

HCM

BUYING GUIDE



TABLE OF CONTENTS

- Introduction 3
- Evaluation 5
 - For First Time Buyers 6
 - Why Would a Smaller Organization Want an HCM Solution?..... 6
 - What if you have an existing HRIS?..... 8
- Planning..... 10
 - 1. Direct Costs 11
 - 2. Indirect Costs 12
 - 3. Incidental Costs..... 12
- Research and Analysis 13
 - Analyzing the needs and collecting the requirements within your organization..... 14
 - Researching Vendors and solution providers in the market who can fulfill your needs 16
- Budgeting 17
- Demo..... 20
 - Testing out possible HR software solutions before finalizing 23
- Selection 25
- Implementing 27
- Training..... 30

INTRODUCTION

Consider buying a car, do you go out to a dealer right away and buy it or do some research? Most people start with considering who will use the vehicle, how often and for what purpose. Maybe ask friends for recommendations on what to buy and see financing options before actually walking into the showroom. At the showroom, you may take a test drive and then negotiate the price before deciding on driving one home. Buying a new HCM system for your organization is no different.

For most organizations it will start with recognizing some kind of issues with the existing way of work. Maybe you never had a system to take care of automated payroll, or you outsourced your HR work but your team is growing and you want to have those functions in house, or you are unhappy with your existing system that provides limited functionality and want to explore possibilities that the market presents.

- 1 Evaluation:** What is your current way of work? What would a change to that involve?

- 2 Planning:** What kind of budget consideration would be needed to get all the functionalities you want, what you can realistically afford. Making the case for the purchase to the Finance team

- 3 Research and Analysis:** Specific requirements that need to be fulfilled by the new system provider. What kind of providers are there in the market that will help you with getting a system that can fulfil the requirements you have

- 4 Budgeting:** Including costs and benefits analysis. Once the budget is approved for a certain ROI that you think can be reached you can then start with the next step.

- 5 Demo:** Shortlisting the vendors that seem like suitable solutions you should take a closer look at. Invite them to have a test run of sorts and asking relevant questions prior to moving to actual purchase

- 6 **Selection:** Finalizing the provider that is a good fit for your organization
- 7 **Implementation:** Either using the solution provider's team, a partnering company, or employing an in-house team for implementation of the solution
- 8 **Training:** Ensuring your employees can use the system and adopt it quickly will help you get the most ROI out of your investment



If you notice the above checklist carefully, much of the work is done prior to the actual purchase of the system. Doing so will help you arrive at an informed decision on which system to buy and in the long run will be beneficial to get a good return on your investment. In the following sections we will describe in detail key considerations for each of the phases for buying a HCM system.

1

EVALUATION



FOR FIRST TIME BUYERS

When businesses consider implementing an HCM solution the first thing they usually look at is how many employees they have. Although the number of employees is often used as the measurement to determine whether the organization is large enough for an HCM solution, that shouldn't be the only consideration. Other factors should go into your evaluation to determine whether you will see a positive return on that investment (ROI), including considering the nature and complexity of your business, payroll operations, and regulatory obligations.

WHY WOULD A SMALLER ORGANIZATION WANT AN HCM SOLUTION?

Many small-to-midsize businesses, in the range of 100 to 200 employees, decide that an HCM solution is an asset to their organization, which seems easy to understand. However, it's not uncommon for organizations with employee counts from 50 to 75 to implement an HRIS. Why?



An HCM solution helps to automate their HR processes, streamline their workflow activities and provide accurate reporting on their workforce. This can make the entire business more efficient, more productive, and more profitable!

For smaller customers, implementing an HRIS may initially seem daunting from a financial perspective. The employee count and the number of users are among the common standards that vendors use to determine customer pricing. A smaller customer's cost will typically be higher on a per-employee basis for the software itself because the costs for implementation and hardware are distributed over a smaller group of employees. It may take longer to see the return on investment than it would in a larger organization where these costs are spread over a larger employee base. Pragmatically the question you should be asking yourself is:



Is your organization complex enough for an HCM Solution?

If the answer is "yes," it may be beneficial to your smaller business in the long term to implement an HRIS system despite the initial costs. But how do you know if your organization is complex enough for an HCM solution.

