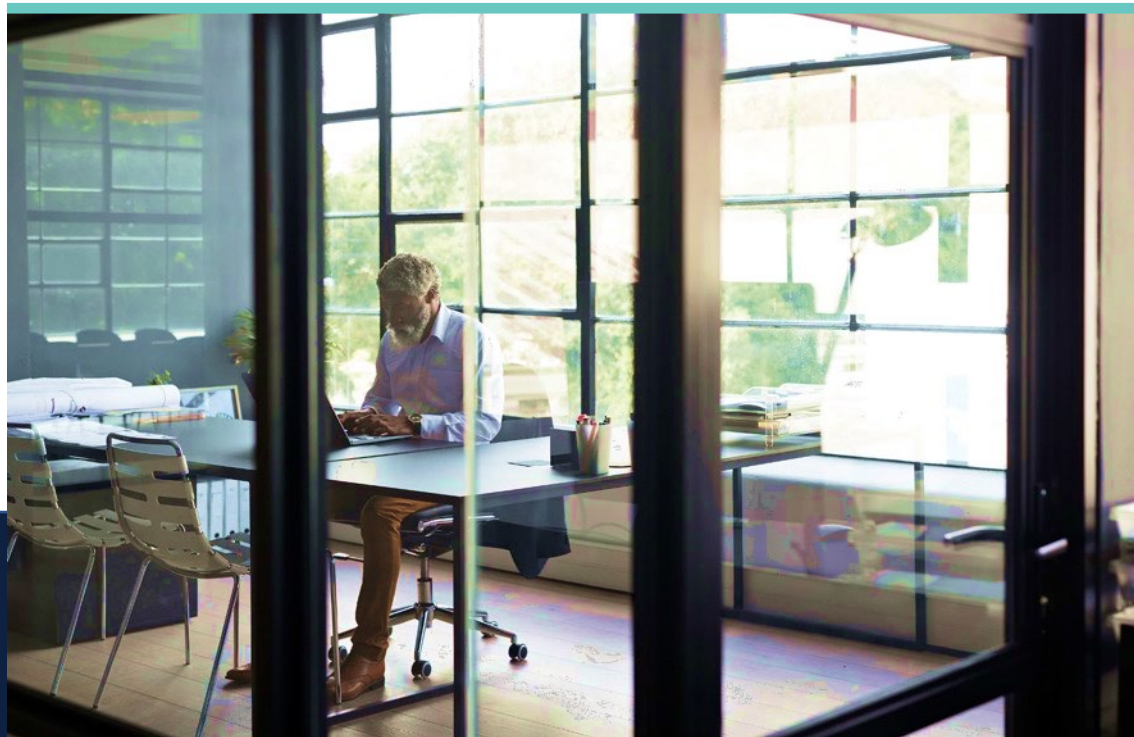


alight

AUTOMATION IN THE HR SOFTWARE TESTING PROCESS

SUMMARY RESULTS



MARCH 2023

WHO DID WE SURVEY?



Between December 2022 and March 2023, Gatepoint Research invited selected executives to participate in a survey themed *Automation in the HR Software Testing Process*.

Candidates from several industries were invited via email and 76 executives have participated to date.

Management levels represented are all senior decision-makers: 23% hold the title CxO or are VPs, 62% are directors, 15% are senior or department managers.

100% of responders participated voluntarily; none were engaged using telemarketing.

