HCM BUYER'S GUIDE

THE 5 MOST IMPORTANT QUESTIONS TO ASK VENDORS TO MAXIMIZE YOUR HCM INVESTMENT

OnePoint
Human Capital Management
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SHORT STAFFED & STRETCHED THIN

Did you hear the one about the HR Administrator with time to spare?

Sounds like you're being set up for a punchline of a joke, right? Well it's no joke. Implementing the right HCM solution for your Human Resources Department will not only reduce administrative burdens, but will also have a direct impact across your entire organization–including of course, that ever-present bottom line.

Now who's laughing?

Dont Let Technology Be a Barrier

The most advantageous investment your HR Department can make isn't necessarily getting the prettiest UI. It's selecting the right HCM technology solution. Organizations that partner with HCM companies that break down data silos, create a single user experience and can automate complex processes will be better positioned for long-term success.

The best HCM investment will not only be able to unify your HCM data, but also connect your business systems and people simply and easily.

Selecting a vendor who has both the **technical ability** to customize based on your unique business needs, and who is **strategically focused** on **customer success** will redefine the potential your HCM has to drive business outcomes throughout your organization.

WHAT ARE THE STRATEGIC OUTCOMES OF IMPLEMENTING AN HCM PLATFORM?

Most HR Departments are short staffed and stretched thin. But, with the right HCM solution and partnership in place, technology can lead to efficient and productive workforce management.

The strategic outcomes of implementing an HCM platform should include:

Time Savings: Automate the busy work and paper pushing, and free up time to tackle mission critical responsibilities.

Self-Service: Empower employees to handle routine tasks and HR actions easily on any device.

Employee Experience: Eliminate technology burdens and boost engagement, maximizing employee time, energy, and creative prowess.

Unified Reporting: Customized, intuitive, and collaborative tools to help make better business decisions.

Simplified Compliance Management: Mitigate risk and eliminate the headaches associated with complex HR compliance.

Before getting dizzy from software demonstrations and feature overload, remember that any HCM application is only as good as the platform its built on. The goal is to choose an HCM platform that will ***support*** your organization and provide the tools and resources to maximize efficiencies.

OUTDATED TECHNOLOGY LEADS TO LONG-TERM HEADACHES

Data is tantamount to an organization's success. But if not managed appropriately, it's synonymous with the treacheries that come with today's HR responsibilities. If you've lived through siloed data, batch system payroll reporting and redundant record-keeping then you know all too well the risks associated with antiquated payroll software.

- Operating on legacy code that isn't compatible with modern cloud database architecture
- Dealing with inconveniences of disparate systems without the flexibility to evolve or keep pace with the industry
- Inflexible, siloed systems that are difficult to customize and upgrade
- Inconsistent user interfaces that limit productivity and data visibility
- Lackluster customer support from the barriers of patched together systems

The only way to truly manage growth of organization and its most valuable assets, your workforce, is by upgrading to a truly unified HCM system. One that can be configured to meet your needs and flexible enough to evolve as needs and requirements change.

STARTING THE ASSESSMENT PROCESS

Selecting a new HR solution from among the many options on the market can be a daunting task. HR leaders need a way to categorize the options out there, so they can best select the solution that will meet their long-term needs. The evaluation team should be focused on discussing technology capabilities as well as the customer service record. So how can you evaluate whether an HCM vendor is the right strategic partner for your organization? Five simple questions can help you uncover the DNA of the solutions you're evaluating and determine a shortlist of vendors who can offer you the level of service you require today and grow with you into the future.

QUESTIONS YOU SHOULD BE ASKING

1   **Is the technology built on modern web architecture?**

2   **Is the platform truly a unified, single database architecture?**

3   **What is the vendor's approach to customer success?**

4   **What is the HCM's ability to be customized and scaled?**

5   **Can the solution integrate with other business systems seamlessly?**

Posing the questions will provide key insights into the vendor's capabilities as a long-term partner. Choosing an HCM platform built on web-native cloud architecture establishes the software's inherent flexibility. These questions establish the ability of the system to produce real-time data and enable ways to connect HCM data with other business applications easily. Employees in all corners of your organization will interact with and feel the impact of the right (or wrong) Human Capital Management system.