EVALUATING YOUR ORGANIZATION'S COMPLEXITIES

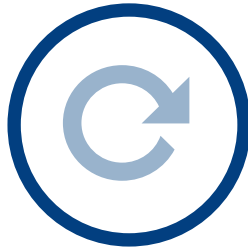
How do you know whether your organization is complex enough to warrant an HRIS (Human Resources Information System) system? Ask yourself these questions:

1. Are your HR activities and processes paper-based and time consuming?
2. Is your HR data spread out among many spreadsheets or isolated databases?
3. Are your employee benefits and compensation programs complex?
4. Do your business rules within these programs require a lot of manipulation and calculation?
5. Do you have frequent requests for internal and compliance-related reports?
6. Does your workforce have location-specific requirements?
7. Is your workforce unionized and subject to a collective bargaining agreement or other contractual regulations?
8. Are you in a heavily-regulated industry with extensive and ever-changing compliance requirements?
9. Does your company have high turnover?
10. Is the expansion of your organization and additional hiring on your near-term horizon?

If you can answer "Yes" to any of these questions, it's time for you to analyze your HR business needs more closely. Whether you're a 50, 75, or 150-employee Company, your complex company may be ready for an automated solution.

WHAT IF YOU HAVE AN EXISTING HRIS?

Many organizations hang onto old HR applications for an extended period of time, long after they have served their original purpose within the organization. Companies continue to access legacy systems for a variety of reasons:



To retrieve historical data on retirees



Verify information on terminated employees for litigation purposes



Access historical data on current employees

Organizations keep legacy systems to access data which they didn't choose to convert when implementing their new systems to save implementation costs. Depending upon your organization's requirements, it may be important for you to retain the historical data from within the legacy system for an extended period of time, following the successful parallel testing and go-live point within your new solution project. The ability to reference and retrieve HR records within the legacy system may be useful to support compliance or historical analytics, comprehensive reporting requirements, or to serve as a backup for audit or litigation purposes if so required for some period of time. But, when and under what motivation do you pull the plug on that legacy system?

1. Among the items to consider before retiring your legacy HR system, include the following eight things:
2. Review legal or regulatory rules which may mandate the archiving of your HR data from a federal, provincial (Canada) and state (U.S.) perspective, as it pertains to your organizational structure.
3. Determine whether the legacy system is still being supported by the vendor within a support services agreement. Has the formal support agreement expired, or does the original software vendor still provide any support at all?
4. Evaluate the risks of system vulnerability, data corruption or data loss if the legacy system were to be kept for an extended period of time.

5. Consider staff turnover and knowledge transfer relative to storage of historical data and the ongoing maintenance of the legacy system within your environment.
6. Convert the historical data to a more-accessible format outside of the legacy database for archiving and reporting purposes. This may include converting any useful and relevant data into your live HR solution.
7. Review of all of those disparate Excel spreadsheets, databases and other silos of HR data that you may have tucked away to determine the value of preserving those records for reporting, audit or compliance purposes. These are all forms of legacy systems.
8. Consider the use of a data archiving service to allow historical HR data to be accessible by secured users. This may include using a service that provides, for example, virtual page displays to replicate the original HR application, or provides the presentation of the data within a simple format for any users who may be unfamiliar with the legacy application.

Analyze the cost-saving benefits that may be realized if the legacy system were to be 'switched off', to allow the existing hardware to be re-purposed or retired, with further potential cost savings through reduced hardware maintenance and I.T. support.

So before you pull the plug on your legacy system and take it off life support, take the time to carefully plan and build a strategy around this decision with these considerations in mind.

2

PLANNING

DETERMINING THE ROI OF YOUR NEW TECHNOLOGY



When planning for your new HR technology solution, evaluating your expected return on investment (ROI) is an essential component of your decision making process.

When making an investment, it is a valid requirement that you gain more benefit than the costs that are incurred. Hence to get a good assessment of the ROI you should take into account the many costs that will be part of implementing a new technology, as well as the savings that will result from implementing it.

