

# Workforce Platforms: A Time and Cost Comparison

Research conducted July 28th 2022

# Research Summary

**We surveyed close to 400 CEOs and HR / IT / Finance executives at companies ranging from 2 to 750 employees to understand the total cost of ownership of their core workforce management systems and found:**

- The proliferation of workforce software point solutions across HR, Finance, and IT has failed to meaningfully reduce the level of staff and hours needed to carry out the routine administrative tasks facing the companies we surveyed.
- Companies with more than 25 employees that used a workforce system other than Rippling spent nearly twice as much time on administrative tasks, and as a result needed to hire nearly twice as many administrators across HR, IT, and Finance.
- Rippling customers saw dramatic savings both on headcount and hours spent running administrative and operations tasks.

# Research Summary, cont.

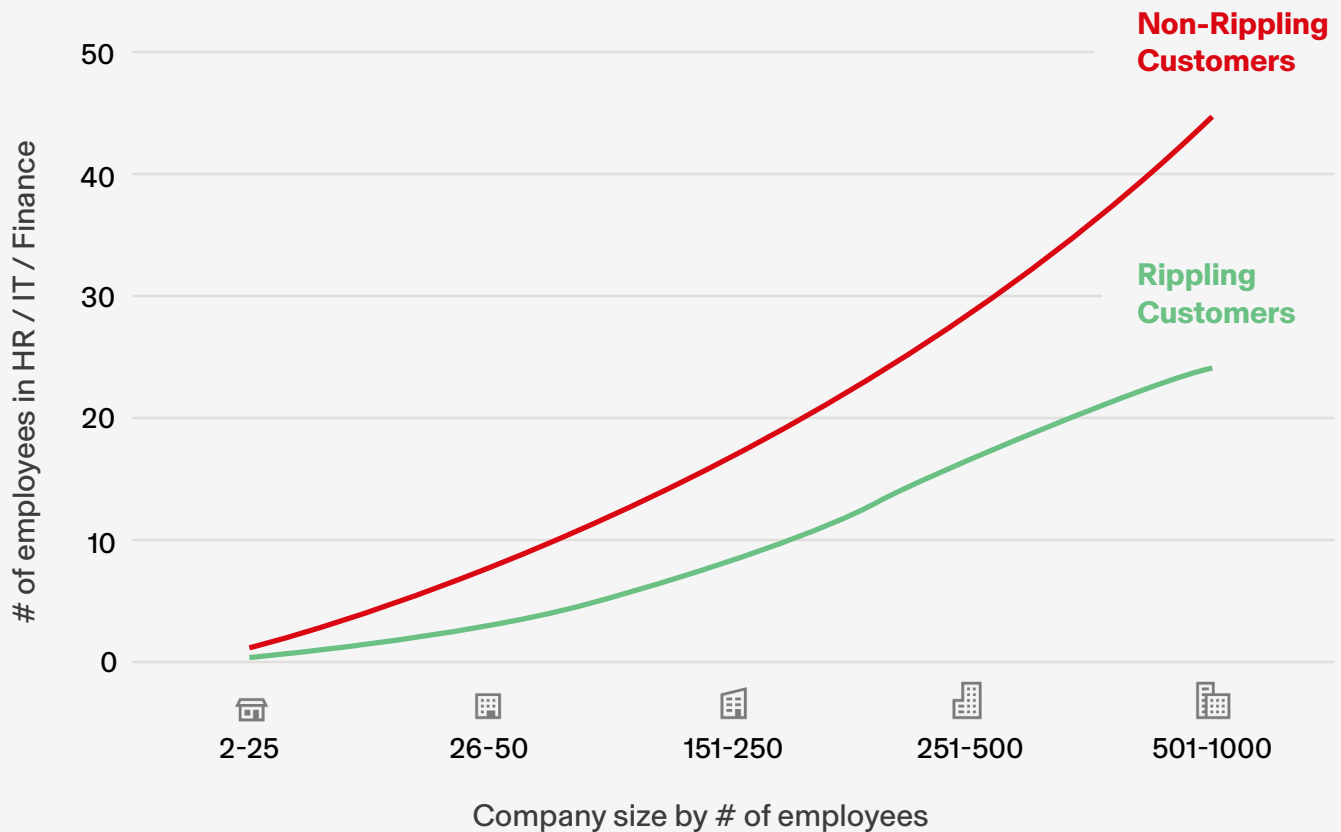
- Four key findings supported our conclusions on the savings potential for customers using Rippling:
  - 1. Rippling allows HR to perform tasks significantly faster and with fewer administrators.**
    - Non-Rippling customers have an HR team that's 2x larger than the average Rippling customer.
    - Non-Rippling customers need to hire at least 54% more HR administrators than Rippling customers, across every stage of growth.
  - 2. Rippling allows businesses to fully onboard, offboard and transition in minutes versus days.**
    - The majority of companies without Rippling spend one full day or more onboarding new employees. Rippling customers can fully onboard new employees within 5 minutes.
    - 44% of companies with 150 to 750 employees spend one full day or more transitioning part time employees. Rippling customers can do this within 5 minutes.