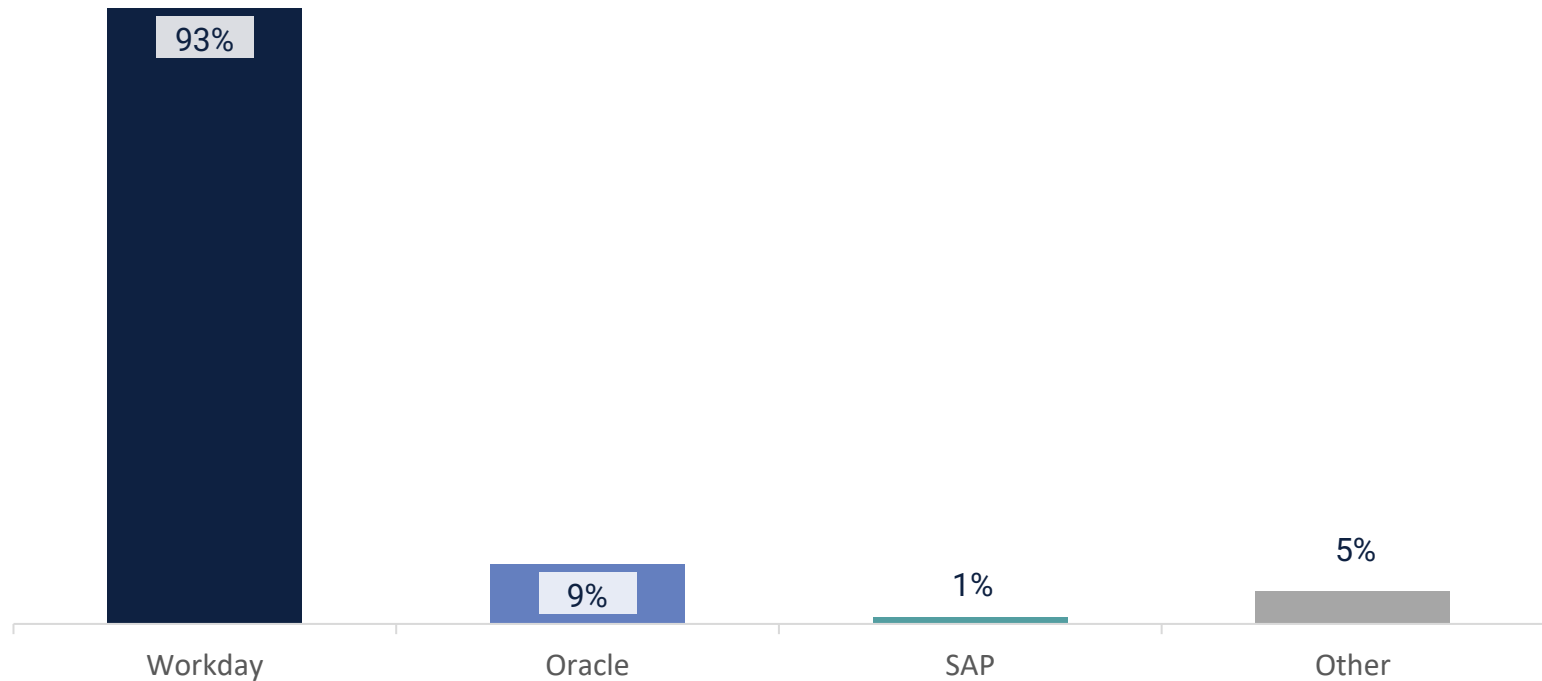
EXECUTIVE SUMMARY

Companies rely on the testing process to ensure their HR software is safe, but most of the respondents to this survey—93% of whom use Workday as their system of record— use internal resources to conduct testing. More than half admit their manual testing processes stress staff bandwidth and result in human errors, among other issues. When security is paramount, is human error an acceptable risk?

