The Focused HR Tech

Buyer's Guide

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When developing a business or other organization, focus is often the key to success and future growth.

The most recent statistics from the US Small Business Administration show that there were nearly 11 million businesses with fewer than 500 employees in America in 2014. That doesn't count the small operations among the more than 1.5 million non-profits and other professional organizations. Millions of organizations, from the newest one-office startup to the firm that just grew into its second building, had to answer two essential questions:

What is the purpose of our organization?
&
How do we define and achieve success?

In our work with small and medium-sized businesses, we've found that the answers to these questions can determine whether an organization develops an inspired, self-renewing workforce that propels it toward its end goals, or trails after shifting goals before quietly fading away. The variable between the two very different outcomes is focus: whether everyone involved in an organization—from leadership to the newest hire—has the tools, knowledge, and connections they need to focus on what's most important.

To illustrate what full focus on a single goal looks like, consider a symphony orchestra. Each member in this group of highly trained professionals has spent years honing musical skills, specializing in complementary disciplines. But for these professionals to give an inspiring group performance, they need to deepen their focus through three stages.

First comes personal preparation: each musician needs to practice until the musical piece becomes second nature, so they aren't questioning how or when to hit that high C five minutes before the performance. They also rosin bows, tighten mouthpieces, tune up the kettledrums, and ensure that their instruments are working properly.

Next comes collaboration: once everyone is hitting the right notes, they need to hit them at the right time and in the right way. Without perspective from the conductor, a musician might question whether their part matters. Understanding how everything fits together can make all the difference during boring parts. The more musicians involved in a piece, the more practice and discipline is needed for everyone to be on the same page.

It's only after the technical and collaborative aspects are second nature that the orchestra can focus on the conductor and achieve music's true goal: to convey an emotional message that has an impact on the audience. And as the orchestra experiences this emotion, they're united by more than just their paychecks—they're drawn closer through a fulfilling experience, both for the orchestra members and those who hear them.

Compared to other organizations, orchestras have it easier when it comes to focus: during rehearsals and performances, everyone is in the same room, no more than fifty feet from the conductor, and the results of a beautiful performance echo through the hall right away.

But developing these three areas of focus is a sound strategy for any organization, and HR is in a unique position to promote and improve these practices:

- *HR can ensure that employees have the personal preparation and resources to fulfill their roles, including training, and the physical and technological tools they need to move forward.*

- *HR can enable collaboration, facilitating personable interactions through intuitive technology even when employees don't have the time to communicate in person.*

- *HR can streamline processes in an organization, so that employees and leadership spend less time on logistics and more time focusing on their main goals.*

When HR helps create a great place to work, it minimizes distractions from the issues that keep great work from taking place. This guide will explore strategies and technologies that will help you fulfill your goals.

The Need for HR Technology

Many people see technology as a force that is taking away from human interactions. With some technologies, that may very well be the case, but with many HR systems, the opposite effect occurs. Technology allows administrative tasks to be automated, leaving more room for HR professionals to delve into the relationships and strategies that make their organizations more connected and aligned. Rather than being bogged down with process tasks, the right technology can help them focus on the real issues that business leaders want to address. Heather R. Huhman, President of Come Recommended, says, "Human connection is the end goal for business leaders, and HR tech is providing them the time to grow meaningful relationships."

Tracking workforce data, analyzing employee engagement, delivering effective learning experiences, and creating compensation plans are all areas where technology can streamline time-consuming tasks. The most successful businesses of the future will be those that strike the right balance between automation and humanity. That means HR must take a close look at where to apply their human capabilities and allow technology to handle the rest.

Using Technology to Scale HR Initiatives

The biggest barrier to HR scaling along with an organization's growing workforce is time. Technology breaks right through that barrier, by drastically reducing the time it takes HR professionals to complete everyday administrative tasks.

When paperwork is moved into cloud-based systems, finding and analyzing information becomes lightning fast compared to working through filing cabinets and spreadsheets. Secure applications allow employees to look up their own information, rather than requesting it from HR. This benefit alone frees up tons of room for HR to focus on your organization's people strategy.

To grow your business, you'll need to build a healthy culture, where employees believe in the mission and are driven to produce their best work. Software can provide invaluable insights into how your people are engaging with their jobs, their colleagues, and their professional development. This kind of data gives HR a clear picture of where there may be shortcomings in the employer-employee relationship. By proactively addressing those issues, your people will be able to see your organization's dedication to creating a great place to work, and that's a silver bullet for growing your employer brand and attracting more top talent.

Building the HR Technology Stack

With so many different types of technology emerging that can help HR optimize processes and manage the workforce, choosing the best options for your organization can be a daunting task.

Our goal in this guide is to help you understand some of the different types of tech, and how implementing them can benefit your team and your business.

Every business, regardless of size, face challenges in retaining employees, motivating performance and complying with ever-evolving regulations, but overcoming these struggles can be particularly difficult for small HR teams.

To alleviate those pains, some of the key elements you'll want to look for in your technology options should include:

· *Self-service for employees*

· *Benefits administration*

· *Compensation planning and administration*

· *On-demand training and development*

· *Employee engagement insights*

HR applications that provide these functions and features will help you team and whole organization be more agile. These applications can automate many of the core processes your team manages, provide you insights to help you pay and engage your employees,

give your employees easy access to trainings to do their jobs. As a result, your HR team will be empowered to lead and support the organization as you were always meant to do.