There are three types of costs that you should consider:



1. DIRECT COSTS



This should include your current annual maintenance costs for aging hardware and software. If your current system is manual and paper-based, reducing the many required touch points by implementing automated workflow solutions will save numerous quickly identifiable costs. Workflows will use fewer resources, including person hours and possibly headcount, not to mention saving the cost of many reams of paper, mailing expenses, and a few trees along the way. The activation of employee self-service, which empowers and engages employees to inquire, validate, and even change their own personal information in the HR system will realize cost savings within your HR department by removing the distraction to your staff of providing that type of support. Your old problematic system is likely on life support, requiring dedicated and ever-more-expensive IT resources to maintain, will be replaced with a new solution which your HR team can largely maintain themselves. You can even move closer to the realm of being entirely maintenance-free within a cloud-based solution that is supported and maintained virtually by the solution vendor.

Your new HR solution will not implement itself, so in calculating the hard costs involved with a new HR/HCM system, remember to include the one-time costs involved with implementation. These will include the dedicated team members, subject matter experts, end users, and any additional IT support that will participate in the planning, analysis, configuration, testing, training, and rollout of the new solution. Don't forget to also include any costs for equipment, external consulting experts, or other professional services that may be required to complete the solution implementation.



2. INDIRECT COSTS

These include considerations such as overall productivity improvements as well as the reduction of risks otherwise associated with data loss, system downtime, or hardware disasters (which you may be especially vulnerable to with your existing system). Additionally, factor in the improved reliability and support for compliance and legislative reporting requirements and the ability to use trusted, accurate, and unified data analytics to make timely and informed decisions.



Indirect costs include savings from strategic and proactive work assignments supported by your new HR technology solution, rather than the tactical and reactionary responses that your existing system requires.

3. INCIDENTAL COSTS

Incidental costs are invisible or subjective to some extent like the benefits from an enhanced ability to interact with and understand your workforce. Improvement in morale and employee engagement among the end users are also some of the peripheral cost savings. Having a system that your employees like using can even improve the quality of life of your HR employees. How? By removing the need to input data into multiple legacy systems while piecing together spreadsheets of data to prepare your management and compliance reports.



The ROI gurus may argue that the soft and incidental cost-saving calculations should carry a lesser weight of comparison versus the direct cost savings. Regardless, all of these types of cost savings - direct, indirect and incidental should have a bearing on your informed decision to transition to a new HCM solution by helping to answer your key question, "How will we experience a return on our HR technology investment?"

3

RESEARCH AND ANALYSIS



Research for buying a new HCM solution should have two phases:

1. Analyzing the needs and collecting the requirements within your organization
2. Researching Vendors and solution providers in the market who can fulfill your requirements

ANALYZING THE NEEDS AND COLLECTING THE REQUIREMENTS WITHIN YOUR ORGANIZATION

Consider who within your organization needs to be involved to share their perspective, so that you're not working in isolation of your overall HR business needs which may reach, and also serve, many other departments within your organization.



ASSEMBLE A TEAM

Include at least one representative on your HCM evaluation team from each department in your organization who will be impacted by the benefits of implementing your new HCM software solution, particularly if your new solution is a fully integrated and unified system and is capable of sharing its information with other business solutions within your company.

Include the decision makers in addition to the person who will administer the HCM system, perhaps a 'power user', in addition to several key people who will be end users of the product. Their contribution to the system evaluation should not be undervalued as they will be hands-on with the system on an everyday basis and will rely on its efficiencies to save you time and resources.



HUMAN RESOURCES



PAYROLL

Members of this department are a given - particularly if the solution that you will be selecting is integrated with HR and the overall solution. These team members are the payroll experts and will contribute their ideas and past experience around the use of an in-house payroll system or one that is supported through a payroll outsourcing company. Similar in importance to HR, the end users running payroll need to be consulted during the evaluation process to ensure that the integral components of payroll processing are addressed and not glossed over in the review process.

The new solution is likely going to be required to generate electronic data files for General Ledger (GL) purposes, in addition to producing timely reports which the Finance team will require to support their accounting, budgeting and related functions. How well the new solution readily provides data, through its report writer, to support audits and compliance requirements will be of keen interest to these team members within the evaluation process.



The technology strategy of the organization is the basis from which the new solution's delivery platform should be chosen, and I.T. must be at the table to ensure that the organization's interests and requirements are served. This includes the research as to whether the solution is to be deployed within the cloud, or installed on-premise, and the extent to which I.T. may be called upon to support it. Your organization's I.T. strategy may also have guidelines as to where the solution may be hosted, (i.e. Canada or the U.S.) with respect to protocols for security and privacy of data. The strength of a vendor's security provisions and their infrastructure to protect that are among the many items for which I.T. should have a voice at your solution selection table.