Let's delve deeper into the crucial questions you should ask vendors and how their answers will help you develop and implement the ideal HCM solution for your company.

Do You Know the Way Software is Built and Deployed Effects its Functionality and Scalability?

Human Capital Management technologies are powerful platforms. Most companies want to spend their valuable time and resources to select and implement a solution that can easily scale with evolving business needs to ensure long term benefits and ROI.

So before getting dizzy from software demonstrations, the evaluation committee can save time by asking questions about the backend of each software platform. Most of the big names in the HCM space have architected systems on top of legacy payroll databases. The full HCM in this instance exists as a number of bolt-on modules that are loosely connected.

Has a payroll vendor told you they couldn't connect modules without a major platform upgrade?

Have you ever used a front-end portal but once in, you are actually logging into separate applications?

These are all telltale signs of legacy database design.

To avoid recreating the limitation of disparate systems and batch data, organizations want an all-in-one HCM but should be seeking the solution providers that are built on a modern web architecture. Let's look at the components of a modern system and how to evaluate HCM vendors.

IS THE TECHNOLOGY BUILT ON MODERN WEB ARCHITECTURE?

As an experienced HR professional, you have probably gone through technology evaluations in the past. However, a common complaint from HR experts is that despite a new system, the same data and reporting issues return. This reveals the limitations of HCM solutions built on legacy payroll databases running batch payroll methodologies that simply aren't capable of adapting to the modern cloud technology.

CLOUD DELIVERY

A SaaS cloud-based delivery model is the new normal for business applications- meaning that the application is accessed quickly over the internet via a browser requiring minimal IT time.

WEB NATIVE OR WEB - APP

A web native platform is designed from the ground up to be delivered via the cloud. making them more versatile than back-end databases with a web portal.

MULTI-TENANT PRIORITY

HCM vendors should also be asked if there are features and functionality unique to certain version, but not available in others. These are hallmarks of a single-tenant system.

RESPONSIVE SINGLE APP

Consistency of the user experience and mobile capabilities are vital for a modern workplace. Responsive design ensures users can interact with the system anywhere on any device.

CUSTOM SECURITY

Single Sign-On Security is not just a screen setting but is inherent to the database allowing administrative rights to information that others may not access.

REST API WEB SERVICES

REST API's are the gold standard for modern web applications–connect your HCM data with other business systems to create new efficiencies throughout your organization.

When investing in an HCM solution choose a vendor that is flexible so you can get creative with ways to leverage the data in the HR applications. Technology advances so rapidly today, knowing your HCM solution can adapt to other systems or innovative processes gives confidence in long-term viability of the platform.

IS THE HCM SOLUTION A UNIFIED, SINGLE DATABASE ARCHITECTURE?

A common barrier to HR efficiency is siloed data occurring when a company utilizes disconnected point solutions to manage various components. Research has proven that maintaining multiple, disparate sources of employee information can result in data inconsistencies and increased administrative effort.

To achieve true process efficiencies, employers look for all-in-one HCM solutions-a single application centralizing HR, payroll, time, talent, and benefits in one database. However, not all vendors can deliver a fully unified experience. Relying on legacy code, with several bolt on systems integrated on the back-end simply causes issues with calculations and reporting that real-time, modern HCM solutions don't encounter.