SOURCES: https://www.entrepreneur.com/article/296700; https://technologyadvice.com/blog/human-resources/best-hr-software-for-small-business/

HR Technology Trends

For the past several years, the focus of HR technology has been on helping businesses to automate and integrate their HR practices, including online payroll, learning management, performance, and compensation.

In the era of real-time data, information overload, employee care and fierce competition over talent, companies are thinking more strategically about how they can embrace automation whilst focusing on improving the way they support teams and help them better work together. Three trends are driving this reinvention:

Breakthroughs in technology: The amount of data available for diagnosis, the advancements in the fields of artificial intelligence and virtual reality are revolutionizing the capabilities of HR systems and the decision-making process within an organization.

The "Working smarter, not harder" approach: In the past decade, we've seen a rise in employee burnout and lower levels of employee engagement. Organizations in turn have started to recognize value in concepts like mindfulness, work-life balance and employee wellness. Businesses are looking more and more into how technology can make their workers' work and lives, better manage their time and focus on the "right" actions, hence improving their productivity.

A new way of managing: With the application of agile thinking and methodologies across organizations, concepts such as flat organizations, self-organized teams, team management, performance and cohesion have gained popularity and are becoming core to organizational design. The role of management is shifting in this new context from "leading" teams from the top-down to "enabling" teams to work in a self-organized fashion. Hence, we're seeing an increased demand for HR platforms that are designed around team assessment, mobilization and coaching of individuals to contribute to the efficiency and productivity of their teams.

How do these trends affect the biggest spheres of HR Technology? How can vendors best position you for success in this context? The next chapters will be a detailed assessment of HR technologies core to your business and how they help you better manage and engage your teams.

Learning Technology

Developing a culture of continuous learning helps your employees prioritize personal preparation.

BIZ ▶ LIBRARY

# Finding Learning Technology to Grow with Your Organization

Recent surveys by Gallup are showing that employees today place a high value on employer-provided opportunities for development – many people will pass up a job offer if they don't see sufficient opportunities for career growth and development with a potential employer. It has also been shown in many studies that companies who invest in high-quality training see lower turnover rates and gain a competitive advantage in their industries.

There is a sea of learning and development technologies available today, some of which are brand new to the market, while others have been around for decades. When choosing a system to adopt for managing your employees' ongoing training and development,

you'll want to look behind the scenes at the provider themselves, not just the products they currently provide.

Learning technology is changing so rapidly, that many providers come and go in a flash – yours should have an established history of innovation and adaptability, so you can be confident their technology will be an asset to your business for years to come.

Before you begin shopping around for a learning management system, make a list of what's most important for your team to have in this type of technology. That way, when you start comparing systems, you'll be able to see which ones fit most closely with your priorities. When you're ready to
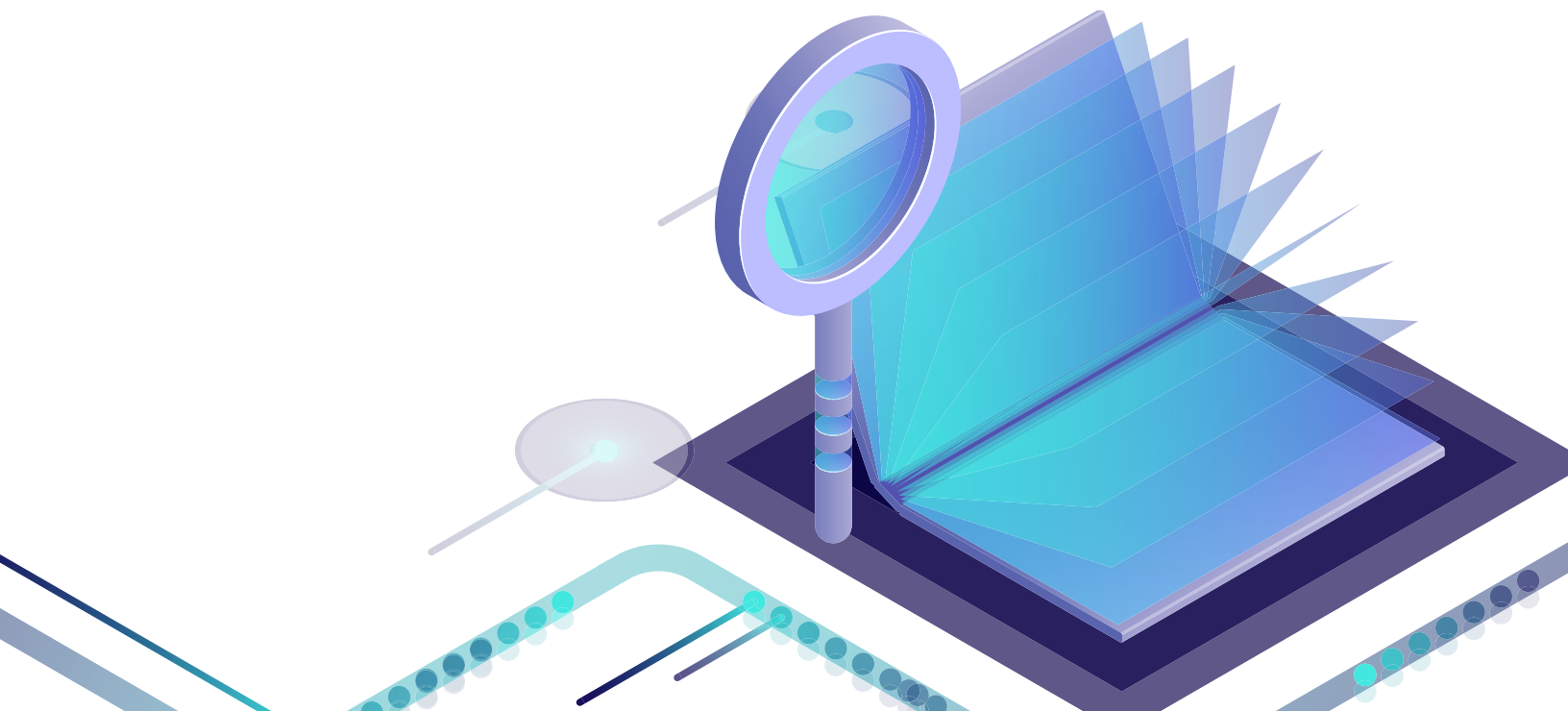
look into specific vendors, some important questions to ask about their LMS and learning content would be:

- *Is this platform easy for employees to navigate?*

- *As an administrator, can I quickly and easily assign, manage, and report on training activities?*

- *Is the training content up-to-date and in a variety of formats (video, elearning courses, interactive content, etc.)?*

- *Do they provide learning reinforcement, like additional resources, quizzes, and follow-up questions?*

- *Does it fit within our budget?*

- *Can we add more features as our organization grows?*

- *Are there any testimonials or case studies about how this platform has benefitted organizations like us?*

On top of these questions, consider what Josh Bersin has pointed out in a SHRM article about how "learning experience platforms" take learning management further. To provide a truly engaging and beneficial learning experience to your workforce, look for LMS features such as curated playlists, a recommendation engine for similar content, learning paths for specific topics, and forums for social learning to take place.

Besides the actual technology they offer, your training provider can serve as an invaluable consultant on how to deliver learning that appeases the need for both mandatory training and elective development opportunities. Ask the providers you're considering

how they will support your program beyond implementation and prove to be a solid partner in your organization's growth for years to come.

SOURCES:

https://www.shrm.org/hr-today/news/hr-magazine/0217/pages/9-hr-tech-trends-for-2017.aspx

https://elearningindustry.com/choosing-lms-for-small-business-consider-5-things

http://news.gallup.com/reports/199961/state-american-workplace-report-2017.aspx

About BizLibrary - Your Online Learning Partner

BizLibrary is a leading provider of online learning for growing organizations. Our solutions for training and developing employees have been proven to help clients solve business challenges and create learning cultures that impact change in their organizations. Our 22-year history shows our determination to stay ahead of the innovation curve in the learning and development industry, adapting to our clients' needs before they know they need it.

Content

Our on-demand, micro video library is accessible whenever and wherever our clients need to deliver learning. Featuring thousands of video lessons and courses in a variety of formats, our library caters to the needs of modern learners at every level, from front-line to senior management.

Fresh, up-to-date content covers all your training needs – from compliance and safety to soft skills and leadership, our training content provides the professional development your modern workforce craves, and covers the topic areas your growing business needs to attain results.

Technology

Whether your training needs include deploying off-the-shelf video content, uploading custom content, managing classroom training and certifications, or all of the above, we have a solution for you.

We understand the importance of having employee development tracked in one place and we've built our solution with administrators and learners in mind. Additionally, our learning management system is organized into three tiers to allow you the option to customize your solution based on the needs of your organization.

Partnership

Technology can do wonders for enhancing your employees' learning, but for your training program to be truly successful, you need more than technology and content – you need a partner.

The BizLibrary Client Success team provides the support and resources needed for managing a successful employee learning program. By sharing best practices and guidance on gaining leadership buy-in, developing marketing and communication plans, and executing flawless program management, you can truly overcome business challenges within your organization.

To learn more about what our learning content, technology, and partnership can do for you, visit us at *bizlibrary.com!*

Employee Engagement

Keeping a pulse on your employees' experience helps them put heart into their performance.

õfficevibe

What Is Employment Engagement?

The very first definition of employee engagement comes from Boston University Professor William Kahn in his 1990 paper, "Psychological Conditions of Personal Engagement and Disengagement at Work." In it, he defines employee engagement as follows:

"The harnessing of organization members' selves to their work roles; in engagement, people employ and express themselves physically, cognitively, and emotionally during role performances."

Gallup defines engaged employees as those who are "involved in, enthusiastic about and committed to their work and workplace."

Similarly, Deloitte defines employee engagement as "an employee's job satisfaction, loyalty and inclination to expend discretionary effort toward organizational goals."

Notice the common themes with all three of these definitions: emotional commitment and attachment from employees. When an employee is engaged, they're "all-in" and genuinely want to see the organization succeed. They're not just there for a paycheck or because they have to be, they really want to be there.

Employees solve problems without you asking them to. They look for new solutions to processes and procedures. They innovate, collaborate, and inspire others around them.

Officevibe defines employee engagement as:

"The emotional commitment that an employee has to the organization."

When an employee is engaged, they use discretionary effort to go above and beyond their normal job requirements without being asked to do so. They do this because they're invested emotionally, and they genuinely care about the company.

This all leads to happier customers, better business results, and a stronger employer brand.

Why Is Employment Engagement Important?

Imagine if every employee was passionate about seeing the company and its customers succeed.

The only true way to ensure that your customers are well taken care of is by taking care of your employees. This is known as the service-profit chain 1, a concept first introduced by Harvard Business Review in 1998. It's still as relevant today as it was then.

"Profit and growth are stimulated primarily by customer loyalty. Loyalty is a direct result of customer satisfaction. Satisfaction is largely influenced by the value of services provided to customers. Value is created by satisfied, loyal, and productive employees. Employee satisfaction, in turn, results primarily from high-quality support services and policies that enable employees to deliver results to customers."