## Research Summary, cont.

- 3. Payroll and finance approvals are an extremely time-consuming task for companies—the larger the company, the more time they spend on it.**
  - The vast majority of HR and Finance departments at companies not using Rippling spend more than a day running payroll and more than a day approving expenses.
  - Rippling customers are able to process payroll in 5 to 30 minutes—which is 18x to 110x faster than the average company.
  
- 4. Non-Rippling customers spend 3x longer on IT setup and offboarding alone.**
  - The majority of companies not using Rippling spend 5+ hours setting up a new employee's computer and 5+ hours setting up 3rd party apps.
  - Rippling customers, on the other hand, can do this within 5 minutes.

You can learn more about the sample and our methodology on pages 16 to 18.

# Department-Level Headcount Savings



When non-Rippling customers reach ~300 employees, their HR, IT, and Finance teams increase significantly and continue to grow linearly with the organization. In contrast, **Rippling customers are able to flatten their headcount curve** and operate with smaller, more senior and strategic HR, IT, and Finance teams.

Non-Rippling customers need to hire **at least 71% more people** across HR, IT, and Finance than Rippling customers, across every stage of growth.

Non-Rippling customers have HR, IT, and Finance teams that are **2x larger** than the average Rippling customer, primarily due to having to hire lower-level system administrators.

Non-Rippling customers with 501-1000 employees **spend an additional \$1.5M** or more on headcount alone across HR, IT, and Finance.

# Department-Level Headcount Savings, Con't

## HR Department

Total # of employees in the HR department			Headcount savings		
Company size by Headcount	Rippling Customers	Non-Rippling Customers	# Difference	% Difference	\$ Savings
501-1000	7.6	14.2	+6.6	87%	\$495,000
251-500	6.1	9.4	+3.3	54%	\$247,500
151-250	3	6.6	+3.6	120%	\$270,000
26-150	1.1	3.1	+2	182%	\$150,000
2-25	0.2	0.7	+0.5	250%	\$37,500

## IT Department

Total # of employees in the IT department			Headcount savings		
Company size by Headcount	Rippling Customers	Non-Rippling Customers	# Difference	% Difference	\$ Savings
501-1000	4.3	8.7	+4.4	102%	\$330,000
251-500	2.8	5.4	+2.6	93%	\$195,000
151-250	1	3.7	+2.7	270%	\$202,500
26-150	0.4	1.4	+1	250%	\$75,000
2-25	0.0	0.1	+0.1	100%	\$7,500

## Finance Department

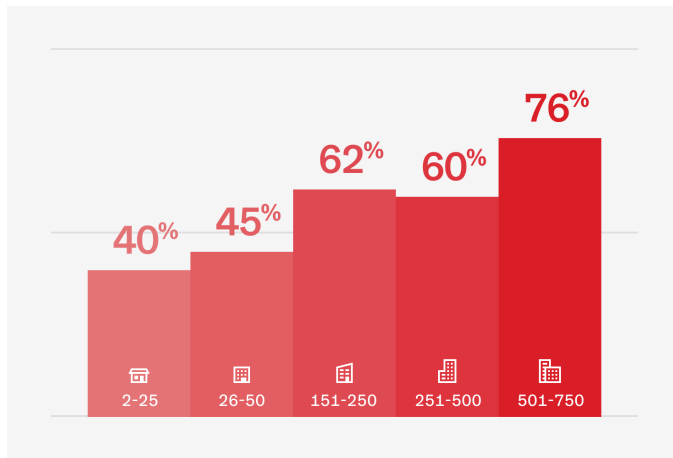
Total # of employees in the Finance department			Headcount savings		
Company size by Headcount	Rippling Customers	Non-Rippling Customers	# Difference	% Difference	\$ Savings
501-1000	12.3	22	+9.7	79%	\$727,500
251-500	8	14.2	+6.2	78%	\$465,000
151-250	4.2	6.7	+2.5	60%	\$187,500
26-150	1.5	3.1	+1.6	107%	\$120,000
2-25	0.2	0.3	+0.1	50%	\$7,500