How to Tell if Your HCM Solution is Truly Unified

REAL-TIME DATA DELIVERY VS. BATCH DATABASE METHODOLOGY

A common complaint from HR professionals is that although they were told they have a single HCM solution, they still have to spend time auditing data or worse still, run reports manually. Real-time data system means the web-based pay calculation engine runs separate from payroll and can be configured uniquely for each client, and even each employee, and in the states and municipalities a company operate in. A Pay Calculation Profile can be changed as necessary to accommodate any type of wage and hour calculation. OnePoint generates accurate up to the second reports at the employee level with fully calculated data for labor distribution, general ledgers, accruals, taxes etc.

MULTI-TENANT DATABASE ARCHITECTURE

Modern cloud HCM technologies are built on multi-tenant architecture which means every customer is always equal and on the latest version of the software. Multi-tenant means that as business needs change, new modules can be enabled on-demand, without triggering work or costs to reconfigure the back-end.

### FLEXIBLE, MODULAR IMPLEMENTATION VS. ALL OR NOTHING

A multi-tenant, modern HCM architecture can function as standalone services as well as a full suite HCM solution. Payroll services using batch methodology will require a switch to their payroll system because the payroll database is the foundation holding the platform together.

Are You Reviewing an HCM built on Modern Web or Legacy Batch Architecture?

Here are some tips to determine if the HCM solution has a single employee record shared across all applications. When hearing the pitch from a vendor, do the following:

- ✔ **Analyze whether the product name, or the browser URL changes when navigating to different areas or modules.**

- ✔ **Determine if the mobile application functions differently than the full desktop version.**

- ✔ **Insist they show you how time data flows to payroll.**

- ✔ **Have them show you backend pay rules screens and workflow configurations.**

- ✔ **Ask them to build a custom pay calculation rule.**

- ✔ **Ask the vendor to configure a general ledger, build a 401K plan, a deduction with garnishment, and accrual plan.**

The vendors that built their HCM on legacy systems and multiple products will try to avoid these "show me" questions at all costs. Without a single unified database, these routine tasks become more challenging to accomplish. Complex pay calculations do not run until the payroll is processed, so exceptions aren't caught until after payroll runs. This results in unexpected errors and disruptions that the behind-the-scenes processes can't handle. Errors in payroll, accruals, and wage and hour issues force you to go back to handling these actions and reporting outside of the system. This limits the benefit of the system in general.
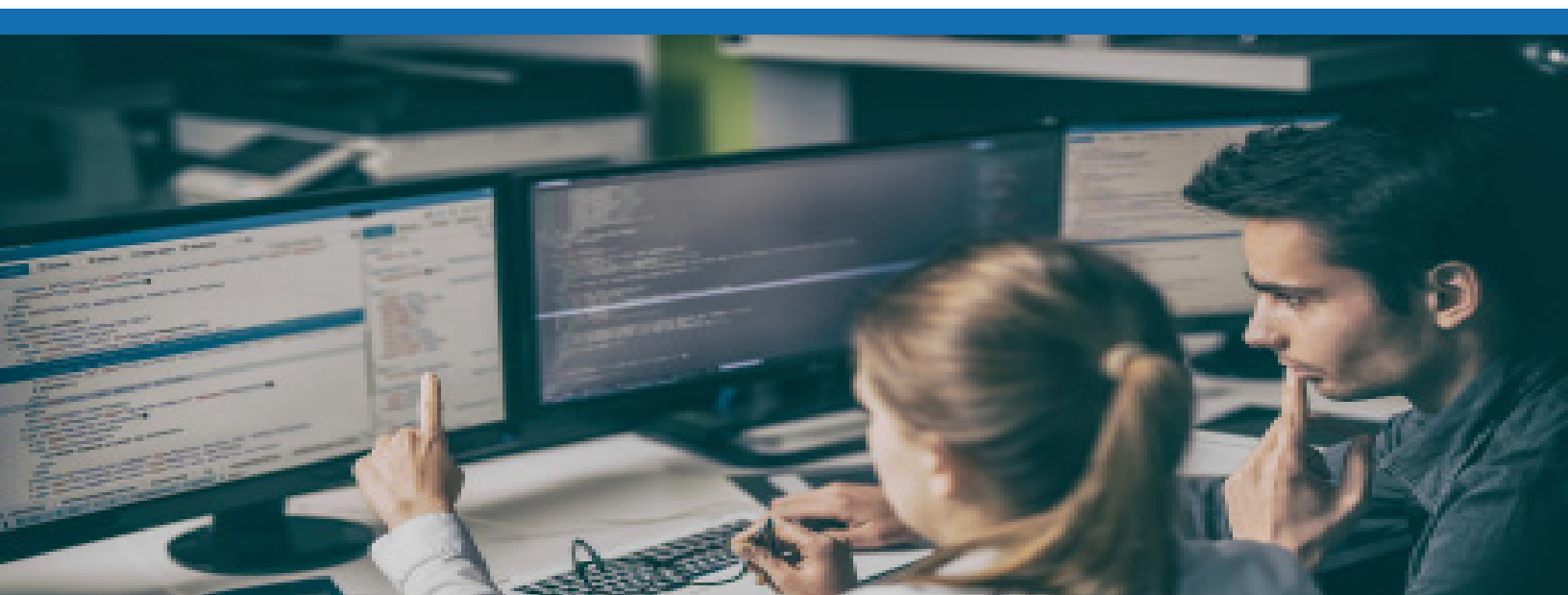
Only a unified HCM database can, and will, do wonders for your human capital management, otherwise you run into the same process and reporting limitations.