Look around, who else in your organization is currently inputting human resources data, employee listings and the like into one-off databases and spreadsheets to support their own isolated projects? Include these groups in your requirements gathering process.



Consider enlisting the services of an independent HR Technology Consultant to guide your team through the evaluation and selection process. A well experienced Consultant will bring an objective voice to the discussion table, will structure the entire process and will ensure the right questions are asked of team members and the vendors. Their unbiased knowledge of vendors' solutions within the industry, and which ones may be suitable candidates to meet your organization's HR business, functional, technical and budget requirements will also save you valuable time and resources within your project.

RESEARCHING VENDORS AND SOLUTION PROVIDERS IN THE MARKET WHO CAN FULFILL YOUR NEEDS

The importance of researching possible solutions on the market prior to moving to next steps cannot be overstated. As an industry professional, you may already be involved in professional organizations that have directories of vendors providing HR software solutions. Peer to peer review sites that provide real users feedback on their current systems with ratings are usually good point to start out. Creating a list of vendors and doing deep research to find more about the vendors will provide a structured way of filtering out your options. Depending on your industry, you may even register for proposals on government sites to be filled by vendors entailing how their solution can fulfill each of their requirements.



4

BUDGETING

HCM BUDGETING WHAT TO CONSIDER



You've initiated a recommendation to proceed with researching, evaluating, and selecting a new human resources information system (HRIS). Now senior management needs to know how much to include in the company's financial budget to put that solution into place next year.

Until you identify, prioritize, and document your overall system requirements, the specific costs may be difficult to pin down. However, knowing what to include among the potential costs and what pricing-related questions to ask of vendors will provide a great starting point to determine your budget parameters.

10 key items on your checklist as you prepare your HCM solution budget, should include:

1

HCM Software: Software costs will vary depending on your organization's size, as well as the scope and depth of HR functionality you require. Pricing models also vary depending on whether your new system will be installed on premise or hosted in the cloud.

2

Software Maintenance and Support: For licenced systems, assume an additional 18% to 24% of the initial software costs in annual maintenance and support costs. Cloud-based systems, on the other hand, typically include maintenance and support costs in the quoted cost (per employee, per month, or per year).

3

Additional Software: Some vendor systems require the use of additional software, such as reporting tools, organizational chart software, or additional database licences, and pass along the costs of these additional 3rd party licencing to the end users. Understand up front whether there will be additional software costs to use all the functionalities of your new HCM system.

4

Hardware: On-premise solutions may require you to purchase and install a new or upgraded server and possibly new workstations. Plan for a significant up-front cost for this hardware, as well as ongoing budgeted amounts to maintain and upgrade this equipment.

5

Implementation: Implementation costs include the holistic cost of getting your new system up and running, including all one-time fees that will be charged by the vendor for implementation services. Also include your internal resource costs to fully support and manage the project within the HR and IT teams.

6

Training: Once your new system is installed, your users need to learn how to use it. These initial training costs may or may not be included in a vendor's implementation fees—make sure you know whether this will cost extra! Costs for extended or ongoing training and training for new users of the system over time should be factored in as well.

7

Data Interface Development and Support: If your new HCM solution is going to integrate with and share data with your existing business systems, you'll need to factor in costs and allocation of resources to integrate these systems properly.