The service-profit chain is the flow from the culture you create to the profits you generate and every step in between.
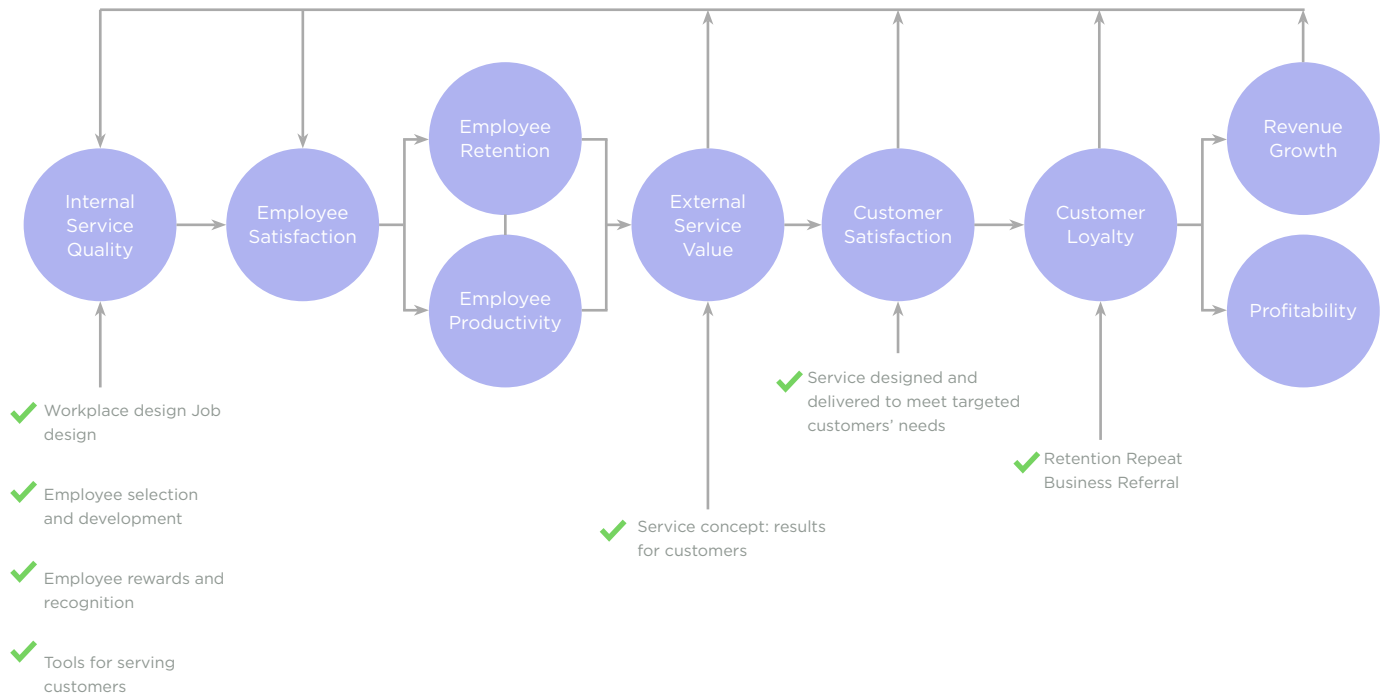
The key is to start internally. When you create an environment where employees are happy, productive, autonomous, and passionate about what they do, they'll provide better service to your customers.

That amazing service will create many loyal customers, leading to sustainable growth and profits. That's why it's important for every leader in an organization to understand the service-profit chain and how each step impacts the other.

The Links in the Service-Profit Chain

Operating Strategy and Service Delivery System

- ✔ Workplace design Job design
- ✔ Employee selection and development
- ✔ Employee rewards and recognition
- ✔ Tools for serving customers

- ✔ Service concept: results for customers

- ✔ Service designed and delivered to meet targeted customers' needs

- ✔ Retention Repeat Business Referral

Having engaged, motivated employees comes with a ton of other business benefits, like:

- *A stronger employer brand, helping you recruit and retain the best talent.*

- *Reduced stress at work, letting everyone be themselves and have fun. Psychological safety is so important.*

- *Lower employee turnover, helping you avoid the costs (time and money) of replacing someone.*

- *Increased productivity, because employees that are engaged collaborate better.*

Employee Engagement Statistics

If you're still not convinced if engagement matters or not, here are a few employee engagement statistics that prove how valuable it really is:

- *Disengaged employees cost organizations between $450 and $550 billion annually.2*

- *Highly engaged business units result in 21% greater profitability.3*

- *Highly engaged business units realize a 41% reduction in absenteeism and a 17% increase in productivity.3*

- *Highly engaged business units achieve a 10% increase in customer ratings and a 20% increase in sales.3*

- *Companies with engaged employees, outperform those without by 202%.6*

- *Customer retention rates are 18% higher on average when employees are highly engaged.7*

When you think about how much of our time is spent at work, it's only fair to hope that it can be pleasant. No one should have to spend that much of their life stressed, unhappy, overworked, or under-appreciated.

As leaders, we need to do more for employees and ourselves, to ensure that we're all living a happy, healthy, and productive life.

The key is to start internally. When you create an environment where employees are happy, productive, autonomous, and passionate about what they do, they'll provide better service to your customers.

That amazing service will create many loyal customers, leading to sustainable growth and profits. That's why it's important for every leader in an organization to understand the service-profit chain and how each step impacts the other.