Section 01

# HR Time, Headcount and Cost Savings

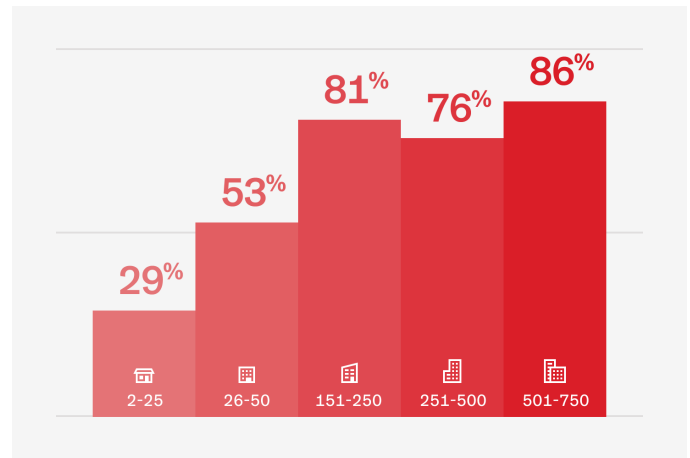
# HR Lifecycle Management for Non-Rippling Customers

**% of non-Rippling customers spending 1 day or more onboarding a new employee**



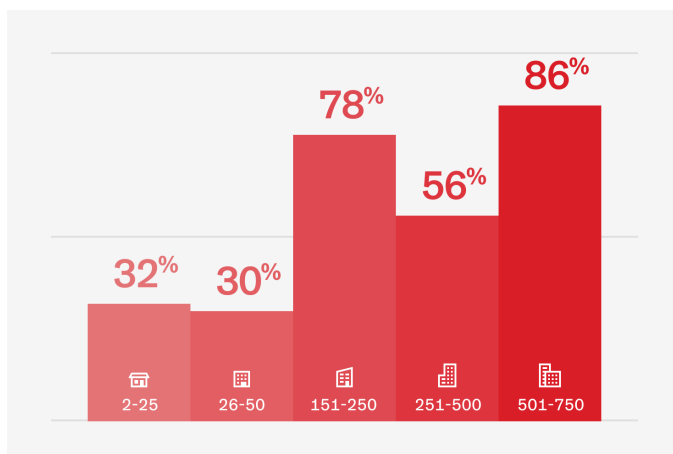
**Rippling customers** can fully onboard a new employee **within 5 minutes**.

**% of non-Rippling customers spending 5 hours or more offboarding an employee**



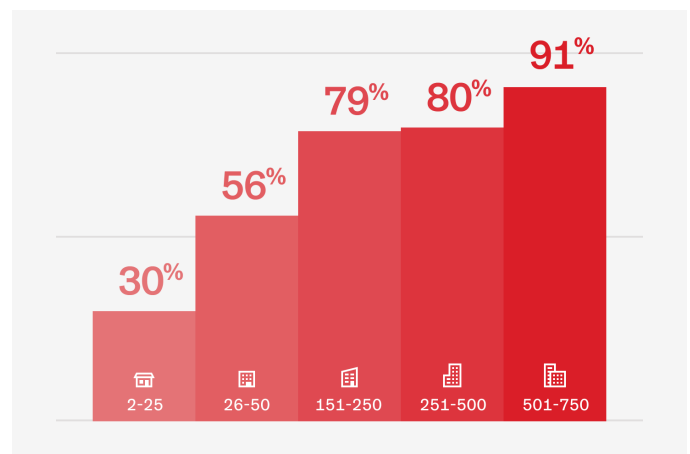
**Rippling customers** can fully offboard an employee **within 5 minutes**.

**% of non-Rippling customers spending 1 day or more to transition a part-time employee to full-time**



**Rippling customers** can convert a contractor or part-time employee into a full-time employee **within 5 minutes**.

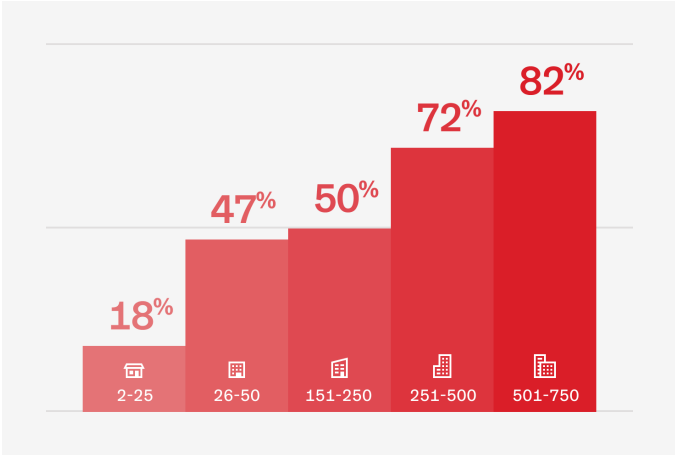
**% of non-Rippling customers spending 5 hours or more reviewing and approving HR requests per month**



