



WORKFORCE MANAGEMENT BUYER'S GUIDE

Choosing the right solution
for your organization



Always Designing
for People®

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7 common components of a WFM solution

A workforce management (WFM) solution includes time and attendance tracking and basic employee scheduling. More robust solutions offer a wider variety of access options and incorporate features for planning, absence management and work tracking.

The right WFM solution, implemented and used successfully, can help any type of organization boost customer service and revenue, reduce operational costs, improve employee productivity and engagement, facilitate labor and budget planning, act on data and analytics, simplify compliance and prepare for unexpected shifts in the labor market and world of work at large.

The WFM solution your organization needs will depend on its size, industry, workforce attributes, work locations and strategic goals. **Here are seven common components of a WFM solution and how they can help increase efficiency and productivity:**

1. Time and attendance

- Engage automated time and attendance tracking systems, including clocking in and clocking out, online timecards and timecard approvals
- Employ a rules-based approach to governing employee schedules, hours and pay calculations
- Leverage web-based timesheets, mobile time reporting and flexible time clock options
- Simplify wage and hour compliance
- Identify timecard exceptions and record changes for audit purposes

2. Data collection

- Use flexible technology options for collecting time and attendance data for all employees and locations
- Put in place identification (ID) options, such as badge swiping and ID numbers, to promote ease of data entry and optimize policy attestation collection
- Apply sign-in options, such as finger scanning and facial recognition, and create proximity rules to help minimize erroneous buddy punching

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3. Scheduling

- Create best-fit scheduling based on forecasted sales or demand, employee skills, certifications, availability, preferences, seniority, workload and proficiency level
- Create schedules with a system that helps you visualize labor needs, find the best person for a shift, share open shifts and manage shift swapping
- Gain visibility into actual versus scheduled hours, earned hours, overtime and other real-time analytics that can help you and your managers stay on budget

4. Absence management

- Manage accrued time, attendance policies, time-off requests and leave cases
- Handle attendance points, occurrence tracking and multiple leave policies, such as Family Medical Leave Act (FMLA) management, including intermittent leave
- Access accrued time-off balances quickly
- Automate attendance policies, rewards and disciplinary tracking
- Track leave requests, eligibility and documentation
- Analyze absence trends and compare them to industry benchmarks

5. Insights and analytics

- View data and insights on convenient dashboards inclusive of payroll, HR and time
- Tap into history and benchmarking for broader analysis
- Gain visibility from robust reporting, including standard reports, ad hoc reports, custom reports and overtime and absence reports

6. Compliance

- Reduce risk and errors with automation
- Minimize compliance exposure by automating work and pay rule governance, hours tracking and overtime calculations
- Help prevent timecard disputes by having employees more easily review and approve timecards and attest to their hours and breaks, all with thorough audit trails of timecard edits and changes
- Administer policies and leaves easily with automated workflows, online documentation and policy attestations

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7. Advanced WFM

Different industries have varied and sometimes more advanced WFM needs. See the overview below.

Advanced WFM: An overview of 5 industries

Retail, food service and hospitality	Labor forecasting can help you accommodate different scenarios — holidays, special events or even the weather. Leverage traffic, sales and other demand data to develop target forecasts (down to 15-minute intervals) so you can plan for anticipated spikes and lulls in demand and make the most of your labor budget. Meanwhile, optimized scheduling can help you identify the best people based on competencies, proficiency, performance and other criteria, then staff your location based on demand. Reduce over- or under-staffing to improve sales, service, quality and productivity.
Manufacturing	Activity management can help you oversee status, costs and profitability of different actions, as well as eliminate bottlenecks and deliver high-quality work on time and within budget. Using an application programming interface (API), import and export activity information from other systems and leverage the data collected for additional purposes in your enterprise resource planning (ERP) or other business systems.
Construction	Scheduling notifications, office-to-job-site communications and mobile app clock-ins can help you better manage remote workforces, while advanced scheduling features with cost insights and pay and overtime capabilities can help you control labor expenses and track time to different jobs and pay rates. Additionally, offline capabilities can capture time from jobs sites that lack cell service or Wi-Fi. And for government-funded projects or projects staffed with union workers, the ability to automate wage and benefit decision logic and manage complex labor allocations for a multi-job payroll can be built into the solution. This benefit eliminates manual calculation for union and government-funded jobs and generates certified payroll reports at the end of each pay cycle.
Health care	In health care, where high turnover and burnout are common, leaders are looking to increase flexibility and engage their employees while balancing schedules with patient care. WFM solutions with rich scheduling functionality, shift swapping and flexible scheduling features can help balance labor needs with patient care and ensure adequate coverage.
Gaming	Gaming-optimized WFM solutions automate the reporting of tips and tokens (tipping as a token of appreciation) and track calculation and payment all the way through to employee timecards. Accurately distribute tokens from pools based on time reported and do so with greater flexibility — without being restricted by pay cycles — and easily redistribute the pool if time records change.

