

# Solution Provider Profile

## isolved

February 2025



Company At-a-Glance	
<b>Name of Product/Offered</b>	Human Capital Management (HCM) solutions
<b>Headquarters</b>	Charlotte, North Carolina
<b>Year Founded</b>	1986 (as “Infinisource”)
<b>Geographic Coverage</b>	United States
<b>Top Customers</b>	Burger King, Mario Badescu Skin Care, Papa John, Massage Envi, Right at Home
<b>Website</b>	<a href="https://www.isolvedhcm.com/">https://www.isolvedhcm.com/</a>

## isolved Overview and Value Proposition

isolved is an extensive human capital management (HCM) solution designed to help businesses attract, retain and develop top talent, improve productivity, and deliver engaging employee experiences. It offers a suite of tools and services that cover the entire employee lifecycle, from talent acquisition and onboarding to performance management and learning & development. isolved also provides valuable insights into workforce data, enabling HR leaders to make informed decisions that drive business growth. With isolved, businesses can streamline HR processes, enhance employee engagement, and foster a positive work environment.

isolved provides a modern, cloud-based HCM platform that is easy to use, affordable, and scalable. isolved’s solutions are designed to help businesses of all sizes manage their workforce more efficiently, reduce costs and improve employee satisfaction.

## Key Benefits

- **Cloud-based:** isolved can be accessed from anywhere with an internet connection. This makes it easy for businesses to manage their HR data and processes from anywhere, at any time.
- **Affordable:** isolved offers a variety of pricing options to fit different budgets. This makes it a good fit for businesses of all sizes.
- **Scalable:** isolved can grow with your business. This makes it a good solution for businesses that are growing or expecting to grow.
- **Easy to use:** Businesses can get up and running quickly. This saves businesses time and money.
- **Comprehensive:** isolved offers a wide range of features and services. This makes it a one-stop shop for all of your HCM needs.

## Products and Services

isolved offers a suite of products and services to help businesses manage their workforce. These products and services include:

- **Talent acquisition:** Helps businesses attract and hire the best talent.
- **HR and payroll:** Enables businesses to manage their employees' payroll, benefits, and HR data.
- **Workforce management:** Helps businesses manage their employees' time and attendance, scheduling, and performance.
- **Talent management:** Empowers organizations to develop their employees' skills and careers.
- **Learning and development:** Enables businesses to train their employees on new skills and technologies.

## Industries Served

- Healthcare
- Financial services
- Manufacturing
- Retail
- Hospitality
- Construction and engineering
- Professional and business services
- Education
- Government
- Nonprofit

## Awards and Recognition

isolved has been recognized for its innovative products and services by several organizations, including:

- The Brandon Hall Group™ HCM Excellence Awards
- Forrester Wave for HCM Suites 1,000+
- G2 Crowd's Best Software Awards

## Why Choose isolved

isolved offers an extensive and modern HCM platform designed to meet the evolving needs of businesses today. By streamlining HR processes, automating tasks and providing valuable insights into workforce data, isolved empowers businesses to improve efficiency, reduce costs and enhance employee engagement. With its user-friendly interface, robust functionality and commitment to innovation, isolved is a trusted partner for organizations seeking to optimize their human capital management and drive business success.

## Analysis by Brandon Hall Group™

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### Situational Analysis

Organizations increasingly recognize the importance of agile and adaptable human capital management (HCM) strategies to navigate these complexities. Attracting and retaining top talent in a competitive market, fostering a diverse and inclusive workplace culture, and prioritizing employee engagement are crucial for organizational success. Businesses also need to leverage technology to streamline HR processes, improve efficiency, and gain valuable insights from workforce data to make informed decisions.

### Challenges to the Business

Organizations need to adapt to remote and hybrid work models, address skills gaps and talent shortages, maintain compliance with evolving labor regulations and control costs associated with HR operations. Businesses also must prioritize employee well-being and mental health, foster a positive work environment and provide opportunities for growth and development to retain valuable employees. Failing to address these challenges can result in decreased productivity, high employee turnover and difficulty in achieving business objectives.