About Officevibe

With the technological revolution in full swing, companies need to refocus their lens on working smarter. This means shining the light on human intelligence, because technology without the power of passion and human insight can only take us so far. Creativity, imagination, spontaneity, curiosity, strategy...these are the true principles of innovation. And they're all human.

To remain competitive, organizations need to continuously spark the unique, creative spirit of their people. By applying the right technology, tools and resources with attention and care, companies will be able to nurture people-centric workspaces that drive their people to work beyond their perceived potential — over and over again.

There are many ways to make this change happen, but at Officevibe, we believe that the greatest impact comes from empowering managers to become better leaders, every day. Managers are at the forefront of employee engagement as they are the stepping stones for their people to thrive.

Officevibe offers a *real-time employee engagement solution* that gives managers from over 2,000 organizations around the world the opportunity to see and measure how their teams are doing, identify their challenges, and get targeted recommendations based on their issues.

To learn more about our solution: *www.officevibe.com*

Compensation Management

Tracking markets, analyzing trends, and adjusting compensation helps get your talent where it needs to go.

PayScale
HUMAN. CAPITAL.

Why Invest In Compensation Management Software?

Compensation, and how an organization manages it, affects everything from recruiting to the bottom line. There are significant potential pitfalls in not getting comp and comp management right, and huge upsides to nailing it. Modern compensation software can help you improve talent acquisition, reduce turnover, increase performance, ensure equity and fairness, empower HR , save on payroll and safeguard -- even boost -- your bottom line.

the way they are, they can become less satisfied and start to look for opportunities elsewhere. Modern compensation software can help reduce turnover by keeping compensation data current and speeding review cycles to identify potential issues in real time, as employees who are paid well below the median market pay for their position. It can also help you be transparent with employees about pay, by providing tools to enable structured conversations.

Performance

Compensation can be a major expense, but linking pay to performance with things like incentives, results-based increases can boost employee performance dramatically. Modern comp software allow HR professionals, managers and employees to be involved in decisions that impact an employee's pay. Users can apply any kind of performance metrics they use inside their company and streamline the increase-cycle process with collaboration tools.

Talent Acquisition & Turnover

Not developing a competitive offer package can cost your business critical talent. Modern comp software helps HR access fresh salary data and build job descriptions with relevant skills, leading to more accurate pay setting to specific labor markets. This results in higher offer acceptance rates due to compensation offers being accurately in line with current market rates.

When employees don't understand why they're paid

Equity and Fairness

Research shows that it's in your best interest to create policies that promote gender equality at your organization. Modern comp software allows you to create reports to analyze inequities in categories from gender to race to overpaid low performers, so that you can make strategic pay policy decisions for your organization. Comp software also helps you communicate the companies pay' policies effectively.

Time and Resource Allocation

Ad-hoc compensation reviews such as new employee considerations during the hiring process or employee reviews can be time intensive and put a strain on the HR department. Modern compensation software automates tasks to you give back time to focus on the bigger picture.

Payroll

Did you know the total cost of a company's workforce can average nearly 70 percent of all operating expenses? Utilizing fresh market data and modern comp software that reveals when employees are paid over- and under-market can help your company more precisely allocate its compensation dollars.

Bottom Line

Talent acquisition and turnover, performance, equity and fairness, time and resource allocation, and payroll all impact your bottom line. Compensation is directly tied to each and is critically important to your business model and your company's revenue. A slight change could result in significant financial benefits or losses.

The goal of your compensation strategy is to better align your workforce to company goals and financial strategy. Compensation management software will help you make calculated decisions that are financially sustainable and can set your business up for long-term success.

Compensation Management Software Landscape

Compensation products have evolved over the years from HR teams heavily relying on Excel spreadsheets and detailed notepads, to compensation platforms focused on comp with strategy and structure capabilities, fresh market data, and detailed reporting and analytic capabilities. It's important to choose the right level of compensation software sophistication to meet your business' needs now, and in the future.

1. Manual Compensation Administration

In the past, compensation management has been done with notepads and calculators, clunky spreadsheets, outdated business software that required heavy support from IT and manual updating.

This can lead to issues with recordkeeping of compensation history, security, and year to year compensation management. Knowledge transfer can also become a significant issue if team members depart and there is not a consistent tool in place to allow a new comp manager to come up to speed quickly.

These outdated solutions can be cheaper, but are also expensive to maintain (or no longer supported at all) and often do not provide the versatility that a modern organization needs.

2. Modular Compensation Tools (Part of the HRIS Suite)

Many HRIS systems today provide an integrated compensation management module. Integrated comp modules provide convenience in working with a single vendor and a consistent user experience. Yet these tools can be underpowered and inflexible, often resulting in users reverting back to using legacy compensation management solutions like Excel. You should evaluate the configurability, dedicated support resources, and pricing differences between an integrated comp module and a standalone compensation platform.

3. Standalone Compensation Platform

These vendors focus strictly on core compensation functionality such as strategy development, structure design, market analysis, compensation administration, communicating pay throughout the organization, and reporting and analytics capabilities for refinement. Standalone compensation platforms help you dive deep into compensation with configurable solutions ready for organizations of most sizes.

Integration and costs are important factors when evaluating standalone compensation platforms. It's important to determine if the new software integrates with your organization's current processes. Also, ask yourself if your organization needs a full suite of compensation solutions and support at this time, and

About PayScale's
Modern Compensation Software

if any budget concerns can be mitigated with the long-term ROI the new solution may provide. PayScale has compensation software, as well as salary survey data, for every organization and every comp situation.