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4 steps for identifying your WFM needs

1. Define your current WFM state

Document your current WFM processes — for example, “employee time collection.” Identify the tasks that currently fall under those processes and who performs them. Track the tasks in a tracker like the one below.

This is also a good time to identify key stakeholders. It’s important to get the right people inside your organization on board from the start. They can identify current processes, including what’s working well and the pain points and inefficiencies you’ll want to alleviate. They can also help champion your solution once it’s implemented, which can help with adoption and training.



If you’re a small-business leader, you may not need to complete a tracker requiring this much detail. Instead, list the tasks you need help with and identify your maturity level. Then, proceed to [6 additional things to consider when evaluating WFM vendors](#).

Sample WFM task tracker

Employee time collection	Supervisor management	Payroll administration	HR management	General administration
<input type="checkbox"/> Time entry (manual or electronic)	<input type="checkbox"/> Timecard approvals	<input type="checkbox"/> Audit of employee approvals	<input type="checkbox"/> FMLA case management	<input type="checkbox"/> Fair Labor Standards Act (FLSA) reporting
<input type="checkbox"/> Paid time off (PTO) balance requests	<input type="checkbox"/> Schedule creation	<input type="checkbox"/> Audit of supervisor approvals	<input type="checkbox"/> FMLA eligibility checks	<input type="checkbox"/> Supervisor management reports
<input type="checkbox"/> Time-off requests	<input type="checkbox"/> Schedule distribution	<input type="checkbox"/> Rule enforcement	<input type="checkbox"/> Leave balance management	<input type="checkbox"/> Chief-level (C-level) management reports
<input type="checkbox"/> Historical timesheet access	<input type="checkbox"/> PTO request approvals	<input type="checkbox"/> Calculating hours and overtime from punches	<input type="checkbox"/> Attendance policy management	<input type="checkbox"/> Historical reports and audit trails for wage and hour disputes
<input type="checkbox"/> Schedule viewing	<input type="checkbox"/> Schedule monitoring	<input type="checkbox"/> Keying hours into payroll	<input type="checkbox"/> Attendance incident tracking	
<input type="checkbox"/> Shift swapping	<input type="checkbox"/> Overtime monitoring	<input type="checkbox"/> Importing hours into payroll		
	<input type="checkbox"/> Disciplinary action notification and tracking	<input type="checkbox"/> Historical edits to time records		
	<input type="checkbox"/> Coverage analysis			

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2. Conduct a self-assessment

After you've mapped out your processes, tasks and identified key stakeholders, get feedback from the stakeholders on pain points and improvement opportunities in each area. To easily identify priorities, assign a color to each task. Use the completed tracker to identify where you are with each one.

Sample self-assessment

■ Ideal state ● Needs improvement ▲ Requires immediate attention

Employee time collection	Supervisor management	Payroll administration	HR management	General administration
■ Time entry (manual or electronic)	■ Timecard approvals	● Audit of employee approvals	▲ FMLA case management	● Fair Labor Standards Act (FLSA) reporting
■ Paid time off (PTO) balance requests	▲ Schedule creation	● Audit of supervisor approvals	■ FMLA eligibility checks	■ Supervisor management reports

You'll want to focus on red (triangle) and navy (circle) tasks while evaluating WFM vendors. This will help you choose a solution that encompasses your current processes and achieve a greater level of efficiency and progress.

