

# THE TOP 5 MISTAKES TO AVOID

when choosing an HCM platform



**whirks**

PAYROLL | HCM | HR

# THE UPSIDE OF GETTING HCM RIGHT

Employees are at the heart of every organization.

As a business owner, you need a platform that captures, stores, and leverages their everyday milestones and events.

An [HCM \(Human Capital Management\)](#) platform helps you manage your employee from hired to retired (or fired).

An intuitive HCM software supports HR's best practices and alleviates you and your manager from time-consuming admin tasks.

It helps recruit and retain your employees, with the overall goal to drive revenue while streamlining your back-office processes.

An estimated **42% percent of HR leaders are investing in an HCM platform in 2022.**

It's time for you and your HR department to focus on developing your team, while an HCM system keeps your back-office running and humming smoothly.

- 1 The technology is a full end-to-end platform
- 2 It scales and grows with the company
- 3 It integrates with other HR tech solutions
- 4 It's easy for all employees to use
- 5 It reduces human error
- 6 It's in the cloud
- 7 It provides actionable data insights
- 8 It uses artificial intelligence

## LEARN FROM YOUR PEERS.

500 HR leaders indicated their top expectations of an HCM platform.



# 1. NOT GOING BEYOND PAYROLL

**OBVIOUSLY, YOU HAVE TO HAVE PAYROLL FIRST.** If you're not paying your employees, you won't need to keep track of their time or offer them benefits.

If you own a start-up or a growing small business, some HCM features may not be necessary for you and your team right now. However, it's better to plan for the future so you don't have to switch providers down the road.

Choosing an HCM platform that manages the entire employee experience, from hire to retire, not only reduces errors, it also improves compliance and your employees' experience. Find an HCM provider that can scale with you and integrate features as you need them.



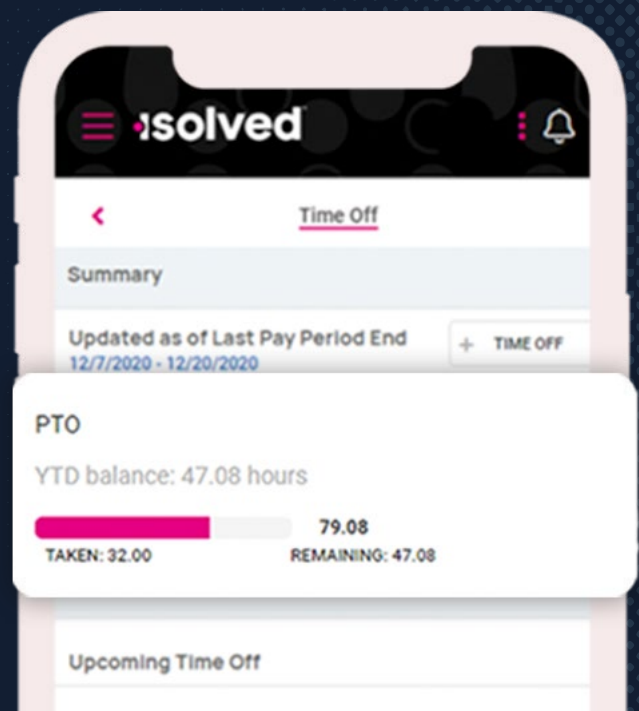
92%

of HR leaders said that employee experience is a top priority for them.

*\*isolved's survey of 500 HR leaders*

Employee Self-Service is available at the time an employee is hired, eliminating data re-entry and empowering them to:

- Clock in and out
- Request PTO
- Manage benefits plan
- Set up direct deposit
- View time-off accruals
- Submit tax information