The Right Data for a Variety of Needs

PayScale is focused on providing software solutions that allow customers to choose whatever data sources work best for them. We offer not only our well-known Crowd-Sourced Data, but also PayScale Company-Sourced Data (traditional survey leveraging peer-to-peer HRIS data to create an employer-sourced data set). You can also purchase and use traditional survey data from the likes of Mercer, Radford and others. Our goal is to provide customers the best software to manage the data of their choosing.

PayScale Insight Lab

PayScale Insight Lab is the modern way to manage your salary surveys in a smart, functional, and easy to use software. With Insight Lab, you have the choice of data and visual analytics you need to execute your compensation strategy. In addition, Lab gives HR the ability to collaborate with managers on the core factors within each job that drive compensation, so organizations can make confident pay decisions every time, and do it faster.

Top features:

- *Utilize fresh data from PayScale or your existing survey data*

- *Data management tools to manage surveys and streamline participation*

- *Powerful elastic search capabilities*

- *Robust analytic tools including a diagnostics bar with upfront insights and customizable reporting*

- *Full salary structure creation and modeling*

- *Ad-hoc job pricing*

- *Robust security controls*

- *Support from professional customer success team*

Learn more about Insight Lab

Team

PayScale Team makes the pay increase cycle simple, giving HR the ability to lead the compensation strategy while helping managers provide input on pay decisions and communicate them to both HR and employees.

Top features:

- *Simple setup and maintenance*

- *Secured data and information sharing*

- Customized rules based on a customer's comp strategy

- Dynamic budget allocation

- Direct HR/Manager collaboration during increase cycles including chat functionality

- Manager dashboard surfacing relevant information and needs

- HR can view manager progress

- Hands free, automated reminders

- Analytics to answer common questions related to increase cycles

- Ability for managers to directly make promotion requests/ recommendations during increase cycles.

Learn more about Team

- Simplified survey participation with pre-configured templates

- Powerful analytical and reporting platform

- Utilize big data to build dynamic data visualizations and dashboards with Tableau

- Salary structure creation and modeling

- Hands-on support and training with experienced comp pros

- Global support team available 24/7

Learn more about Market Pay

Market Pay

PayScale market Pay delivers a modern modern compensation survey management solution that is easy to use and provides enterprises the insights necessary to make smart pay decisions. A powerful analytic platform with data visualizations powered by a native integration with Tableau, and audited security mitigates risk. With MarketPay, you can simplify survey management and gather accurate data quickly, without the risk of error.

Top features:

- Automated platform that aggregates your survey data from any source

- Point and click job pricing

Helix

Helix is PayScale's unique combination of machine learning, ever-improving prediction and matching algorithms, as well as dynamic data modeling to enable better job matches and better salary predictions. You don't see it but you see the impact of Helix throughout all of PayScale's compensation software and data products. We're combining the power of modern data science with the power of data at scale.

Learn more about Helix
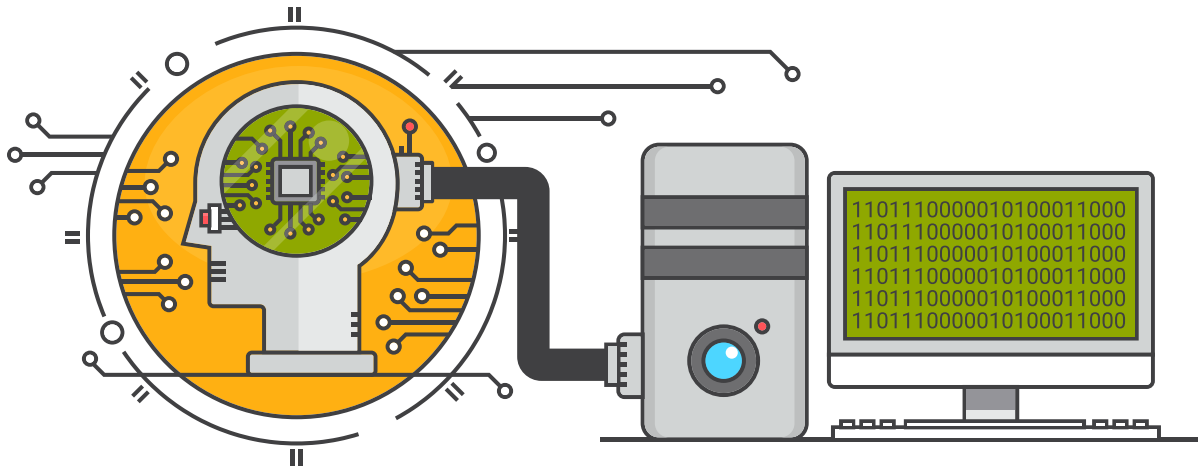
Core HRIS

Integrating each section of your strategy
into core HR software helps you focus on the
whole instead of worrying about the parts.

bambooHR™

Core HRIS

The technologies that we've covered in this guide so far all excel at a specific focus. Your overall strategy needs to weave learning, engagement, compensation, and countless other considerations together into a seamless experience. A core HRIS can take the time and guesswork out of these integrations through automated data storage, reporting capabilities, and employee self-service functions. With these transactions out of the way, you can focus your strategy on how to use your data instead of where to find your data.

Data Storage

You might not have walls full of metal filing cabinets anymore. But how many steps does it take to find a record on your server? How do you know that it's the most current file?

HR departments Have to answer these questions and develop a system to keep everyone on the same page as they collaborate. They also have to protect sensitive personal data from privacy breaches, whether from an outside hacker or from someone in the organization opening a miscopied email link and seeing unauthorized information. From HIPAA compliance to international privacy regulations, a mistake with data can lead to serious costs, both in legal fees and in your organization's reputation.