3. Identify your WFM maturity level

Knowing your WFM maturity level can help you have better conversations with WFM vendors. Use the diagram below to determine yours. Refer to the diagram periodically, even after you've purchased a solution, to see if your level has increased or stayed the same.



4. Compile your priority list of requirements and questions

You've identified your WFM processes and tasks, collected stakeholder feedback, identified priorities and determined if you're looking for an advanced WFM solution, a solution that addresses basic challenges or both. Now, compile a list of priorities and qualifications for a new WFM solution and begin evaluating potential vendors.

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Besides checking the boxes on your most important required WFM functions, the following questions can help you navigate conversations with vendors, evaluate how different solutions perform those functions and determine how vendors will provide service to your organization:

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1. Data collection

- What options do you offer for collecting time, attendance data and policy attestations: PC or web, mobile devices, time clocks, interactive voice response (IVR), offline, team timecards?
- Is there location tracking available with mobile collection options to prevent people from clocking in from off-site or buddy punching?
- What ID methods do you support: facial recognition and finger scanning, badge swipe or scan, single sign-on?
- Will your solution(s) work for all hourly and salaried employees if we have more than one location?

2. Employee self-service

- Is there a self-service option for functions other than time reporting, such as self-scheduling, shift swapping and access to PTO balances and hours worked?
- Is it available on multiple devices (desktop, mobile, shared tablet)?
- Is it available as part of the same user interface as other HR self-service functions, such as forms, benefits and pay history?

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3. Systems, data and vendor integration

- How will your WFM solution be integrated with our organization's payroll, HR, finance and other systems?
- Are you able to manage the transition of third-party data into your system?
- Will any of these integrations require customization? If so, can you handle this, or does our IT department need to get involved?
- Will we be able to easily access data across platforms and systems of record (SORs)?

4. Data security

- How will you bring historical data and data from proprietary systems into your WFM solution?
- If data will be stored in the cloud, how can you guarantee security?
- Do you abide by data privacy laws and best practices?

5. Configurability and scalability

- Going forward, will our internal staff be able to install upgrades to the system, or will you need to do this?
- Do you offer solutions that will continue to meet our organization's needs as our workforce grows?

6. Support

- What do the support model, contract and costs include?
- What do they not include?
- Do you charge extra for anything?
- Is there global 24/7 support available if our organization needs it?

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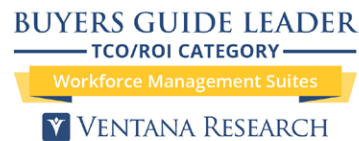
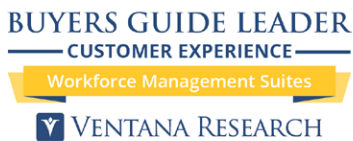
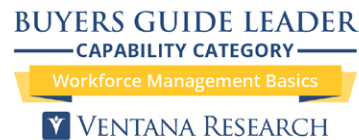
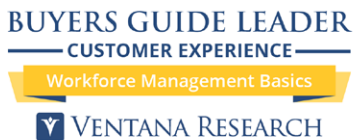
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Why ADP WFM stands out

ADP offers industry-leading WFM solutions, including time and attendance, scheduling and integrations for many HCM and ERP systems. It excels in providing WFM solutions for businesses of all sizes, backed by solid client support. In 2024, Ventana Research recognized ADP as a leader in Workforce Management Suites and Workforce Management Basics, highlighting its exceptional service, broad resources and superior product features across absence management, scheduling and time and attendance. ADP also topped Ventana Research's rankings for client experience and product capability.



Additional ADP WFM awards



"ADP's ability to provide innovative solutions with capabilities to support businesses at scale has allowed the organization to maintain its status as an overall leader in the workforce management technology sector."