This survey asks respondents to report:

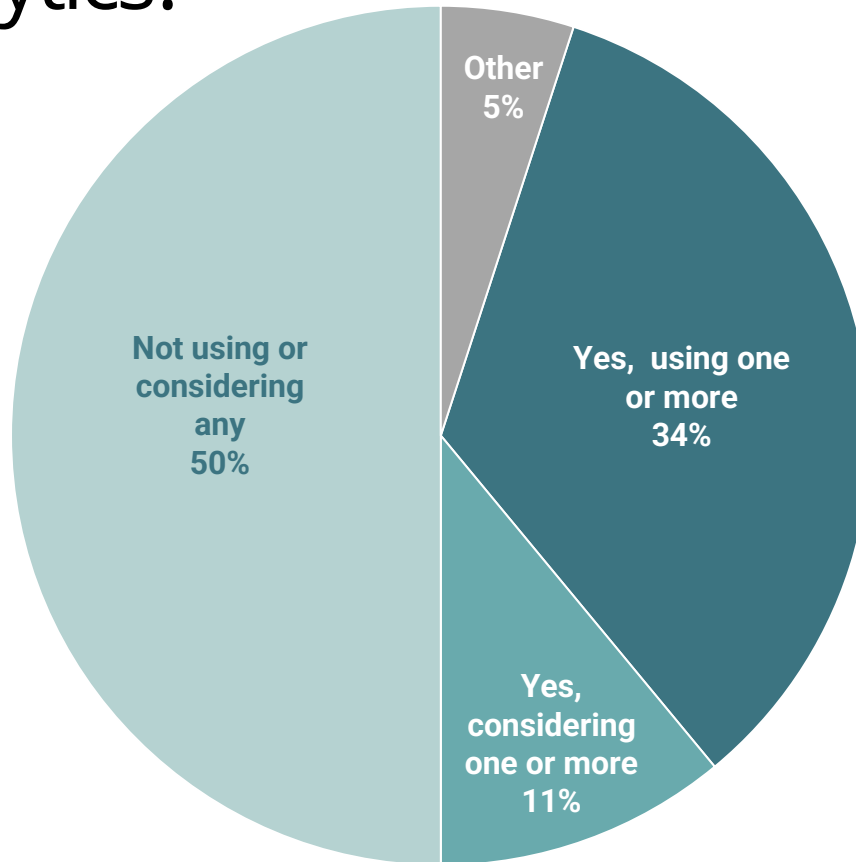
- How do you manage HR software testing?
- Are you satisfied with your testing process? What challenges are you facing?