8

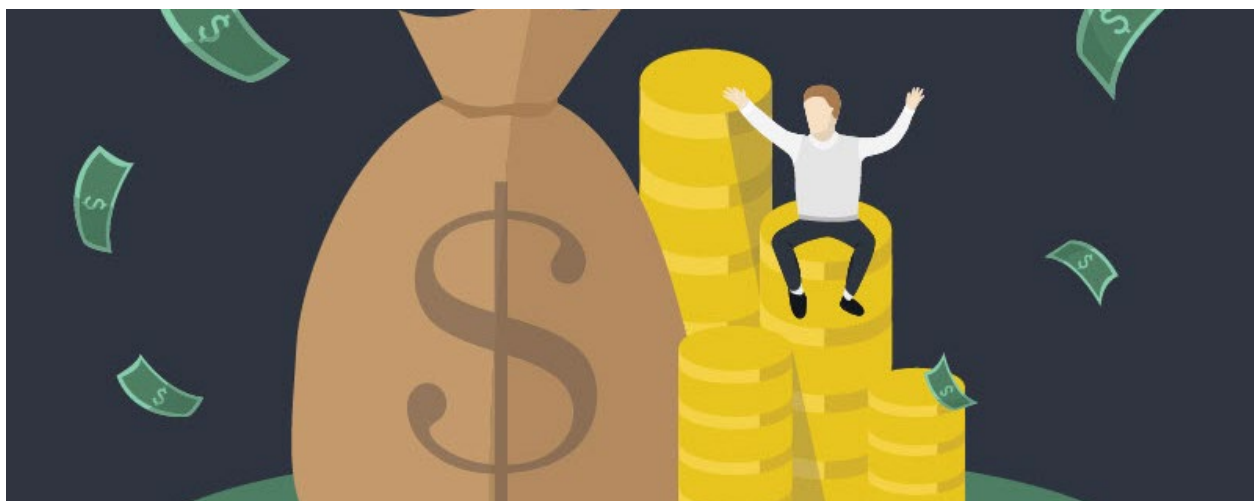
Customization or Professional Services: Many vendors charge extra to alter or customize their base software to meet your organization's full requirements. Extra costs may also apply to configuration outside the scope of implementation.

9

Travel and Accommodation: During the implementation and on-site training sessions, you'll likely incur additional expense for both the vendor's accommodations and for travel expenses for members of your internal teams.

10

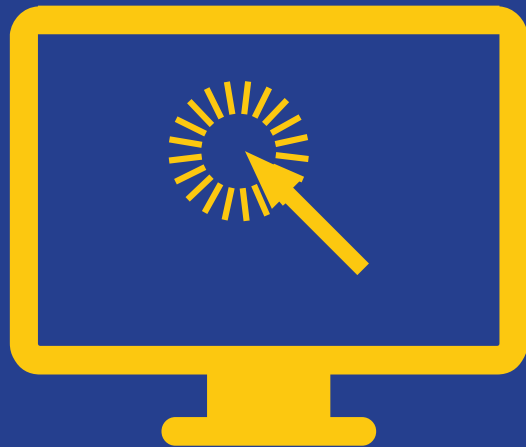
External Resources for HRIS Consulting and Project Management: You'll need expert guidance during each phase of the project, including during HCM vendor qualification, evaluation, selection and negotiation. These kinds of consultants can add significant expense through all phases of the selection, implementation, and training. Project management support for your implementation may also be a necessary additional cost.



5

DEMO

HCM SOFTWARE DEMOS:
WHO TO INVOLVE AND HOW TO CONDUCT IT



Any type of business software demonstration including essential HR solutions and payroll systems requires an investment of time from you, the customer, as well as from the software vendor. Proactive and well-organized sales representatives will make inquiries regarding your business well ahead of their presentation to understand your current systems and the processes you have in place, what your pain points or challenges are, where the key opportunities may be to optimize efficiencies, and how to cut your costs using the software solution that they will be presenting.

Are software demonstrations a good use of your time? Certainly, provided that you also do your own preparation ahead of the vendor's demo to enable the best use of everyone's time – both your team's time and the vendor's.



Before you invite any vendors in for a demonstration, [know what your requirements are](#). This includes identifying, prioritizing and documenting all of your needs from an HR business, functional, technical, and solution budget perspective.

As you assemble your list of invited attendees for the demo, include those team members who your current systems and processes impact. This should include a representative from your I.T. department who can speak to your company's I.T. strategy and existing systems in place, as well as new systems being considered. Include representatives who are end users and administrators, i.e., the people who will be using the system hands-on if you decide to purchase it. Send a list of names and roles of attending team members to the vendor ahead of time so that they know who their audience will be.



Always have a script prepared for the vendor to follow and build into their presentation agenda, particularly if you will be evaluating and comparing several vendors. Organize and prioritize your business and functional requirements into the script and provide it to the vendor two weeks ahead of their demo to allow them to prepare and secure their own resources to deliver the presentation to you and your team. Provide your team members with the

demonstration script and prepare an internal version that provides a means for recording comments and scoring the vendor during the demo for each of the categories presented.