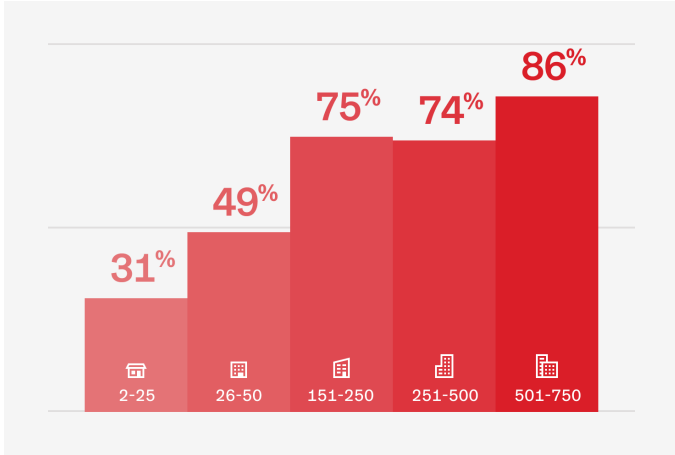


# Payroll Management for Non-Rippling Customers

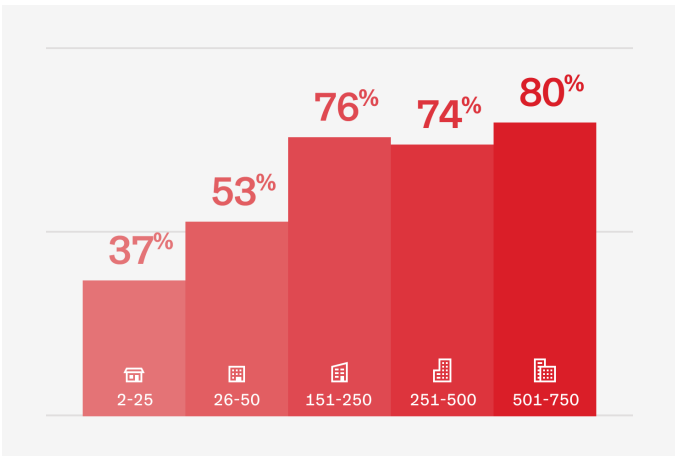
**% of non-Rippling customers** spending **9 hours or more** running payroll every period



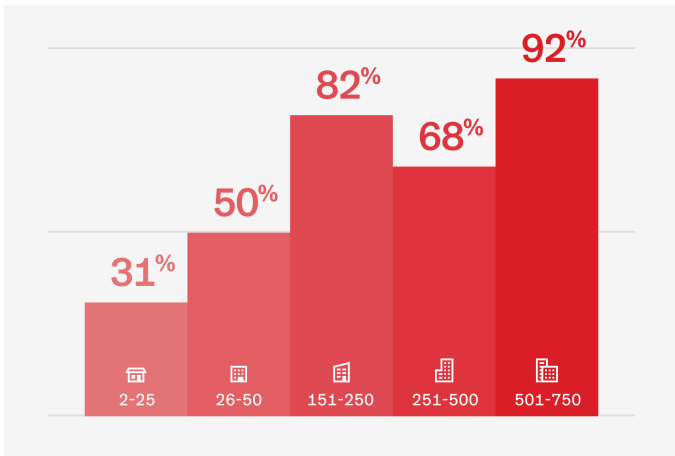
**% of non-Rippling customers** spending **5 hours or more** reviewing and approving finance requests per month



