

The new HR Software Buyer's guide

A guide for HRDs to the digital
future



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The game-changer for businesses today is the digitalization of the HR function, if leaders get it right. The pace of innovation and the stability of tried and tested HR software solutions are driving a radical change in how ‘HR work’ gets done.

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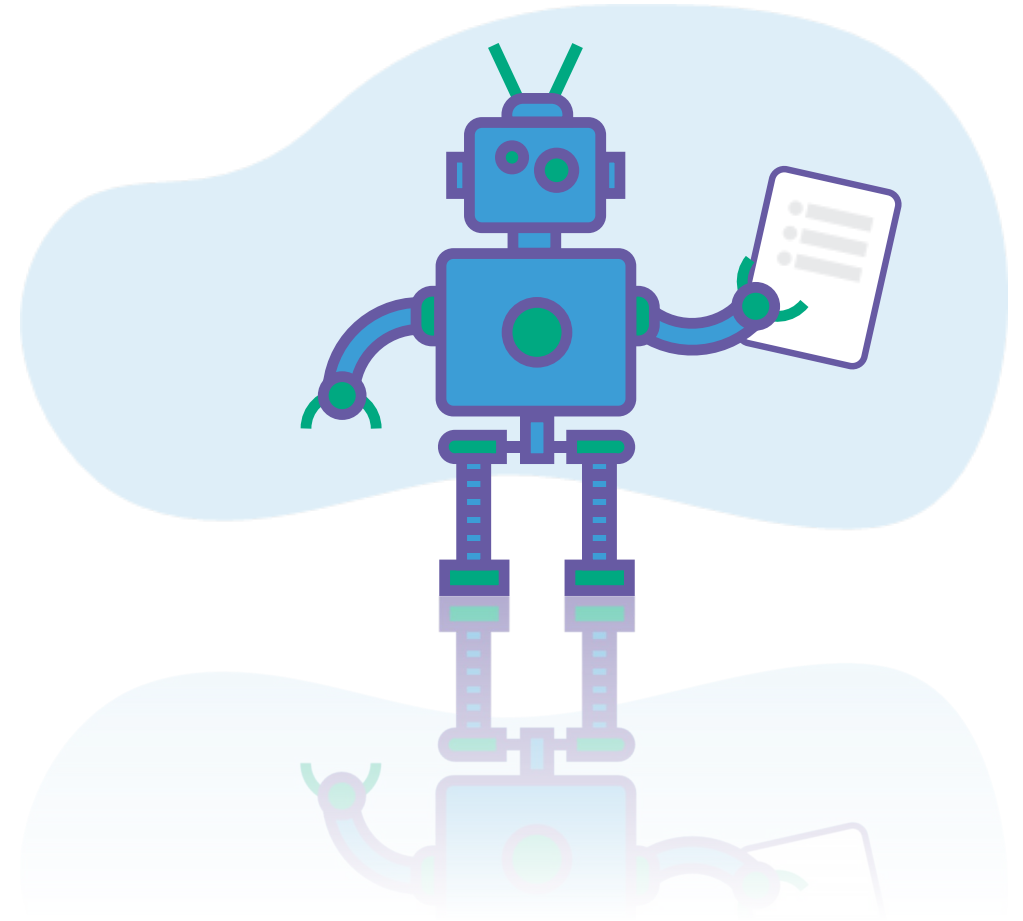
Eight forces driving HR transformation

The opportunity for HR

HR professionals across every business sector and size are under more pressure than ever before to juggle the day-to-day demands of their role with the longer-term needs of the business.

Political, social, economic and technical changes have had – and will continue to have - a fundamental impact on the workplace, raising questions about what work will look like in the future and how organisations can continue to thrive.

HR is being pushed to take on a larger role in helping organisations to be digital, not just do digital. The process starts with digital transformation in HR, as HR leaders explore new technologies, platforms, and ways of working.