## Implications for the Business

Ineffective HCM practices can have significant implications for businesses. Organizations may struggle to attract and retain qualified candidates, leading to increased recruitment costs and lost productivity. A lack of focus on employee engagement and development can result in low morale, decreased motivation, and diminished performance. Inefficient HR processes can lead to compliance issues, payroll errors, and administrative burdens that hinder overall organizational efficiency. Ultimately, neglecting HCM can negatively impact a business's bottom line and its ability to compete effectively in the market.

## Questions to be Answered by the Business

Employers must address critical questions related to their human capital management strategies:

- How can we optimize talent acquisition strategies to attract and hire the best candidates in a competitive market?
- How can we create a positive and inclusive work environment that fosters employee engagement, well-being and retention?
- How can we leverage technology to streamline HR processes, automate tasks and improve operational efficiency?
- How can we ensure compliance with evolving labor regulations and minimize associated legal risks?
- How can we effectively measure and analyze workforce data to make informed decisions that drive business success and support strategic goals?

## isolved as the Answer

isolved stands out from competitors through a combination of factors, focusing on mid-market businesses with a blend of strong functionality, personalized service and a strong user experience.

While some competitors cater primarily to enterprise-level clients or very small businesses, isolved primarily targets the mid-market. This allows them to tailor their solutions and support to the unique needs and challenges of companies in this segment, often with more complex requirements than small businesses but fewer resources than large enterprises. This focus translates to right-sized solutions and flexible and transparent pricing.

isolved is a truly unified platform, meaning all HCM modules (HR, payroll, benefits, talent management, time & attendance, etc.) are integrated within a single system. This

contrasts with some competitors that offer suites acquired through mergers, which can result in clunky integrations and data silos. isolved streamlines workflows, improves data accuracy and simplifies administration.

Beyond the software platform, isolved offers a range of services, including compliance support, benefits administration (including financial wellness) and managed payroll. This is a valuable offering for mid-market businesses that may lack the internal HR expertise or resources to handle these tasks effectively. It's a "one-stop shop" approach that simplifies vendor management.

We also find isolved to have a responsive and personalized approach to customer support. They understand that mid-market businesses often require more hands-on assistance than larger enterprises. This emphasis on service is a key differentiator in a market where many vendors prioritize self-service and automated support.

The platform is designed to scale with businesses as they grow. It can accommodate increasing employee counts and evolving HR needs. isolved is also flexible and configurable, allowing businesses to customize the system to meet their specific requirements.

While other providers may excel in specific areas (e.g., advanced talent management for large enterprises or very basic payroll for small businesses), isolved's strength lies in its balanced approach, providing a comprehensive, user-friendly and service-oriented solution tailored to the specific needs of the mid-market. This combination of factors makes them a strong contender for businesses seeking a robust and reliable HCM partner.

**Contribution Team:**

**Claude Werder, Michael Rochelle, Mike Cooke, Rachel Cooke,  
Roberta Gogos, Alan Mellish, Matt Pittman, Pat Fitzgerald**

# About Brandon Hall Group™

With more than 10,000 clients globally and more than 30 years of delivering world-class research and advisory services, Brandon Hall Group™ is focused on developing research that drives performance in emerging and large organizations, and provides strategic insights for executives and practitioners responsible for growth and business results.

## Professional Certifications

Self-paced certification programs. Virtual group sessions for companies. In-person conferences and summits.

## Excellence Awards

Three annual programs recognize the best organizations that have successfully deployed programs to achieve measurable results.

## Membership

Individual and Enterprise Membership options: Includes research assets, advisory support, a client success plan and more.

## Advisory Offerings

Custom research projects, including surveys, focus group interviews and organizational needs assessments for transformation, technology selection and strategy.



### ENTERPRISE EXCELLENCE CERTIFICATION PROGRAM

Recognizes the best HCM programs that transform their organization and achieves breakthrough results. This designation is a step above the HCM Excellence Awards® which focuses on one program within a company. Enterprise Excellence is a hybrid of award winners who are also members.

### SMARTCHOICE® PREFERRED PROVIDER PROGRAM

Uniquely places HCM service and technology companies at the top of organizations' consideration list of vendors. It adds an unmatched level of credibility based on BHG's thirty-plus years of experience in evaluating and selecting the best solution providers for leading organizations around the world.

### AGENCY! BY BRANDON HALL GROUP™

Provides comprehensive marketing solutions for human capital management solution providers. We offer strategic services to establish a strong foundation for your marketing efforts.