— DeeAnna Warrington
Principal Analyst, NelsonHall

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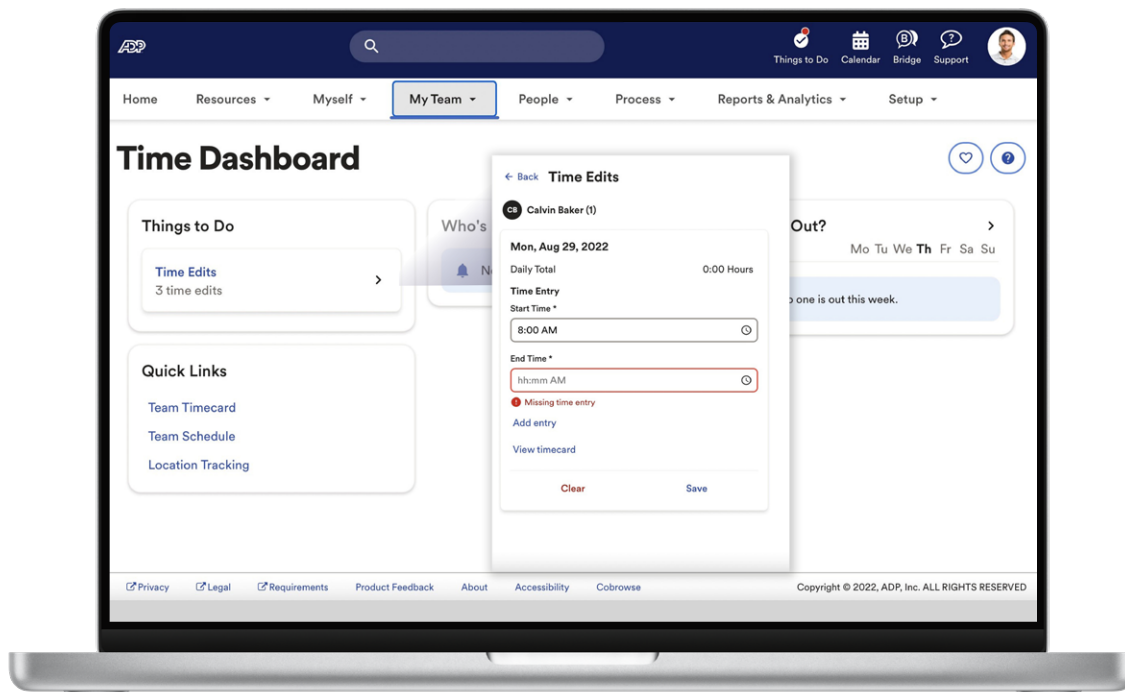


Time and attendance

ADP's employee self-service portal, MyADP, lets employees clock in or out, view schedules, pay statements, Forms W-2, 1099s and more all in one place, using a desktop browser or mobile device. Its modern, intuitive, responsive design provides an optimal experience across different devices. The ADP Mobile Solutions app, which hosts the employee self-service experience, has more than 20 million registered users from more than 140 countries.

ADP also offers a unified payroll and HCM system that helps you minimize redundant data entry and manual information-gathering from different systems. With one system:

- Data automatically flows between your HR, time and payroll systems
- Users have one login, so there are fewer forgotten passwords and access problems
- You have easy access to your most important and frequently used information
- There is one mobile app for clocking and viewing schedules, pay stubs, benefits and more
- You can easily identify timecard exceptions and initiate the timecard approval process, recording all changes for audit purposes