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You can no longer run HR without a serious focus on technology, and the options for HR Tech are more confusing than ever. We are now more than ten years into the “cloud HCM revolution”, and the shift from process-based systems to Systems of Experience has been disruptive.

Josh Bersin

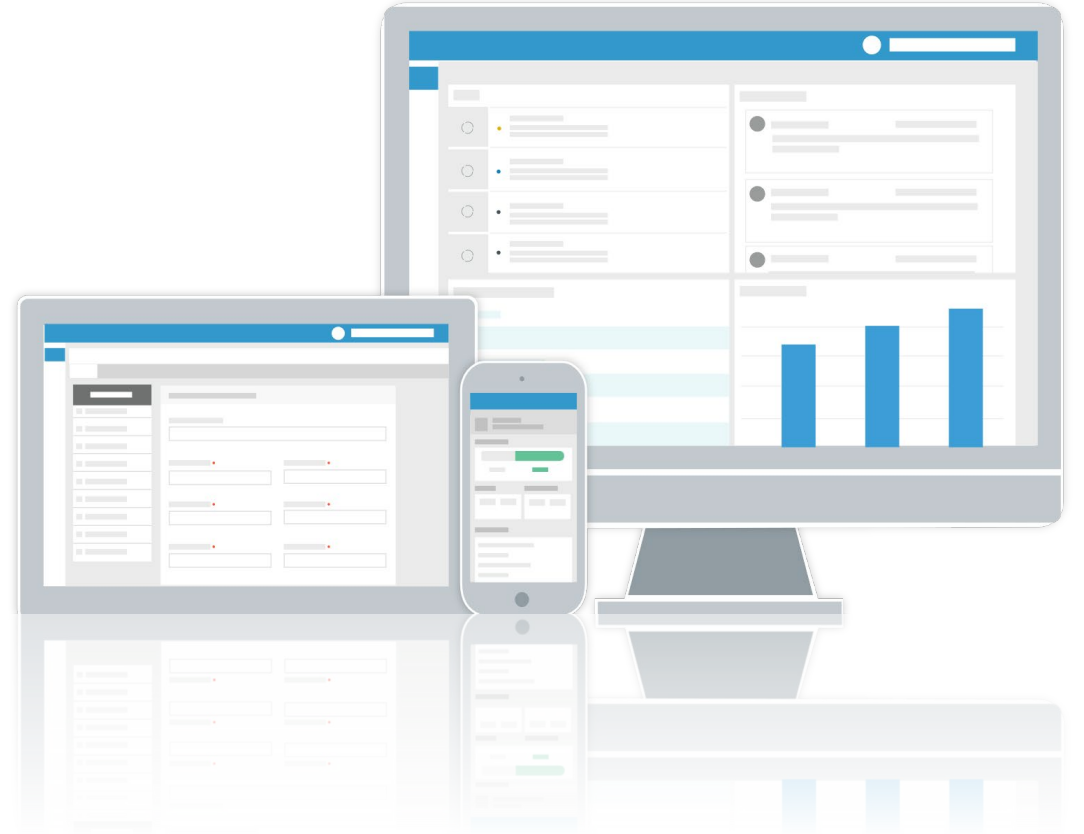
*2020 Predictions: Reinventing Work, Reinventing HR,
Reinventing Ourselves*

Navigating the digital future

To help them take on this challenge, HR professionals are ditching outdated HR systems and excel spreadsheets in favour of more cost-effective, engaging and sustainable digital, Cloud HR solutions.

But, with HR software systems going through a period of massive change, selecting the right system for today and tomorrow is far from simple.

This guide highlights the five key areas to consider in order to ensure your HR system takes you, and your workforce, where you want to go.



1. Intelligent Automation



“ 3 in 5 believe that the HR function will rapidly become irrelevant if it doesn't modernize its approach to understanding and planning for the future needs of the workforce

KPMG

The Future of HR 2020

In HR, it's far too easy to get buried in admin. Hours are wasted trawling through spreadsheets to validate or update information and chasing up overdue forms. Centralising data and automating processes immediately frees HR from everyday administration, and boosts data accuracy and compliance.