## 2. NOT MANAGING YOUR INTERNAL CHANGE FIRST

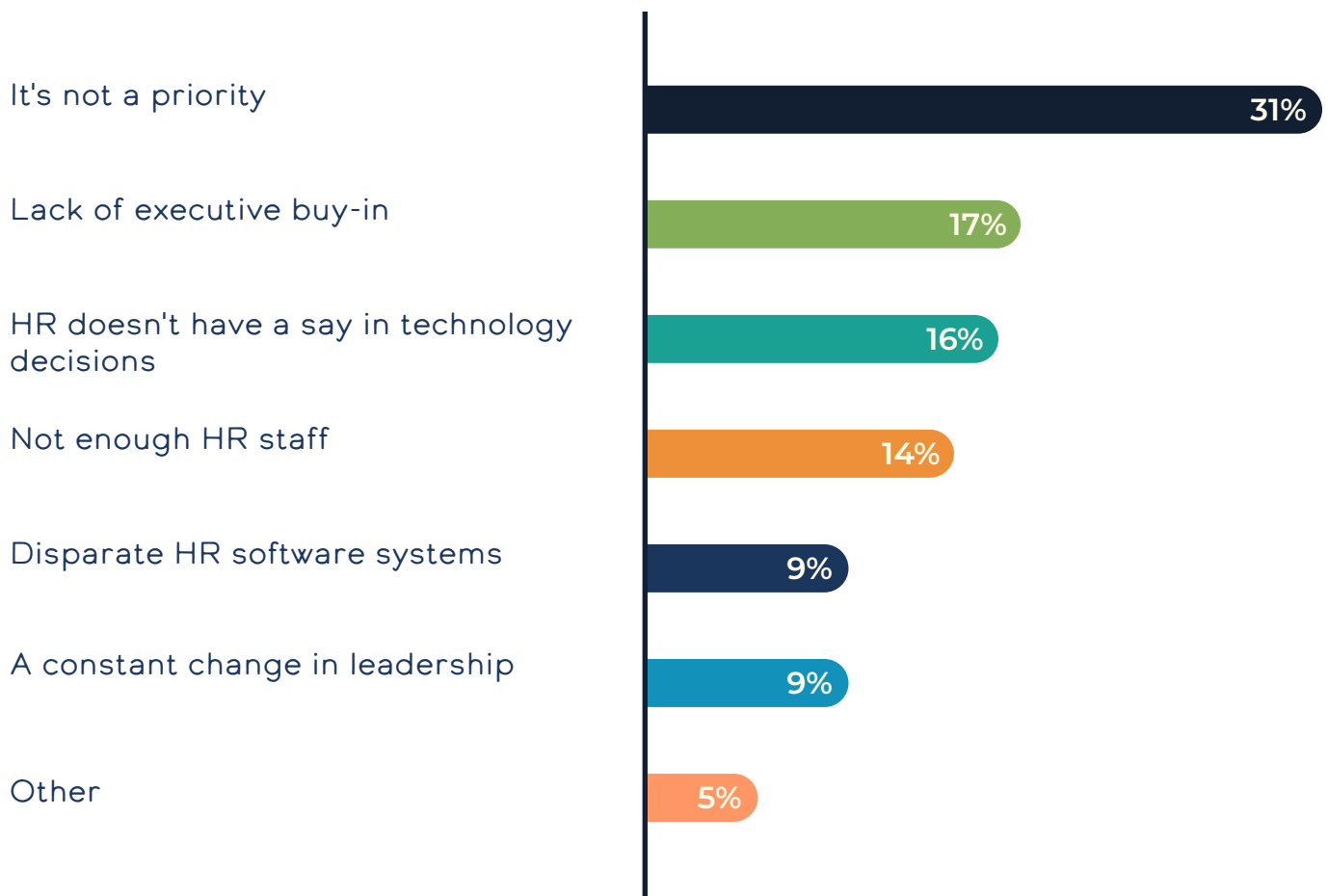
**TECH CANNOT CURE CULTURE.** Even the most optimal HCM platform will not be integrated into the fabric of the organization without proper change management.

In order to set up a company for success, the buying team must communicate its strategy early and often to gain buy-in for the platform and process.

Whether it's HR or IT leading the project, they must listen and leverage the pain points of their peers to find a solution that alleviates the most friction and better prepares the organization for the future of work.

If this seems impossible in an organization, it might be time to bring in a consultant, service provider or partner to leverage their extensive experience and guide the way.

### WHAT IS HOLDING BACK YOUR HR FROM BEING DIGITALLY MATURE?



### 3. NOT SOLVING PAIN POINTS (ON DAY 1 AS WELL AS DAY 1,000)

**NO ONE COULD HAVE PREDICTED THE UPHEAVAL THAT COVID-19 BROUGHT ON.** But the changes that the pandemic created were already in motion before people were stockpiling and social distancing.

In fact, **the pandemic exposed how agile a company was or wasn't**, forcing many businesses to reconsider their technology stack and partnerships.

An HCM platform that grows with a company is key, as is a consultant, service provider or partner who can implement a staged roll out of what is needed now, suggest what is needed tomorrow and work with the HCM vendor to help shape their roadmap.

It's a mistake not to choose an HCM platform that prioritizes being future ready, today.

"HR leaders expect their HCM platform to **GROW WITH THEM**, only second to it being an end-to-end platform."

*\*isolved's survey of 500 HR leaders*

# 4. NOT MEETING CONSUMER-LIKE EXPECTATIONS

**REMEMBER WHEN LEADERS THOUGHT MILLENNIALS WERE IMPATIENT** with digital experiences that didn't work like their favorite app? Now those same millennials are making purchasing decisions and hiring their digital-native Gen Z successors.

Some of those millennials are even parenting Gen Alpha, who were born with a tablet in their little hands and Siri on demand. Those born after 2010 will enter the workforce in less than a decade.