- What plans do you have to improve testing?

What is your HR system of record?



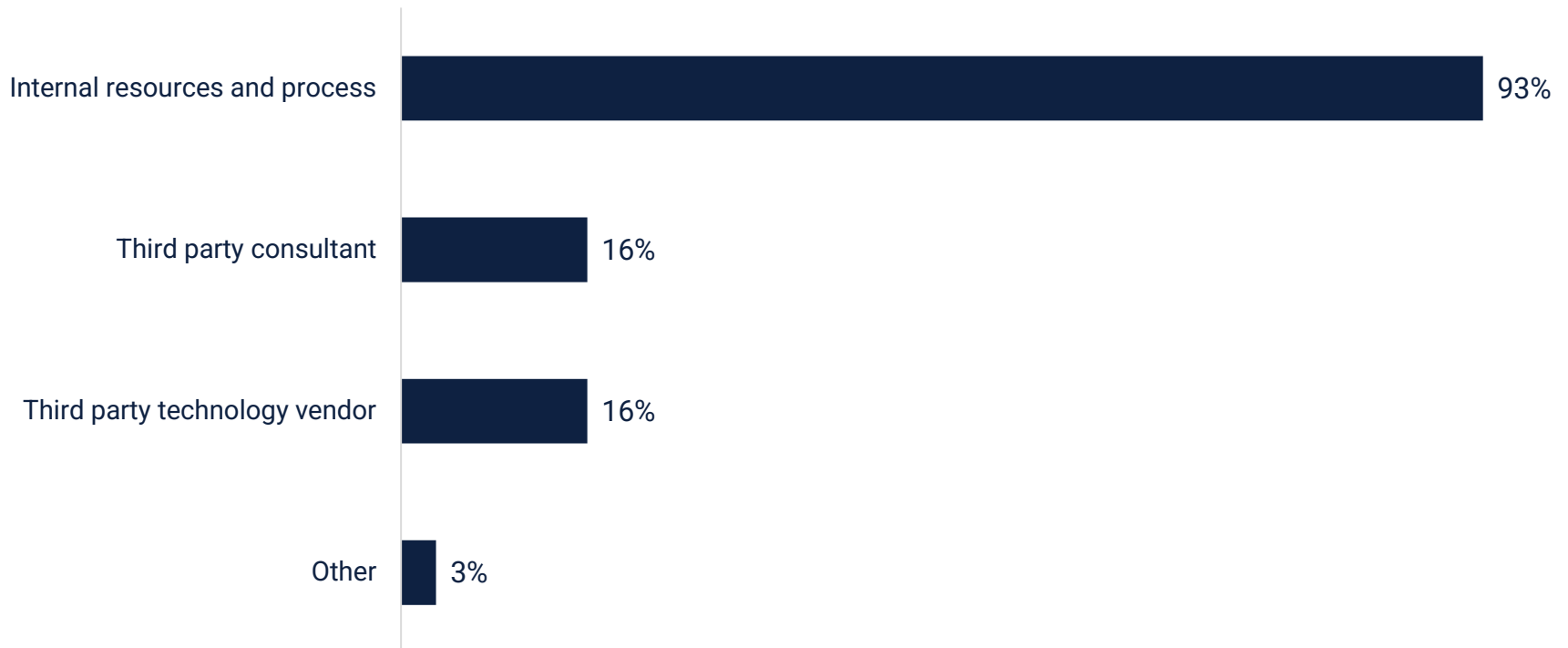
Nearly all respondents use Workday as their system of record.