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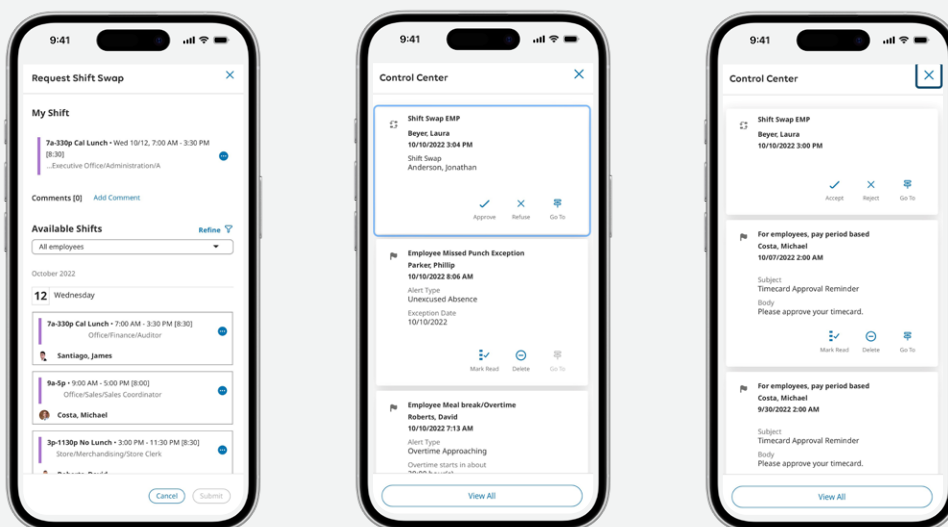


Scheduling

Flexible scheduling is a must-have in today's world of work, with employees increasingly looking for greater autonomy in how they manage their time on the clock. Employers reap the benefits of improved efficiency and productivity when employees can easily swap shifts with coworkers and request schedule changes, all of which can be managed via the ADP mobile app.

Additionally, ADP offers the flexibility of multiple levels of scheduling, from the most basic online scheduling to more advanced, system-assisted scheduling and even optimized scheduling that can forecast labor needs and align the schedule with the forecast and budget to:

- Create schedules easily with a system that helps you visualize labor needs
- Find the best person for a shift, based on need, skills, certifications, proficiencies, preferences and availability
- Share open shifts via text messaging and manage shift swapping online and via mobile
- Gain up-to-the-minute visibility into hours worked, actual versus scheduled hours, earned hours and overtime to help you and your managers stay on budget and avoid violations



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Absence management

Track all employee hours — the hours they work and the hours they don't — in one place.

- Access accrued time-off balances quickly
- Spot and be alerted to scheduling exceptions easily — tardiness, unplanned absences and more
- Automate attendance policy enforcement, including reward and discipline administration
- Analyze and compare absence trends to industry benchmarks
- Track leave case requests, eligibility and documentation
- Outsource leave management, including employee conversations and paperwork, to ADP

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Insights and analytics

Imagine if you had access to data and intuitive dashboards that could save you time and positively impact your organization's goals and objectives. With ADP, you can make sense of compelling people analytics — such as trends and outliers in key metrics, like overtime and attendance — for on-the-fly decision making and strategic planning, including:

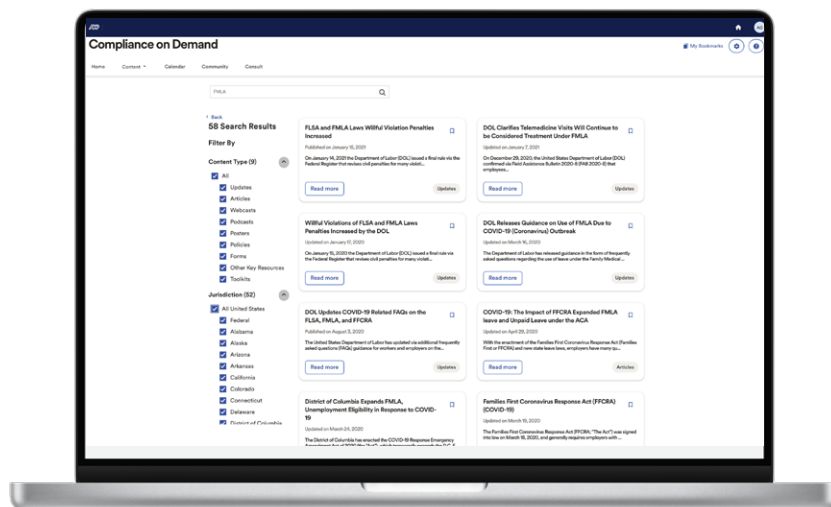
- On-demand reporting and analysis, with no technical expertise required
- Key performance indicators (KPIs) that use clear visualizations to help align operations to organizational goals, reduce labor costs and provide real-time responsiveness
- Proactive alerts that help trigger effective and immediate labor decisions — supported by data to improve productivity and control costs — impacting the top and bottom lines
- Mobile access to data, charts, timecards, schedules and more
- Holistic organizational views of workforce time and attendance data combined with vital HR, payroll, turnover and other metrics
- Exclusive access to ADP benchmark data, the industry's largest dataset, helping you understand and compare your overtime and absence data against companies of similar size, geography and industry