WHAT IS THE VENDOR'S APPROACH TO CUSTOMER SUCCESS?

It is well-known that traditional HR departments run lean. The trend toward all-in-one HCM solutions is directly related to the high HR-to-employee ratio. There are just too many regulations, compliance issues, employee demands and requirements to run an HR department on manual processes and disconnected systems.

The goal of moving to a unified HCM solution is to streamline administrative tasks, empower employees and increase HR productivity. Where many large payroll companies fall short-is on **customer service**.

An HR team of 1-3 people has no time to sit on hold for hours just to get someone on the phone. It's frustrating to have to explain an issue or question only to be routed to a second or third call center representative and explain it over again.

An equally important component of an HCM evaluation is to look at the vendor's service track record. **A true focus on customer success will be reflected in a vendor's approach to implementation, product knowledge, training, and case support.** Here is what to look for to make sure your vendor has your success top of mind.

Underlying HCM Architecture Impact Customer Service

Many HCM solutions tout an all-in-one system, but they are really different products connected together. Here is some ways a truly single database HCM solution will positively impact service.

Smoother Implementation: A unified HCM solution will allow your vendor to focus customizations that meet business needs rather than struggle to integrate bolt on product to the core payroll database.

Dedicated Tier 1 Support: With one single platform and all clients on the latest software version, assigning Dedicated Service Reps can solve most question that arise quickly.

Easier Troubleshooting: Modern, unified HCM built on one code base and multi-tenant architecture offer more transparency into issues making them easier to resolve.

Less Failure Points: Many customer service issues are a result of disruptions to behind-the-scenes workflows needed to connect disparate products. A unified HCM system eliminates the number of transitions because all data is in one database.

EFFICTIVE AND COMPLETE IMPLEMENTATION IS KEY TO GETTING YOUR PROJECT OFF THE GROUND TO REAP THE BENEFITS AND RETURN ON YOUR INVESTMENT

Structured and Complete Implementation Process

Realizing ROI on a technology investment largely depends on how fast it can be configured to the specific business needs for maximum user adoption and minimal disruption to your organization. Companies that deliver a unified HCM solution offer a more streamlined implementation process. For one, all the components of the solution are one database, so implementation is solely focused on data, custom configuration and process mapping - not figuring out how to get different product to sync on the back end.

When you narrow your search down to a shortlist of vendors, it will be helpful to have a few questions to ask each one about the implementation process for your project, such as:

1 | How long will it take to kick off the project?