Provide the vendor with some time and latitude to present and demonstrate other features and benefits within their system that you may not be aware of, and be prepared for their Power Point presentation at the outset of the demo to cover the details of their own company, descriptions of their product suite, and the names of other customers that use their systems. While this is important, indicate to the vendor in advance (and within your script) that this introduction should be brief, especially since they will also likely provide you with a package of handouts, business cards, and their website address for your additional reference.

To avoid delays in setup prior to the demo, ask the vendor (well before they arrive) what they will need in terms of logistics to deliver their presentation, such as external internet access, projection equipment, speaker phone, white board, etc. Arrange for them to have access to the meeting room a half hour before the demonstration to allow them to get set up and organized.

And don't schedule the presentation on a Friday afternoon just before a long weekend. Book the demo during the week when everyone will be focused and will make the best use of the company's time and resources to support an informed decision about the proposed solution. Make time at the end of the vendor's presentation for questions from your attending team member, and [schedule a follow-up "road test"](#) if the software piques your team's interest. As a customer, you'll get as much out of the vendor's demo as you put into it, so make the best use of your time.



TESTING OUT POSSIBLE HR SOFTWARE SOLUTIONS BEFORE FINALIZING

During your HCM solution evaluation process, after you [consider the important features of each system](#) on paper, should you also be taking the system for a “road test” before you buy? Yes - Absolutely. If a salesperson at the dealership had denied me the privilege of test driving a vehicle that I was a pen stroke away from purchasing, I would have left their lot and moved on to their nearest reputable competitor. The same rationale can be applied to requesting, and expecting, the privilege of road testing your most-favoured HCM solution.

Without being asked, few HCM vendors actually offer their prospective customers this option. In fact, some may outright deny the request to road test the system and may simply indicate that they are not set up for that. On the other hand, I've facilitated presentations where vendors have made audience participation part of their presentation agendas, with each attendee provided an iPad or a similar device to allow them to engage with and briefly navigate within a controlled area of the HCM solution. This is an invaluable way to gain an appreciation for a program's design and features.

With some advance notice and preparation on the part of the HCM vendor, it is reasonable for the customer to expect to be able to engage in some type of hands-on access and end-user experience within the HCM software prior to purchasing. This could be as simple as the vendor augmenting the sales demo environment with a customer-level role through which the customer has the means of opening the application, briefly navigating throughout the system, and gaining an appreciation as to whether the system “drives well” from their perspective. Some vendors have also become creative in providing other access models for prospective customers to the vendor's training lab environment so that a customer can take the system “around the block” for a test drive.

Road Test Checklist – If you're test driving an HCM solution in anticipation of purchase, include the following items in your critique:

- ✓ Once you've logged into the HCM solution, can you easily find the controls, menu items, and modules that you'll be using, and are they adjustable to meet your individual preferences?
- ✓ Is the set-up of the menu items and features of the system intuitive or do you need to reach for the owner's manual?
- ✓ Can you easily navigate among the modules, both vertically and laterally among menu items, to reach your destination within the system?

- ✓ Is the arrangement of data fields within each of the pages easy and logical to follow or do you have to ask someone else for directions?
- ✓ Open the system's configuration areas and tables that drive the underlying HCM functionality. How many of these items are designed for you to maintain yourself versus requiring that you pull the system into the vendor's shop every time something needs servicing?
- ✓ Navigate to the system's report writer and run one of the library reports. Does the system respond to your commands and provide you with the output that will meet your needs?

Just like in the process of buying a new car, a road test is an integral step to making an informed buying decision for your HCM solution. So take the time and initiative to get behind the wheel, so to speak, and determine if the system measures up from your own driver's seat perspective.



6

SELECTION

FINALIZING YOUR HCM SELECTION



After you have had demos of the new HCM systems, get input from your assembled HCM software evaluation team to ensure that the solutions that were demoed meets everyone's needs in your organization. Document the pros-cons and criteria used for finalizing your selection for later reference. Complete your Cost Benefit analysis and consider the [ROI of the HR software solution](#) before arriving at your final decision.



7

IMPLEMENTING

IMPLEMENTING YOUR HCM SOFTWARE



As you review proposals during your HCM evaluation and selection process, the responses from the proposing vendors may vary in terms of who actually performs the implementation of each respective HCM solution, i.e., the vendor themselves or a 3rd party implementation partner. Should that matter to you?