This complexity only increases as you add on higher-level HR concerns like continuing learning, performance management, wellness programs, and applicant tracking. A seamless experience from a focused service provider can become a time drag if it's one of five different accounts with a separate login buried in the inactive tabs on your browser window.

The American Psychological Association has a compilation of research on the many negative effects of task switching (another term for multitasking). Task switching happens in two stages: goal shifting, where the brain thinks, "I want to do this now instead of that" and rule activation, where it thinks "I'm applying the rules for this task instead of that task".

These switch costs can sometimes be as small as a few tenths of a second per switch. But taken to extremes, it's estimated that the mental blocks that result from task switching can cost as much as 40% of someone's productive time*.

Source: Rubinstein, J. S., Meyer, D. E. & Evans, J. E. (2001). Executive Control of Cognitive Processes in Task Switching. Journal of Experimental Psychology: Human Perception and Performance, 27, 763-797.

Reporting Capabilities

Consider this example: What if your leadership team wanted to compare a specific employee's latest performance review data to results of their new employee engagement initiative to see how it affected the results? What if the new employee engagement was a financial rewards program, and they also wanted to see utilization numbers? Where do you go first? How does the dropdown work on this software's interface? Which pieces of data do you pull? How do you connect them? How many times do you need to repeat the last three steps to get everything they're asking for?

Each of these questions poses a risk of a task switch delay. While effective training helps alleviate some of this delay, automating the steps frees up mental space to focus on the issue at hand instead of the procedural steps.

Self-Service Functions

Automation becomes even more important when you consider the sheer volume of HR tasks that happen in an organization on any given day. HR isn't just advising leadership on strategy. It's also handling important transactions like time off, benefits, and payroll for every employee. As more employees join your organization, that can lead to a lot of task switching, and not just for HR.

Picture the classic time off request. An employee needs to go to the dentist, so she walks over and asks her manager.

Her manager leaves what she was focusing on and switches to figuring out the scheduling or if someone can cover for her. Then the manager shoots an email to HR to let them know about the request, putting a notification on the HR specialist's browser. He stops what he was doing to open the email. Then the task switching chain happens in reverse as the approval is passed back to the employee.

An HRIS can help lighten the load through employee self-service function. Instead of relying on shoulder tapping, employees can find information and make requests in a system designed specifically for HR. Managers can plan out times to review and approve requests without worrying about losing information in their inbox. And HR has all the information it needs, ready and waiting for the moment when they're ready to focus on it.

About BambooHR

BambooHR is a leading HRIS provider for small and medium businesses. With an intuitive interface and powerful integrations, BambooHR helps you create a great place to work for your employees. BambooHR goes beyond the HRIS basics and provides you with additional features to help streamline your workday and improve your focus.

Custom Workflow

Setting up custom workflows can help manage approvals for processes like pay or title changes without running around the office collecting signatures. You can require up to five different people to approve data changes to help eliminate errors and data falsification. With progress bars for each workflow, HR can identify and eliminate any bottlenecks that stand in the way.

Applicant Tracking

There's a lot of time and consideration that goes into hiring the right employee. The coordination involved can lead to slowdowns in the hiring process and

a lengthy candidate experience. That's likely why online recruiting has been shown to reduce cycle times by 25% and save $8000 per year*.

BambooHR's applicant tracking system (ATS) lets everyone involved in the hiring process comment, rate candidates, and review answers to custom application questions, all while limiting access to sensitive information such as desired salary. It also streamlines job postings, setting up interviews, sending out offer and rejection letters, and keeping candidate data for future communications.

Employee Self-Onboarding

An employee's first day should be about connecting with their new teammates, not connecting with paperwork. Our self-onboarding process lets new hires complete their required documentation before their first day, from e-signatures to icebreaker information to help their new team get to know them better. They get a personable welcome to your organization, and you get peace of mind that their initial documents are complete and archived.

Integrations

BambooHR also integrates with each of the other HR software providers in this guide, sharing data and making it even easier to connect their focused expertise to your overall strategy.

For more information, visit *bamboohr.com*.

Keys to Implementing an
HR Technology Solution

The first step to implementation is to define your goals and identify the pain points you want to address. Making the pain points and the goals crystal clear are key to getting executive buy-in.

One way to do this is to use this format:

1. List out the immediate problems to solve

2. List out the HR activities to solve problems

3. List out the company goals solving these problems help achieve

Taking the HRIS domain as an example. A good HRIS system stores all of your employee information in a centralized database and makes the data easy to access. It should give you time back to do what really matters, such as hiring, training and retaining your people. You might map out the following problems, activities and goals.

You can go through a similar exercise with other domains within HR.