**% of non-Rippling customers** spending **5 hours or more** reviewing and approving employee expenses per month



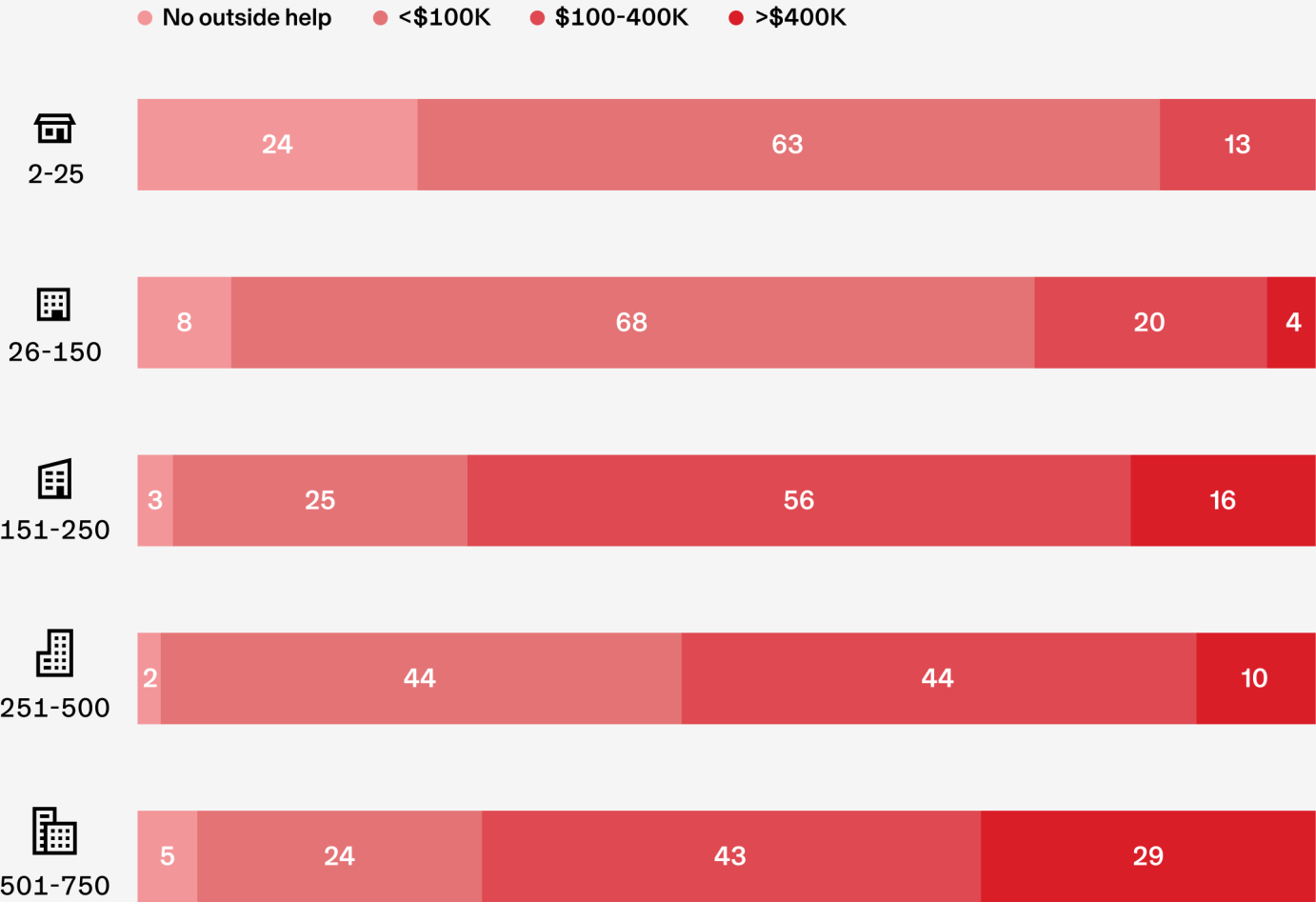
**% of non-Rippling customers** spending **1 day or more** tracking and approving employee hours in payroll every pay period



**Rippling customers** can run payroll in **5 to 30 minutes**—which includes reviewing, approving, and automatically syncing hours, expenses, commissions, and benefit deductions

# Additional HR Support Costs for Non-Rippling Customers

How much non-Rippling customers pay per year for technical HR support (like paying current HR vendors, or third-party HR system consultants to help build reports, automate workflows, and configure systems)



As companies grow to over 500 employees, nearly 1-in-3 non-Rippling customers end up **spending over \$400,000** on technical HR support.

In comparison, the average Rippling customer with 501-1000 employees **spends less than \$10,000** in additional professional services per year.

# HR Headcount

Total average number of employees in the HR department (outside of recruiting)

Total # of employees in the HR department			Headcount savings		
Company size by Headcount	Rippling Customers	Non-Rippling Customers	# Difference	% Difference	\$ Savings
501-1000	7.6	14.2	+6.6	87%	\$495,000
251-500	6.1	9.4	+3.3	54%	\$247,500
151-250	3	6.6	+3.6	120%	\$270,000
26-150	1.1	3.1	+2	182%	\$150,000
2-25	0.2	0.7	+0.5	250%	\$37,500

Non-Rippling customers need to hire at least **86% more HR admins** than Rippling customers, across every stage of growth.

Non-Rippling customers need to **hire their first HR administrator 3x earlier**, at around 20 employees vs. 60 employees.

Non-Rippling customers have an **HR team that is 2x larger** than the average Rippling customer, primarily due to having to hire lower-level system administrators.