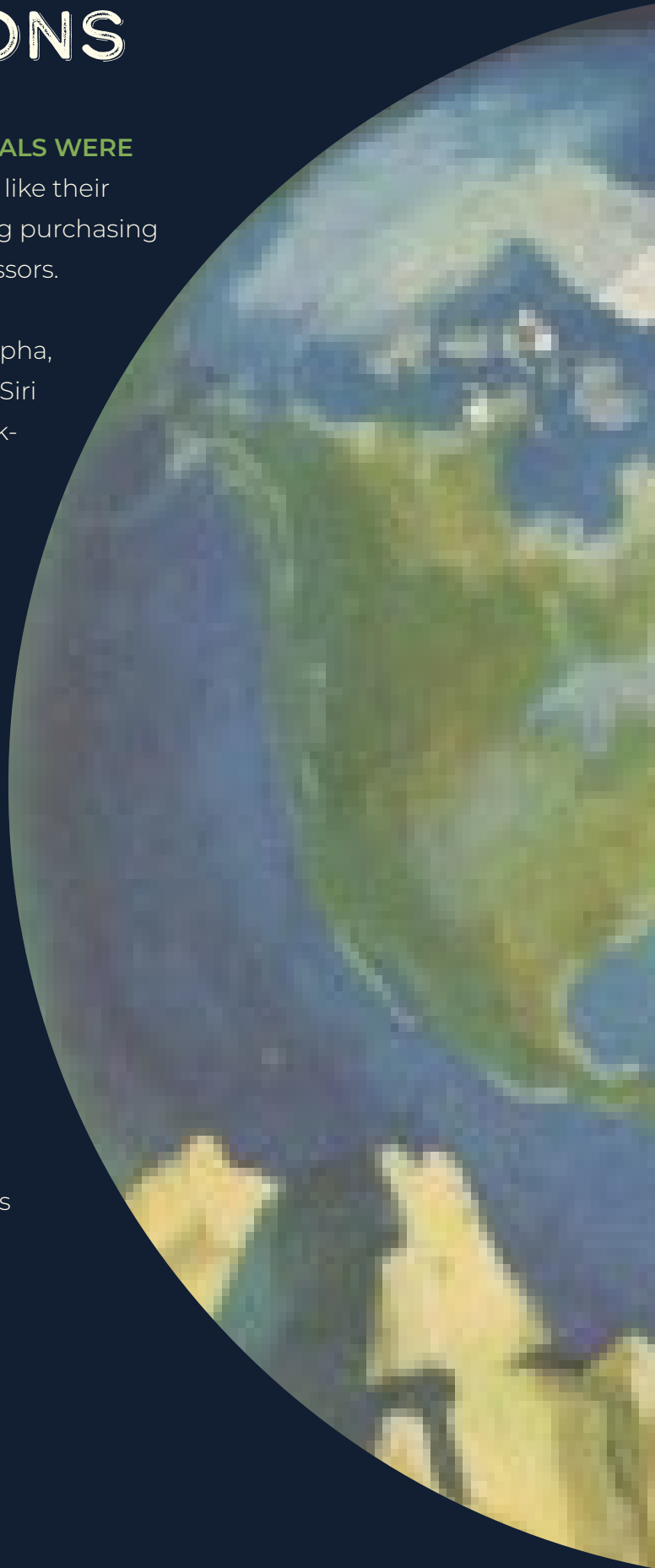
Just imagine the expectations that are arriving by 2030... "Siri complete my expense report" is around just around the digital corner.

Modern employees expect to have seamless interactions and gather information easily, not dissimilar to browsing Instagram or ordering on Amazon.

The HCM platform that an employer chooses must match (and exceed) the apps and software that their employees are accustomed to using in their everyday lives.

With convenience at our fingertips, it's essential that your employees live on a user-friendly platform that manages their benefits, stores pay data, and provides opportunities for growth and promotions.

The HCM platform that you choose must meet the expectations of your future workers.



# 5. NOT INTELLIGENTLY CONNECTING YOUR HCM

**CONSIDER THE FRUSTRATION FELT BY A SHOPPER WHEN A CALL CENTER CANNOT ACCESS DATA** from its ecommerce site. Or a company's infrastructure requires multiple logins for systems that don't communicate with each other.

It's a challenge in people's personal and professional lives. An intelligently connected HCM platform alleviates this frustrating disconnect.

A highly intuitive HCM platform enables you to enter information *once* across the entire system, from payroll to HR. For example, an employee's time card, their benefits, pay, and performance reviews are in sync and centralized in one location.

**Consider these sample experiences in an intelligently connected HCM:**





"An intelligently connected HCM platform brings together every part of the employee journey."

**AN INTELLIGENTLY CONNECTED HCM PLATFORM BRINGS TOGETHER EVERY PART OF THE EMPLOYEE JOURNEY.** From hire to retire, from onboard to offboard, HCM ensures that there are no employee experience gaps, resulting in better **recruiting, retaining** and **revenue**.

As a growing business, mapping out your pain points *today* solves your problems for tomorrow; which may look like integrating an HCM platform for your team.

Finding the right payroll and HCM partner can prevent you from making a tedious switch in the future. An intuitive platform and excellent customer service can scale alongside you and your company as you grow, challenging you to improve your processes and run towards success.

### **HELPING YOU GET ONE STEP BETTER, EVERY DAY.**

Whether you're a new business owner or you're looking to switch providers, we're here to help you and your team get one step better, every day.

Explore our resources below to learn more about us, or reach out to our awesome Sales and Marketing leader, **Shelby Betts**, if you have any questions.



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