundancy, fewer errors and better analytics through a single source of truth. Employee self-service allows employees to review options and enroll in benefits from anywhere at any time.



Minimize errors & stay compliant



Improve your payroll process by accurately tracking, managing, and processing time, labor, and attendance for your entire workforce—even those who are remote or on the go. HCM software facilitates strategic workforce engagement, collaboration, and compliance with all regulations, including the Affordable Care Act (ACA).

Predict workforce outcomes, prepare for trends and put people insights to

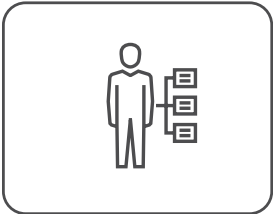
work

Unlock the power of data to deliver rich and actionable insights through AI-based predictive people analytics – all in real-time.

Increase engagement, improve performance

A clear understanding of the progress employees are making toward goals and objectives fuels their engagement, productivity and wellbeing.

Propel your employee's skillsets forward

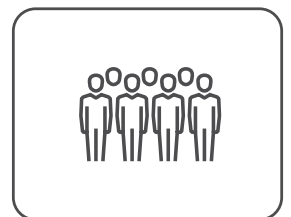


Learning should be accessible to everyone on your team and your HCM technology should provide an intelligent and organized place for your employees to learn and grow.

Important things to keep in mind

Scaling & Growing

Choosing a one-size-fits-all HCM platform can mean trouble if you plan to grow your business and scale your workforce. Find a solution that can meet your future needs as you grow so you don't have to worry about switching vendors multiple times and taxing your valuable resources.



Implementation Timeframe

Understanding the length of time for your implementation and the support you receive during the process will give you insight into the resources you will need to utilize to deploy, your predicted time-to-value and the HCM provider's dedication to your initial success. If a lack of support is available for implementation, it could be an indication of future support concerns.

Security & Privacy

Strict security and privacy protocol must be a #1 priority of your HCM vendor. Data breaches can happen to anyone but having the right processes in place to continuously improve security and safety of your data is something that needs to be top of mind in your evaluation process. Be sure to ask the tough questions in your demo and if the vendor doesn't have straightforward answers and visible in-depth information available, feel free to move on to other options.

Step 4: Making a Decision

You've made it through! Now that you've done your due diligence, it's time to choose the vendor you want to move forward with. That means you're ready to put together your business case for approval.

You'll want to make your recommendation and showcase the HCM vendor you have chosen to your executive team. Prepare a presentation that lists benefits, challenges, costs, implementation timeframe and estimated time to value. Be prepared to answer tough questions on how the transition to the new platform will affect the organization as a whole and how you prepare to mitigate risk. In your recommendation, include the other vendors you evaluated in the process as a reference for the reasons you ultimately picked the winning vendor.

Still not sure which vendor to choose? Consider the isolated difference.

isolated connects with your organization as a partner, not just a technology provider.

isolated's integrated HCM platform combines rich technology and an extensive range of HR Augmentation services plus benefits administration options meaning you can provide your organization with the tools it needs to attract and retain the best talent, while staying agile to meet the rapidly changing demands of the current workforce.

Fully engage your entire workforce from hire to retire with a sophisticated yet simple to use platform that delivers a best-in-class employee experience. Transform your organization to proactively inform business outcomes, putting people first and setting the stage for growth.



PEOPLE CLOUD BY THE NUMBERS



277% ROI



**<6 Month
Payback
Period**



**\$1.5M
Total
Benefits**



Current State

Problems to Solve Now

Future Problems to Solve

Key Stakeholders

Key Requirements

Demo Questions

HCM Capabilities Checklist



Current State Worksheet

How long has it been since your current HCM technology was evaluated?

- ☐ 1-3 years ☐ 3-5 years ☐ >5 years

Which departments currently utilize your HCM technology?

- ☐ HR ☐ Payroll ☐ Operations/Finance ☐ Other

What are some challenges by department?

Are any of your current processes done manually? ☐ Yes ☐ No

What challenges are you facing with manual processes?

What short & long-term goals would you like to achieve with your HCM platform?