Another way is to whiteboard out the unique pain points a focused HR software will address. Take compensation as an example, you might list out the pain points you face. To get started, common issues for many organizations are:

- *Budgeting - are you worried about overpaying people?*

- *Pay perception - do your employees feel they're paid fairly? Are you paying for performance?*

- *Collaboration - do you need to strengthen relationships with managers?*

- *Time - do you struggle with getting comp done on time?*

- *Compliance - are there pay inequities within your organization? Can you quickly identify red flags?*

In terms of employee engagement, you might consider issues such as:

- *Is there a disconnect between how employees feel about their pay/benefits/rewards versus what executives think about the pay/rewards at the company?*

- *Do you have a good understanding of why employees quit?*

- *Do you need to determine how to mitigate employee stress / boost morale?*

- *How do employees feel about the level of transparency or the amount of communication in your organization?*

- *Do you struggle to know how a big change (such as a merger) is perceived by employees?*

In terms of employee learning and training, you might consider pain points such as:

- *Do you know what types of learning and training opportunities your employees are looking for?*

- *How do employees feel about the quality and topics of your current training?*

- *Do your employees have quick access to training that supports their job performance?*

- *How well is current training transferring to application on the job?*

- *What issues are arising due to insufficient training or development?*

Timeline to make purchase decision

Without an established timeline with a clear goal of when you will be utilizing the new product, you could be losing valuable time for making a significant impact throughout your organization. Before you start identifying the core features that align to your reasoning for considering a new HR tech software, create a work-back schedule with a hard and fast deadline for making a purchasing decision. A number of factors could impact your timeline:

- *Vendor response time*

- *Presentation and approval to key stakeholders*

- *Product implementation timeline*

- *Team training timeline*

Establishing a timeline early on, communicate it to make sure everyone is aware and accountable.

You'll also need to map out your stakeholders and goals.

HR software doesn't just affect HR, it can impact other departments and employees as well, and these stakeholders come in many different forms. Key stakeholders often include your CEO, CHRO, HR Director, and Finance leaders. Certain stakeholders may not need to be involved in the buying process, but you may need to understand and address their needs to win approval. So, it's important to determine who will be impacted by this change, and identify concerns these stakeholders will have about implementing a new solution early on in the process.

You can use a tool like the one below to do this work.

Key stakeholders	Are they the approver? Driver? Contibutor? Or do they just need to be informed?	Considerations & Concerns

Developing a Business Case

Developing a business case with an estimated return on investment (ROI) in making a new software purchase will go a long way in gaining buy-in from your key stakeholders.

To start, you'll want to create a case for the cost effectiveness of implementing the technology. Think about the tasks you'll need to do and how much time you and your team will save by switching to the new solution. Then, multiply the time by your staff salary. That translates to a dollar amount in savings per year.

Next, you'll need to illustrate the additional value the company will gain because of the activities you'll now be free to do. Here are some data points to help you quantify the impact of doing strategic work:

- *Higher employee engagement increases productivity (22%), higher profitability (21%) and lower absenteeism (37%)*

- *Companies that focus on company culture:*

  - *Revenue increased four times faster*

  - *Job creation rates grew seven times higher*

  - *Stock prices increased twelve times faster*

  - *Profit climbed 750% higher*

  - *Net income grew 700%*

  - *Customer satisfaction doubled*

  - *Reduced turnover (Corporate Culture and Performance, John P. Kotter, James L. Kessett)*

- *Happier workers help their colleagues 33% more often than unhappy ones. Happy employees also achieve their goals 31% more often, and are 36% more motivated in their work*

Present Solution and Get Approval

You've done your research, built a business case, and identified your key stakeholders. Now it's time to gain approvals before final purchase. This could mean presenting to certain key stakeholders throughout the organization or just the final decision makers who will approve the purchase. Depending on your situation, you should now have the required information to present a strong business case to why implementing a new HR tech solution can drive significant value back to your organization and transform your employer brand.

The presentation:

When presenting, outline the current situation, why a change is needed, and how your solution can address key issues for the company now and in the future.

- *Plan to meet with each key stakeholder to talk about their needs and concerns and show how your proposed solution addresses them.*

- *Ask your vendor of choice if they can help you put together a compelling presentation.*

- *List out the current problems and anticipated future challenges if you stick to the status quo. Be specific in addressing how your proposed solution will address each and support your organization's greater goals.*

- *Outline the costs, implementation timeline, customer support, and vendor's market presence of your proposed solution.*

- *If you have visuals, a video, or a vendor who can provide a quick live demo, now is the time to do so!*

- *Lastly, hammer home your business case by presenting the ROI you can expect to receive with your proposed solution.*

Summary

The tools you choose for your organization help determine its performance. Selecting HR software services that help you hire, train, pay, and manage your wide range of employees as part of your focused effort can make all the difference.

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BambooHR is the No. 1 online HR software for small and medium-sized businesses that have outgrown using spreadsheets to manage their employee information. BambooHR's intuitive interface, streamlined implemen- tation process and responsive support team ensure a fail-safe transition from spreadsheets to our exible Human Resource Information System (HRIS) that adapts to your changing needs. Clients make time for meaningful work by using BambooHR's Applicant Tracking System (ATS) and HRIS to manage the employee lifecycle. Listed by PCMag as the Best HR Mobile App of 2017, BambooHR serves hundreds of thousands of employees in 109 countries worldwide.

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With the technological revolution in full swing, companies need to refocus their lens on working smarter. This means shining the light on human intelligence, because technology without the power of passion and human insight can only take us so far. Creativity, imagination, spontaneity, curiosity, strategy...these are the true principles of innovation. And they're all human.

To remain competitive, organizations need to continuously spark the unique, creative spirit of their people. By applying the right technology, tools and resources with attention and care, companies will be able to nurture people-centric workspaces that drive their people to work beyond their perceived potential — over and over again.

There are many ways to make this change happen, but at Officevibe, we believe that the greatest impact comes from empowering managers to become better leaders, every day. Managers are at the forefront of employee engagement as they are the stepping stones for their people to thrive.

Officevibe offers a real-time employee engagement solution that gives managers from over 2,000 organizations around the world the opportunity to see and measure how their teams are doing, identify their challenges, and get targeted recommendations based on their issues.

To learn more about our solution, visit *officevibe.com*.