Are you currently using or considering Workday HCM, Financials, or Extend or Prism Analytics?



34% of respondents use one of the named products, and a few more (11%) are considering them. But half are not considering any of these products.

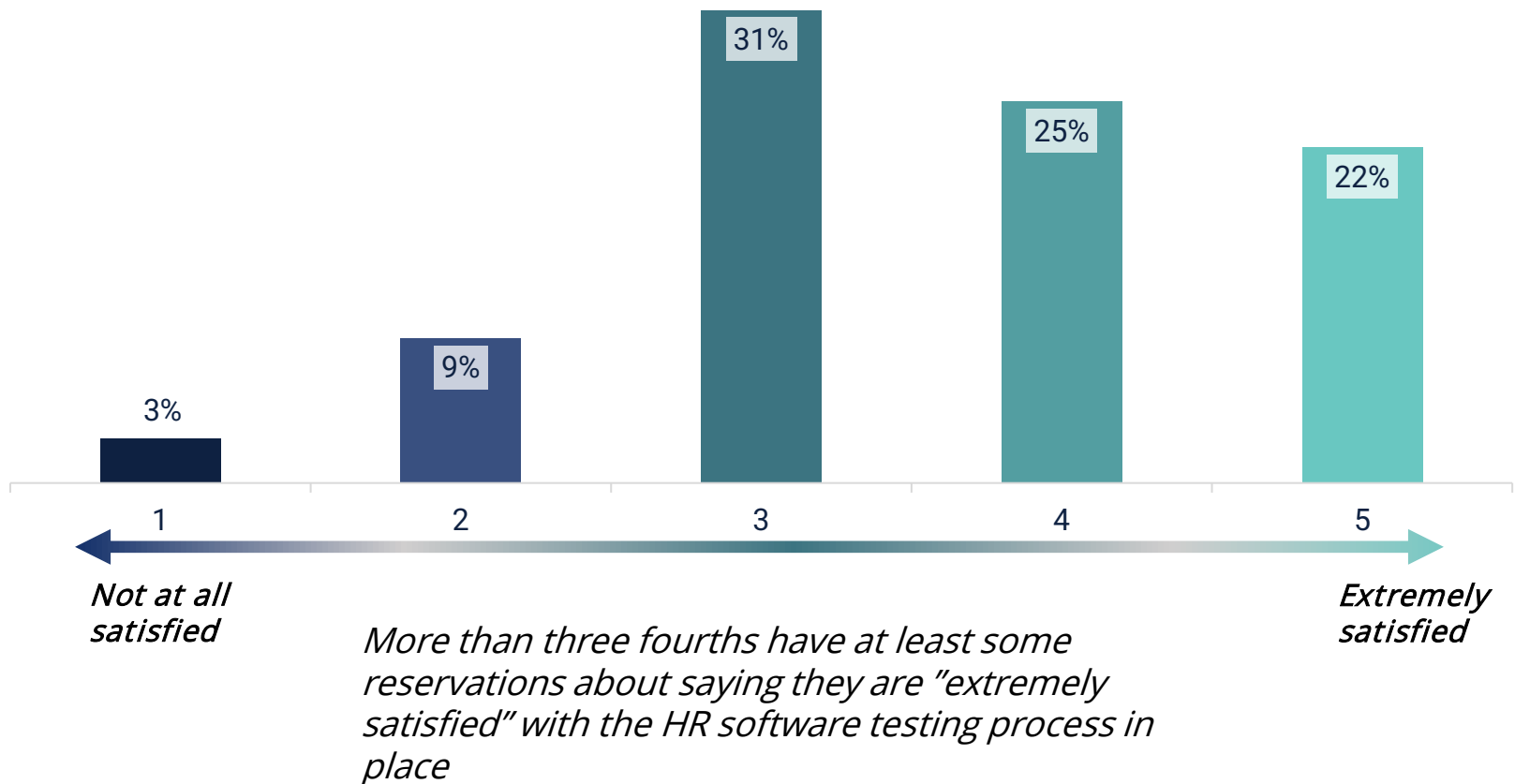
How do you handle your HR software testing?