Problems to Solve Now

Problem	Solution	isolved	Vendor 2	Vendor 3
Minimizing time to hire	Sourcing talent with shorter time to hire	X		
Reducing costs and unifying data	Integrated platform with data stored in a single location	X		
Minimizing risk through compliance	Automatic HR updates for new employment regulations	X		
Boosting retention with engagement	Collaboration tools for communicating with colleagues	X		
Insights for data-backed decisions	Intelligent reporting with capabilities to forecast for the future	X		
Optimizing workforce scheduling	Integrated workforce management tools for scheduling and time tracking	X		



Future Needs to Consider

Problem	isolved	Vendor 2	Vendor 3
Intelligently connects the entire HR and employee journey across functions	X		
Centralizes data with a single source of truth for better accuracy and security	X		
Offers employee self-service to reduce time spent on administrative duties	X		
Is flexible enough to be accessed anywhere, at any time and from any device	X		
Empowers you to add features and functionality as your organization grows	X		
Expands capabilities of your HR team with additional services	X		



Key Stakeholders

Department	Buying Process Responsibility	Questions to Ask	Concerns to Note
HR			
Payroll			
Operations			
IT			
Executives			
Other			



Key Requirements

Questions to Ask	isolved	Vendor 2	Vendor 3
Does the vendor increase productivity through an intelligently connected platform?	X		
Does the technology ensure performance with a user interface designed for better employee experience?	X		
Does the platform help to accelerate decisions with deep actionable insights?	X		
Does the platform energize talent with an immersive continual learning experience?	X		
Do you trust the vendor to reduce risk and provide timely, comprehensive support?	X		



Demo Questions

Hiring and Onboarding	isolved	Vendor 2	Vendor 3
Does the applicant tracking system provide customizable career pages to match our company's branding?			
Is the candidate application process customizable and mobile friendly?			
What job boards are available for automatic posting?			
Is there a calendar integration for self-scheduling interviews?			
Can you take me through the application, hiring and onboarding processes?			
How does the information flow from the applicant tracking system to onboarding?			
Does onboarding support e-signatures?			

Operations and Employee Self-Service			
Does the system support multiple rates of pay?			
Can you walk us through how to set up payroll processes from start to finish?			
Can I preview the impact of payroll on the General Ledger?			
How quickly do employee changes like work locations and pay rates take place?			
How does the system determine employee benefit eligibility?			
How does the system support employee self-service?			
Does time tracking include scheduling, shift requests, employee availability and coverage requests?			

Compliance	isolved	Vendor 2	Vendor 3
How does the system support changes to tax rates and laws affecting compliance?			
Does your team monitor changes to compliance laws and send support information?			
Can the platform help handle compliance with remote workers in multiple states?			
Does the system send alerts when violations occur, or regulatory thresholds are hit?			
Are audit reports available within the entire platform?			
What ACA compliance measures are set in place?			

Reporting and Analytics			
Does the platform have predictive analytics and AI capabilities?			
Can analytics overlay trends over events to view correlation?			
Does the analytics module have a virtual assistant for support?			
Is it capable of predictive modeling for actionable insights on employee data?			
Does it show trends for a future view of the workforce?			
Are there prebuilt analytics dashboard templates?			



Engagement and Performance	isolved	Vendor 2	Vendor 3
How does the platform facilitate a better employee experience?			
Does the system support employee surveys with segmentation capabilities?			
Are there goal setting and alignment capabilities?			
Are performance reviews part of the platform? If so, how do they work?			
Are rewards and recognition capabilities built-in?			
Does the platform support employee giving and volunteering? Does it support payroll deductions for charitable giving?			

Employee Development			
What employee growth and development solutions does the platform support?			
Is there a learning management system? If so, does it have the ability to upload custom content?			
Is access to a content marketplace available?			
Does the learning management system include gamification elements?			



Support and Training	isolved	Vendor 2	Vendor 3
What is the average timeframe for implementation?			
Do you provide an Implementation Specialist?			
What training tools do you provide for new clients to help with onboarding?			
Does training continue to be available for new administrators and new hires?			
After implementation, are we provided with a dedicated Customer Success Manager?			
What other forms of support do you offer?			
Do you offer professional HR services?			

Security and Privacy			
Can we use single sign-on to access the platform?			
Does the platform support multi-factor authentication?			
Do you have public documentation available on your security and privacy policies?			
Does your system undergo recurring audits and certifications with third-party auditors? Are these audits public?			
What technical and physical security safeguards does your company have in place?			
What fraud protection and prevention measures do you take to reduce risk?			
What does your disaster recovery plan look like?			



Find out why isolved is the best-fit solution for your organization.

[Contact us today to schedule a demo.](#)



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