2 | How many different databases will need to be connected to complete the implementation?

3 | What are custom configurations vs. standard configurations?

4 | How will you incorporate industry - specific or business specific processes into your solution?

5 | What recourse do I have if a core feature can't be configured to specification?

6 | Will you regularly assess my level of satisfaction with the process and make sure that my expectations are being met?

7 | How will you measure whether our goals are being achieved and ensure that all phases of the process are progressing smoothly?

FOCUS ON CUSTOMIZATION

The reason a company goes through the time and cost to switch HCM vendors is usually due to service. Service is intertwined with the capabilities of the platform and the support model. Clients that implement a truly all-in-one HCM platform receive continuity of product knowledge that directly impacts the ability of the vendor to efficiently provide support.

Implementation teams that focus on a single product, codebase, and database develop a deep understanding of functionality and specific ways to handle business cases both routine and complex. This means more time to work closely with the client to build specific business processes, configure customized rules and create automation workflows to streamline a wide range of HR tasks and actions.

TRAINING

Training is a very important factor in being satisfied with your technology, so how will your vendor partner provide project team training and end-user training?

Project team training builds in-house expertise to address any future concerns, while end-user training is the key to accelerating end-user adoption. You can get your project off to a strong start by empowering your project team and end-users with the training and information they need to unlock the value of your HCM system from day one. After it is up and running, continued training is key to make sure all employees, regardless of skill sets, are comfortable in time.

CUSTOMER SUPPORT

Immediately after implementation, what do the best support teams do? They coach you to thrive after your go-live date and then empower you with a wide range of self-service options.

This type of quality customer support requires both product experts as well as a dedicated team of HR and payroll experts. Make sure your vendor's support team has all the IT experience, technical skills, and application expertise you need to manage, support, and maintain your cloud application.

Don't be fooled by promises of a single point of contact for support either. Your HCM partner should be able to provide a direct point of contact for questions and service support. Expect the vendor to back up the customer support representative with a dedicated cross-functional team with specific expertise in each core module and HR services.

WHAT IS THE HCM'S ABILITY TO BE CUSTOMIZED AND SCALE?
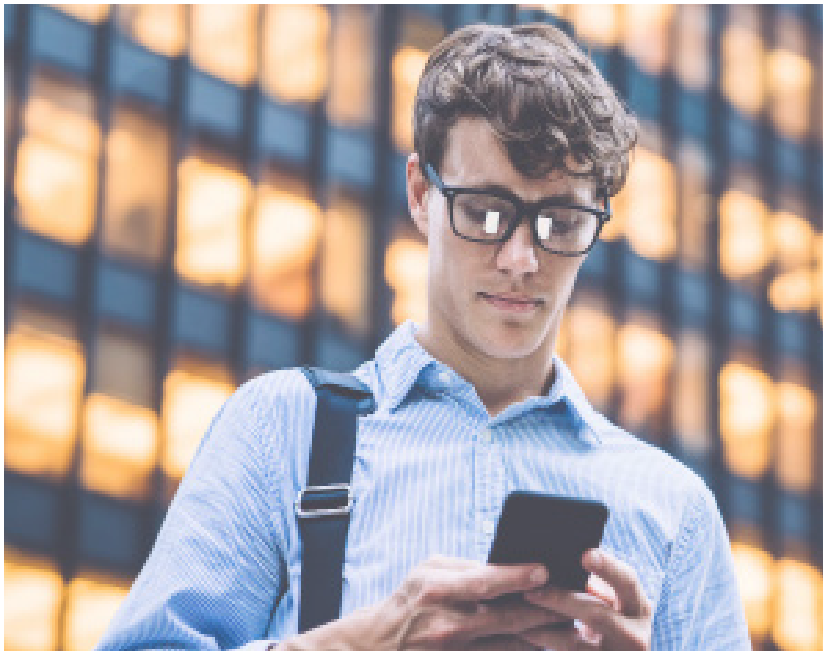
The simple fact is, all businesses are different. While many businesses have similar requirements and responsibilities in terms of employees and compliance, no two companies are exactly alike. Because of this fact, different businesses need their HCM system to be flexible and configurable to a wide range of pay rules, processes, regulations without struggling to stay on top of data and reporting issues.