HR software tested is conducted by internal resources using an internal process, say 93%, but roughly a third rely on third-party consultants or vendors.

How satisfied are you with your HR software testing?

(Rate 1 to 5: 1 = Not at all satisfied, 5 = Extremely satisfied)⁴

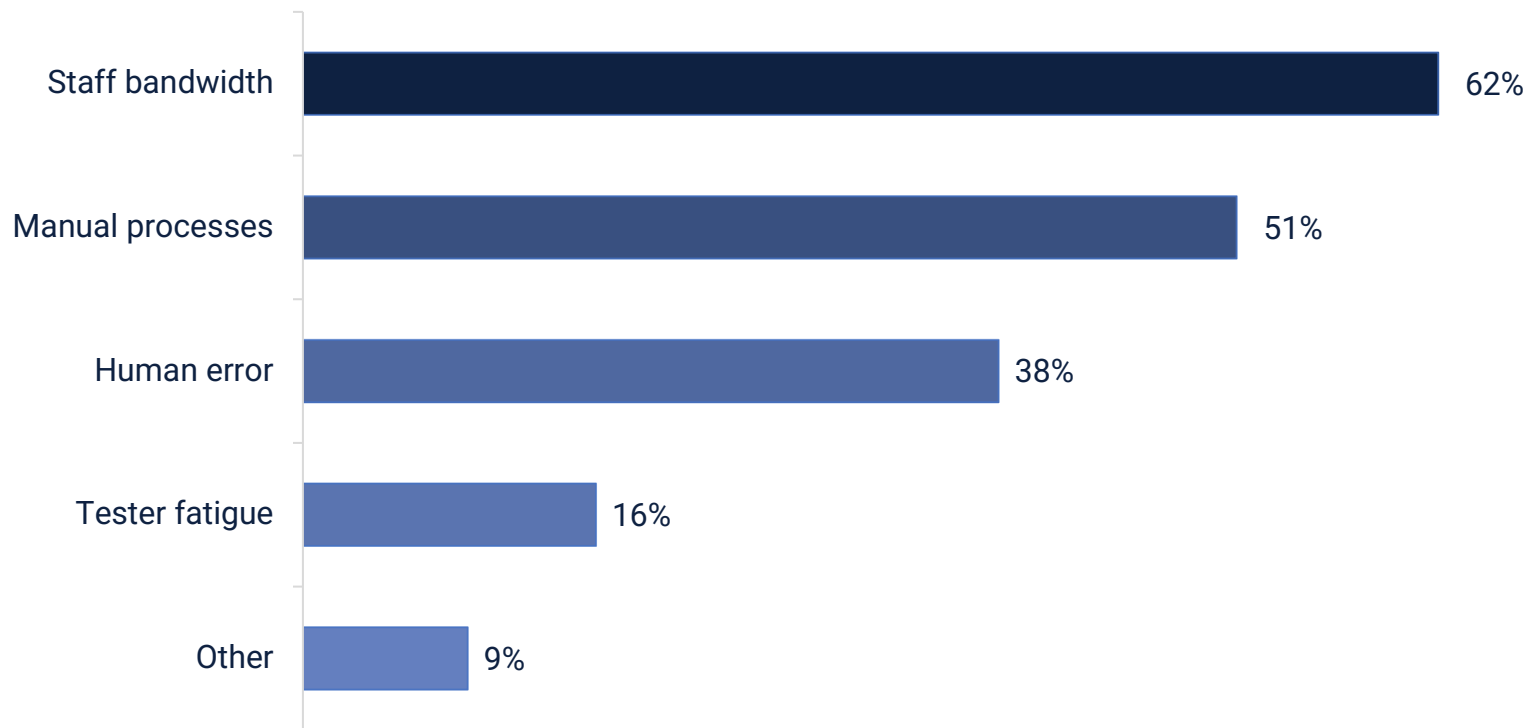


Summary Results | March 2023

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What challenges do you have with your HR software testing?



It's a domino effect. The most common difficulty with testing software is insufficient bandwidth, reported by 62% of those surveyed. Bandwidth restriction is caused by the second most reported problem, manual processes, which likely leads to the third and fourth stumbling blocks, human error and tester fatigue.