HR systems need to be sophisticated enough to cope with the complexities of how processes operate in real-life. For example, a system that automatically routes a holiday request for approval needs to have the flexibility to handle a situation where multiple approvers are involved, or approvers are on holiday themselves.

Reminders about key compliance issues, such as right-to-work checks or mandatory re-certification, need to be underpinned by rules that trigger different notifications to different people depending on individual processes and levels of sensitivity or urgency.

What to look for:

- ✓ *Option to easily tailor different approval scenarios, notifications and reminders for different processes or org units*
- ✓ *Flexibility to incorporate multi-stage, multi-step reviews and notifications*
- ✓ *Freedom to define your own email messages*

2. Enhanced employee experience



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The role that HR will play in realizing significant business outcomes is going to be vital. And driving a better, more agile approach through the organization will demand an HR department that reinforces the organization's commitment to agile while refusing to drain managers' resources, energy and focus.

Gallup

HR Must Reinvent the Employee Experience

For many of us, the real opportunity to create long-term value from HR software lies in a ‘people-first’ approach.

Used well, HR systems can build trust and engagement. Used poorly, and employees may feel that their data is being used to control and not support them. That’s because your HR system sends out a message to employees that ‘this is how we do stuff around here’.

Instead of thinking of an HR system as a tool to gather and process employee data, think of how it could help you to build trust and engagement; facilitate change and growth; and support culture and collaboration.

What to look for:

Recruitment: what does the ideal candidate journey look like?

Onboarding: how do you engage new joiners before they start?

Empowerment: what information do employees and managers want, and how can an HR system help them do their jobs better?

Workspaces: can you enable easier collaboration across business units, divisions and countries?

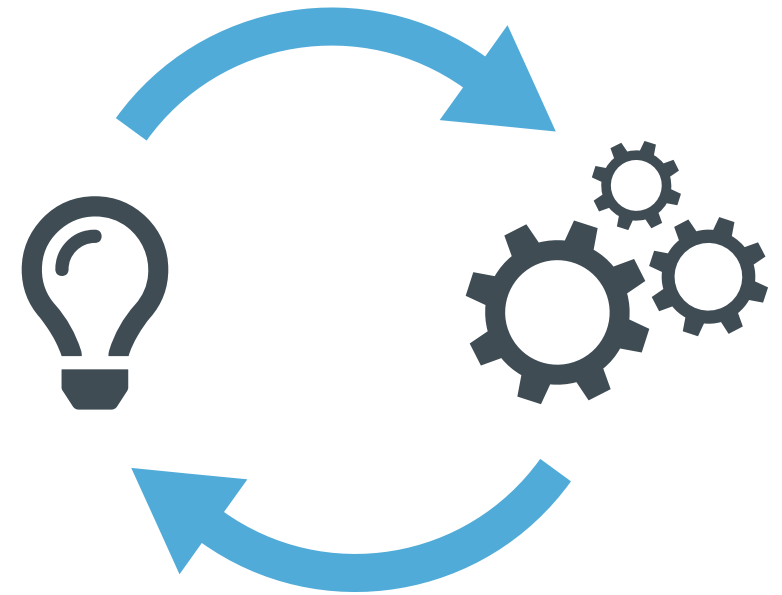
Communication: how do you want to share information, invite feedback and start conversations?

Check-ins: is it important to facilitate conversations between employees and their managers?

Development: how do you want to help employees grow?

Flexible/remote-working: does it matter where employees work?

3. Agile implementation



Very few HR teams can justify the time and expense involved in implementation projects that span many months, sucking up valuable HR time and costing tens of thousands of pounds before there is any return on investment.