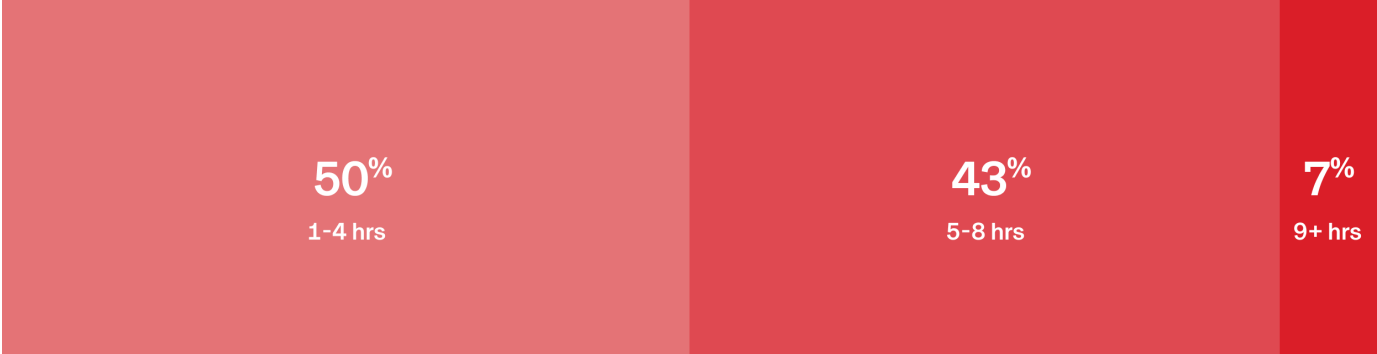
Non-Rippling customers with 501-1000 employees **spend an additional \$547,800** or more on salaries alone (based on the nationwide average salary of associated roles).

Section 02

# IT Time, Headcount and Cost Savings

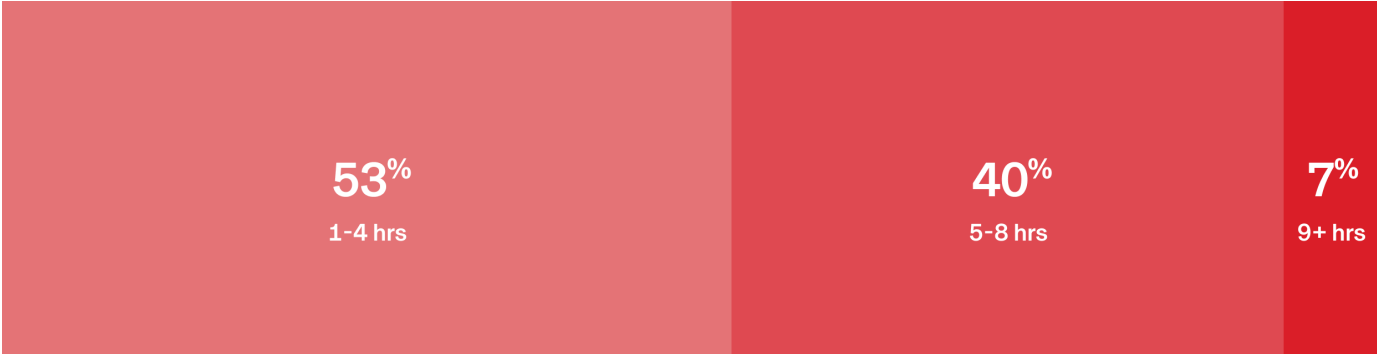
# App & Identity Management for Non-Rippling Customers

Time non-Rippling customers spend setting up a new employee's third-party apps



**Rippling customers** can fully set up new employees' third-party apps when they join—and de-provision them when they leave—**within 5 minutes**

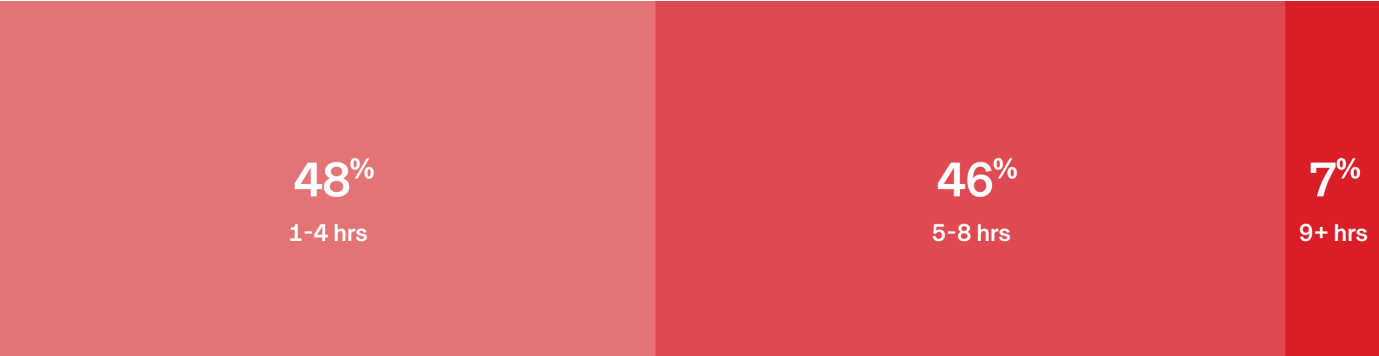
Time non-Rippling customers spend offboarding an employees' access to internal and third-party systems




**Rippling customers** only need **a single IT administrator** to manage devices and third-party apps up to 1,000 employees.