IMPLEMENTATIONS: IN HOUSE VS. OUTSOURCED

It has become increasingly more common for a number of the relatively larger enterprise-level HCM vendors to utilize a certified and trusted implementation partner for that crucial phase of the project. Some vendors will clearly indicate and emphasize with pride that they do not “farm out” the implementation of their software solutions to other entities. Other vendors may advocate strongly that their certified installation partner is the best, most efficient option for the customer, allowing them to utilize skilled implementation resources while freeing the vendor to focus its resources on core competencies such as product development, marketing, sales, and support.

Vendors who deliver their HR solutions to the relatively smaller and mid-range segments of the HCM market tend to perform the implementations from within their own ranks, although not exclusively. As the size of the customers and the complexity of the project increases, certain vendors may recommend enlisting the services of an implementation partner to work with the customer directly or as a complement to their in-house implementation team.



SHOULD I USE A THIRD-PARTY IMPLEMENTATION TEAM?

You need to carefully weigh the overall advantages, disadvantages, risks and considerations [when selecting a solution vendor](#). This calculation should include an evaluation of the resources a vendor can deliver on the project management and implementation of the new solution, assuming that integrated solution otherwise meets your HR business, functional, and technical requirements.

Here are 10 considerations and questions that need to be addressed as you evaluate vendors who may either recommend or exclusively outsource the implementation of their solution to a 3rd party organization:

1. What is their partner's recent experience with implementing other customers of a similar size, industry and complexity of requirements to that of your organization?
2. How do the implementation costs compare between what the vendor would charge for performing the implementation versus the fees for using their partner?
3. Are the typically higher costs of using a third-party installation partner justified by a more efficient and professional implementation?
4. What are the risks of exposing and allowing access to your company and employee data to an additional party within the implementation (such as exposing confidential data while implementing new payroll processing software)?
5. Does the vendor have project resources to oversee their assigned partner on all aspects of the implementation, and to what extent does the vendor bear any responsibility?
6. Is their partner, and all of their assigned project team members, fully trained and certified on all components of the vendor's current solution that you're considering?
7. Does the implementation partner follow a vendor-approved project methodology?
8. Does their implementation partner also deliver the required training on the vendor's solution, or is that provided through other resources at the vendor level or through another third party?
9. How is the project transition handled from the vendor's sales team to their partner's implementation team -- and from their partner's implementation team to the vendor's support team?
10. Is there a clear definition outlined within both the vendor's and partner's proposals to ensure that all of your requirements will be communicated and fulfilled throughout the entire project?

While many successful implementations have been performed by trusted partner companies of HCM solution vendors, you need to ask – [is this an arrangement that's right for you?](#)

TRAINING

HCM ROLL OUT



After months of hard work trying to find the right software solution, collaborating with your internal resources and HCM software vendor, you are now in the midst of implementing a new HR technology solution that provides the capability to extend its access to both employees and managers.

Throughout your HR technology solution review and selection process, the concept of empowering and engaging employees to view, validate and update their own personal information within the new system really sounded like a great idea. Adopting self-service to relieve some of the administrative burdens on your HR team as well as eliminating the line-ups of employees outside the door of the HR office would certainly allow more time for your HR team's strategic projects. But would just rolling out a new HR system ensure that your employees know how to effectively use it?

Most likely not.

Therefore it is important to start thinking about training your employees on using the new HCM solution. A lot of organizations have internal communication teams that send out updates on organizational changes. Months before the actual roll out, sending out information on upcoming changes to HR self-service options will help employees be better prepared. When you are ready to roll-out the self-service functionality, online or in-person training sessions can be provided. Most organizations choose a phased roll-out so that each group has a chance to get familiar with the system before the next group is put up live and the implementation team is able to better control the adoption process.

After initial training and communications, refresher material such as videos and info sheets can be provided to help employees with ongoing questions. Checklists are a great way for employees to work through new processes such as submitting timecards or expenses online.

Keeping employees in the loop will help them to be prepared for the upcoming changes. Asking team leads and supervisors to talk about the changes will also help establish the new procedures to follow to make best use of the HCM system.

CONTACT US

If you are ready to know more about how StarGarden HCM can help your organization contact us today!



StarGarden[®]
Power Your People