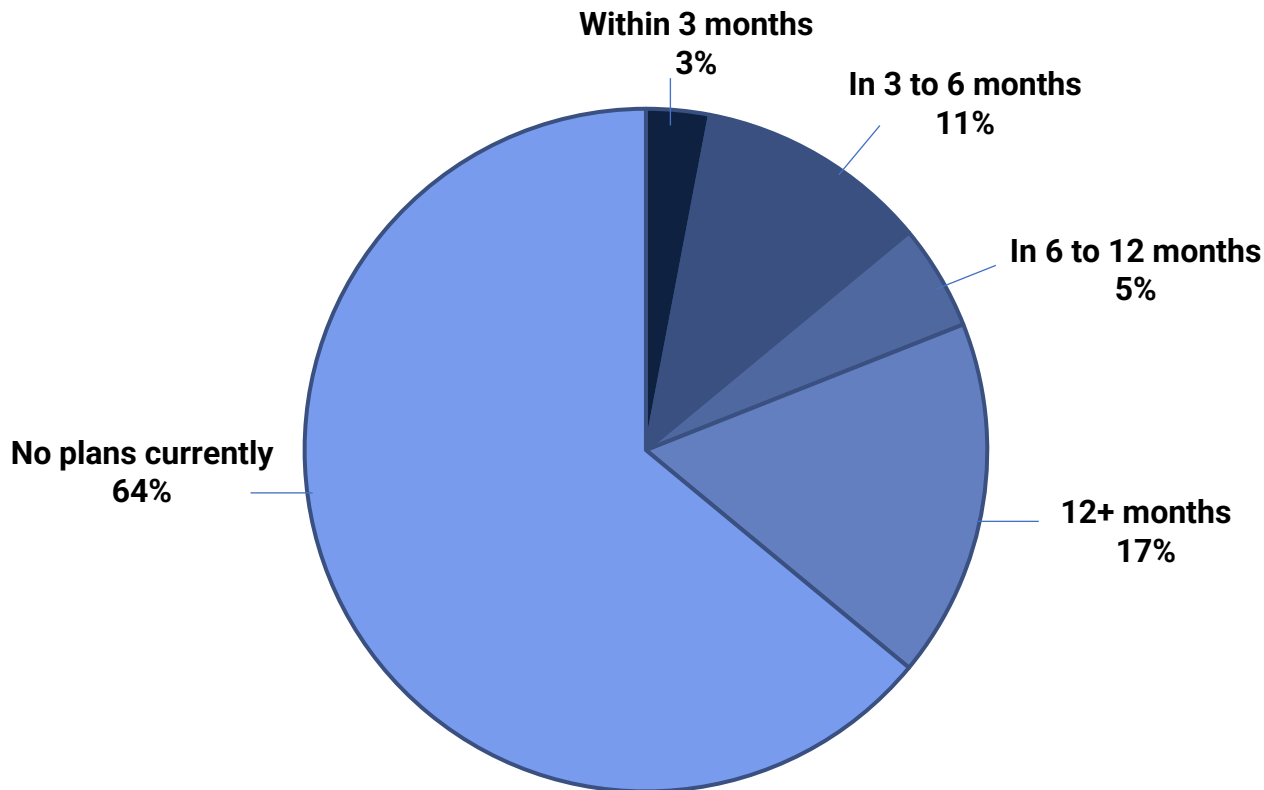
Summary Results | March 2023

What are your primary HR software testing objectives?



First and foremost, testing is performed to ensure security, say 68%. Change management and time savings are objectives reported by more than half.

When do you plan to improve your HR software testing solution?

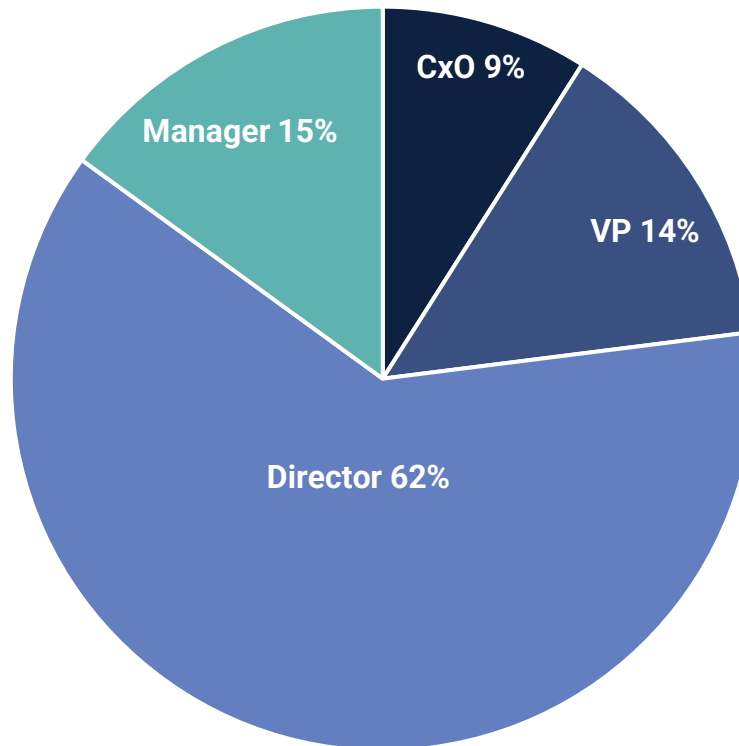


More than a third of respondents have plans to enhance their solution this year or later.

JOB LEVEL



85% of respondents to this survey hold executive or director-level positions in their organization.





About the Company

Alight is a leading cloud-based human capital technology and services provider that powers confident health, wealth, and wellbeing decisions for 36 million people and dependents.

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