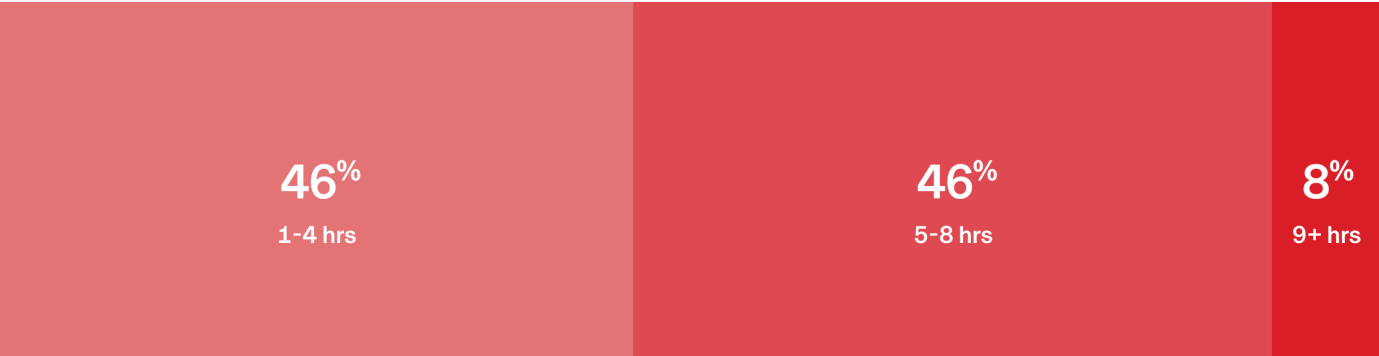
# Computer Management for Non-Rippling Customers


Time non-Rippling customers spend setting up a new employee's computer



 **Rippling customers** can fully set up new employees' computers when they join—and de-provision them when they leave—**within 5 minutes**.

Time non-Rippling customers spend offboarding an employees' computer



 **Rippling customers** can remotely retrieve departing employees' computers—and then wipe, restock, re-assign, and ship them to new hires **within 10 minutes**.

# IT Headcount

Total average number of employees in the IT department

Total # of employees in the IT department			Headcount savings		
Company size by Headcount	Rippling Customers	Non-Rippling Customers	# Difference	% Difference	\$ Savings
501-1000	12.3	22	+9.7	79%	\$727,500
251-500	8	14.2	+6.2	78%	\$465,000
151-250	4.2	6.7	+2.5	60%	\$187,500
26-150	1.5	3.1	+1.6	107%	\$120,000
2-25	0.2	0.3	+0.1	50%	\$7,500

Non-Rippling customers need to hire at **least 100% more IT admins** than Rippling customers, across every stage of growth.

Non-Rippling customers need to hire their **first IT administrator 4x earlier**, at around 50 employees versus 200 employees on Rippling.

Non-Rippling customers have an IT team that is **2x larger** than the average Rippling customer, primarily due to having to hire lower-level system administrators.

Non-Rippling customers with 501-1000 employees **spend an additional \$446,608** or more on IT headcount alone (based on the nationwide average salary of associated roles).