Custom Configurations

With employee profiles you can configure time and pay rules for unlimited variations of requirements based on differences in federal, states, and local laws or internal departments, positions or even individuals agreements. This includes time and labor complexities for union agreements, alternative work weeks, piece work, weighted average overtime, meal period penalties, paid sick leave accruals, and other complex pay calculations that may be unique to the states or municipalities operated in.

Custom Security Profiles and Single Sign-On

Security is not just a screen setting but is inherent to the database. Access to the system is dependent on the employee security profile.

Custom Workflow Engine

OnePoint allows for the customization of workflow processes, including approval routing requests, event triggers, due dates, expirations, etc. Custom screens can be built to replace paper processes with a structured workflow process.

Real Time Custom Pay Calculations vs. Standard Batch Calculations

Real-time pay calculations can be configured uniquely for each client, each employee, and the states and municipalities a company operates in. A Pay Calculation Profile can be changed as necessary to accommodate any type of wage and hour calculation.

Dynamic Reporting vs. Hard-coded Reporting

OnePoint's reporting engine is unique in that nearly every screen in our system doubles as a report. Reports can be modified and saved in various ways. Snap Analytics allows users to design dashboards to monitor the workforce metrics most important to their job. Any report can be saved in Excel, Google Sheets, HTML, XM, etc. and any report is accessible to our REST API making API interfaces easy.

HOW WELL DOES THE HCM SOLUTION INTEGRATE WITH OTHER BUSINESS SYSTEMS?

83% of business workloads will be cloud-based by **2020**

Roughly $80 Billion will be spent investing in cloud-based Platform as a Service Systems. In every department and sector, companies see the efficiency and productivity gains in using platforms that group complementary functions. Less logins, less redundant employee records, less administrative time, and better reporting and analytics.

REDEFINING HCM FOR THE FUTURE OF WORK

HUMAN CONNECTION MANAGEMENT

We have looked at evaluating your HCM vendors core system and approach to customer success. But, an HCM must also be at the center of employee and workforce data. **How can an HCM bridge automation and connectivity between business systems and employees?**

REST API

Modern Web-native software applications are capable of integrations through REST API. REST API's are the gold standard used by the big, cloud technology companies like Amazon, Google, Salesforce, Slack, etc. This API language allows for real-time communication to just about any third party product that also uses a REST or even legacy API's, such as SOAP.
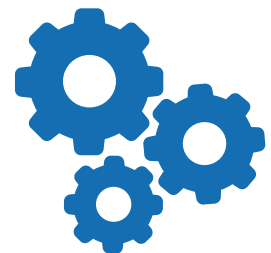
HOW DO YOU WANT YOUR HCM TO CONNECT YOUR PEOPLE?

✔ **Native Google G-Suite**   ✔ **Background Screening**

✔ **Premium Job Boards**   ✔ **Specialized LMS**

USER PROVISIONING

As businesses move to more Platform as a Service models, HCM and payroll companies that can't bridge connections with other business systems will restrict an organization's ability to leverage HCM data to eliminate redundant onboarding and offboarding processes. OnePoint HCM can be the center of your business network to increase efficiency, productivity and security throughout your organization.

CONTACT US
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ABOUT ONEPOINT

OnePoint HCM combines powerful, enterprise-class HR technology with dedicated support services to help companies strengthen and streamline their workforce HCM. The OnePoint HCM platform is a single-database system that unifies employee data, increases productivity, and boosts engagement, while simplifying compliance across the entire organization.

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