Compliance

The world of work evolves, and legislative changes take place. ADP's unmatched compliance expertise helps organizations move past these challenges, removing the guesswork of wage and labor compliance by:

- Accommodating complex pay and labor rules, preventing buddy punching and monitoring classifications
- Providing attestation management tools and support with web-based forms designed to help employees comply with state, local, union and organizational policies by recording missed punches, meal breaks, overtime and timecard approval
- Providing education and job aids, alerts to legislative changes and access to compliance best practices through ADP Compliance on Demand, including:
 - A content library featuring tools and information on federal, state and local wage and hour compliance
 - An online customer community for discussions with peers
 - Support from wage and hour compliance experts



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Lifetime support model

Each of ADP's WFM solutions, for organizations of all sizes, includes access to expertise, on-demand online documentation and best practices to help clients address everyday HR issues. This additional layer of human support and on-demand forms and documents helps ADP stand apart from traditional HCM tools.

ADP delivers the solutions you need to obtain key WFM capabilities, including time and attendance, scheduling, compliance and access to insights and analytics. ADP partners with clients to help them achieve desired business results by providing a holistic WFM solution and has taken its WFM software and combined it with a support model that is customized based on the size of your organization. ADP strives to deliver superior value, starting at implementation and go-live, consistently throughout the lifetime of the relationship. Understanding that nothing replaces the human experience, ADP brings unmatched expertise through various industry-recognized technology enhancements, companion platforms and unique service deliverables designed to help address evolving organizational environments.



Cloud-enabled technology

Imagine if you could lower implementation and support costs without sacrificing performance and security. ADP's state-of-the-art technology can help you achieve that goal with reliable access from anywhere and the adaptability to support your changing organizational needs.

When it comes to security for your ADP products and services, you need protection around the clock and in every time zone. With decades of experience and global reach, ADP's security specialists and intelligence platforms have the bases covered.

ADP takes an integrated approach to organizational operations protection with constantly evolving tools, technologies and safeguards that help shield you from threats. Its industry-leading programs in data protection, fraud defense and security infrastructure help ensure your organization's information is private and secure. ADP also ranks among an elite group of organizations that has gained regulatory approval to implement binding corporate rules (BCRs) as a data processor (covering the processing of client data) and data controller (covering the data of its employees and other business associates). This approval helps ADP comply with the Global Data Protection Regulation (GDPR) and means that ADP will implement the highest standards of protection for the personal data of its employees and other business associates.

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What leaders say about ADP WFM



"We've seen a tremendous amount of value added since implementing optimized scheduling. The overall visibility it provides to our management team and our employees is wonderful. To have one uniform application with the scheduling tool helps us to properly forecast based on historical data and make real-time decisions that positively impact our labor."

— **Jon Freedman**
Payroll Manager,
Viejas Casino and Resort

"Time management is a big part of what we do. Our culinary team probably has the highest pay rates of all our staff. Our first few months of opening, we were running close to 30-plus hours of overtime. With ADP time and labor reports, we were able to identify that information and give our culinary managers those real-time numbers. Then, they were able to look at their team, prioritize their goals and implement the schedule and a system that worked. The data and information that we're able to get from ADP really helps us manage our labor dollars. Having ADP as a partner is so valuable to me."

— **Hannah Hill**
Finance Manager,
Margaritaville Resorts

"Not only is the ADP time and labor module great in a crisis situation, but it has made our everyday tasks more efficient as well. Having an electronic system that records, holds and creates all the calculations on its own, as opposed to a manual system in which we would've had to calculate the hours and then actually enter them in as well, is an enormous time saver."

— **Pia Saks**
Corporate payroll manager,
Vanderbilt Global Services LLC

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