Section 03

# Research Methodology

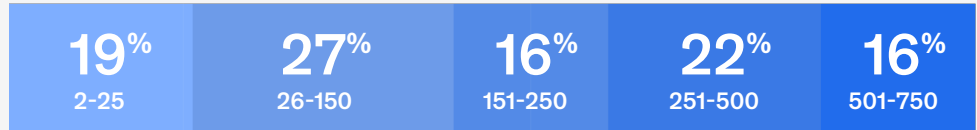


# Research Methodology

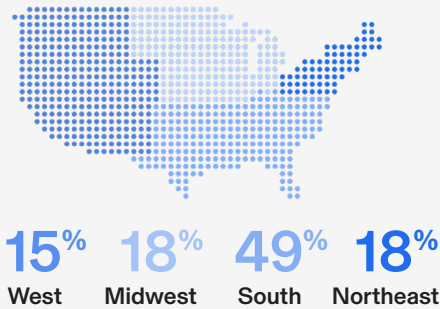
## Sample Size

**391**  
companies

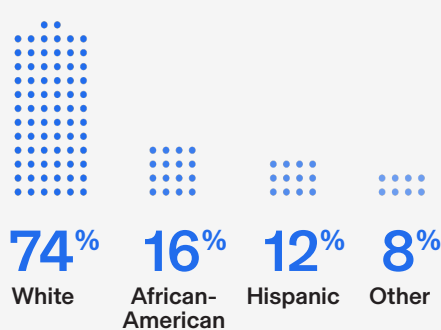
## Company Size by Headcount



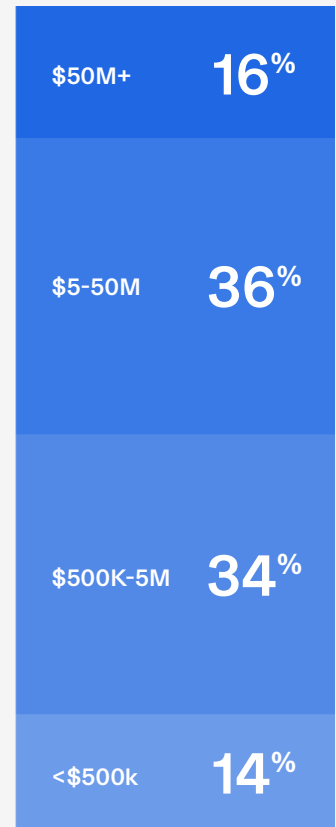
## Company Region



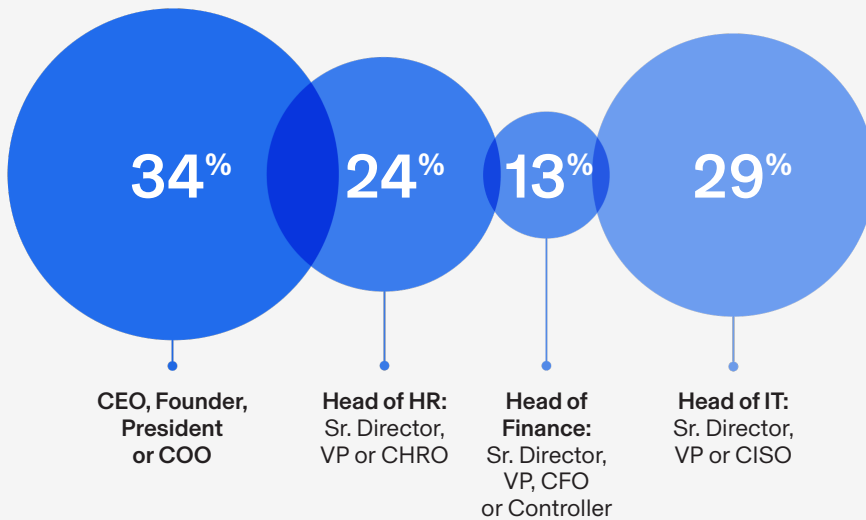
## Ethnicity



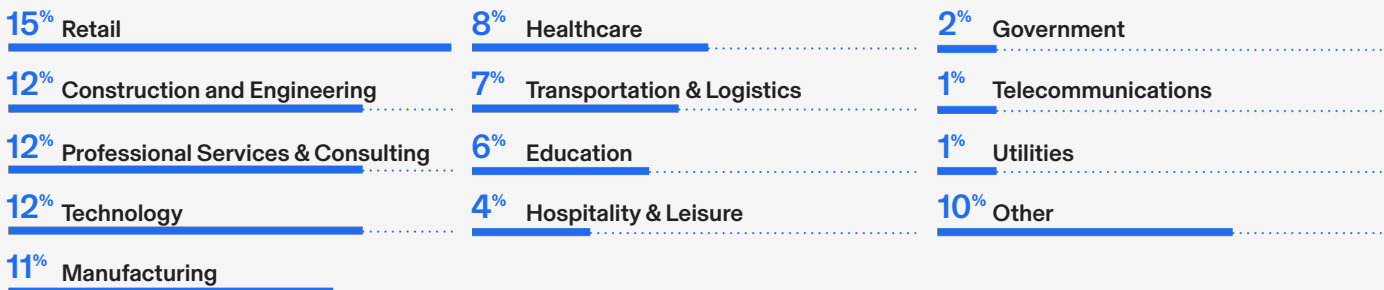
## Revenue



## Role



## Industry



# Research Methodology

Benenson Strategy Group conducted a survey of n=391 businesses with 2 to 750 employees who do not use Rippling. The interviews took place from June 10th to June 24th, 2022. The margin of error on this research is 4.96% at the 95% confidence level and is larger within subgroups.

Rippling's comparative data is based on anonymized data of over 8,000 Rippling customers and 300,000 employees, provided by Rippling.

The total savings due to a reduction in headcount was calculated based on publicly available salary data with a salary of \$75,000 per employee. Rippling's headcount data above is based on anonymized data of over 8,000 Rippling customers and 300,000 employees. The comparative headcount data is based on anonymized LinkedIn data of over 111,000 employees from 577 companies.



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