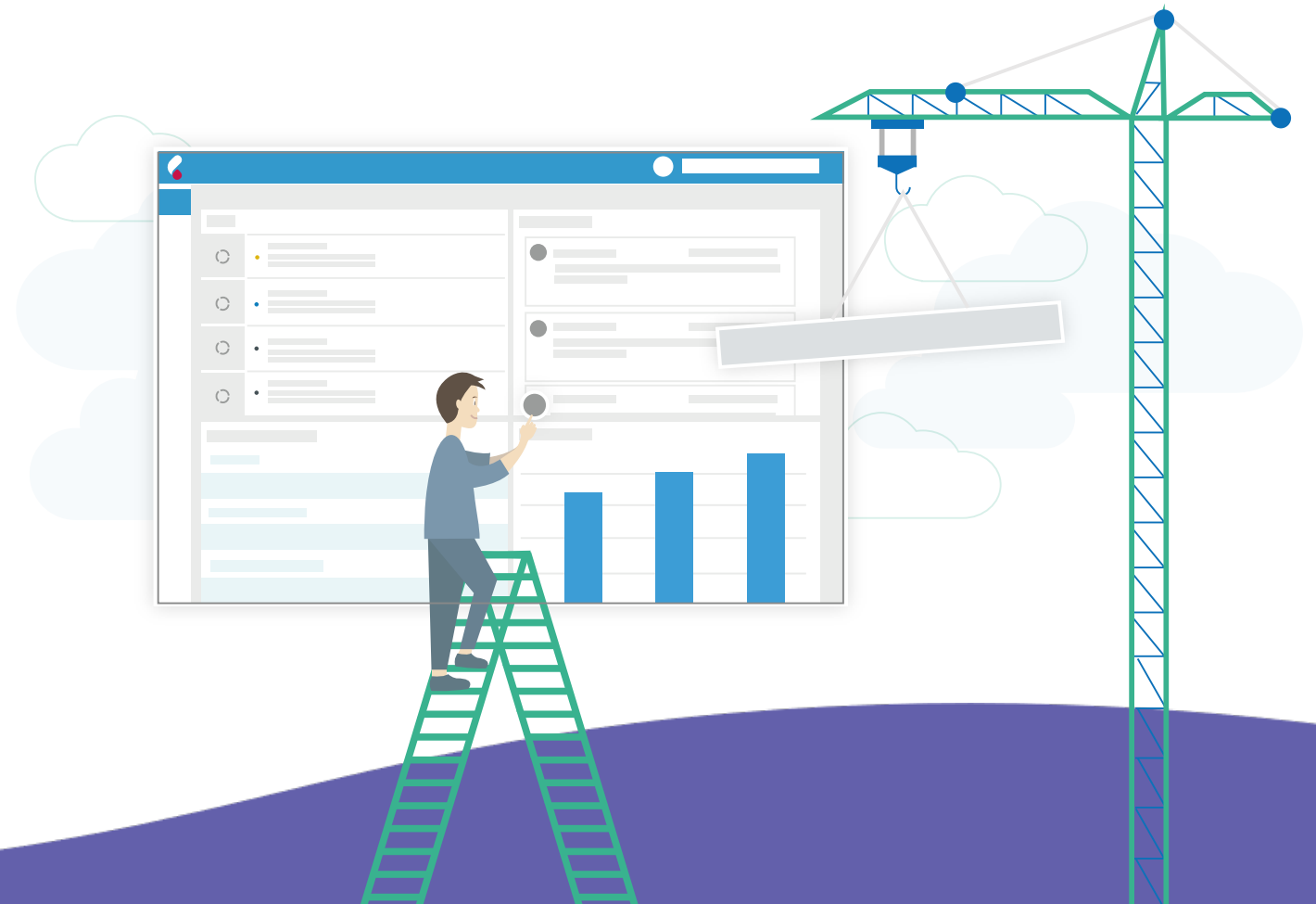
Older systems, which are costly to implement and update because they've been customised for years, are losing out to newer solutions developed from the ground up to run 'in the Cloud'. Long-winded and expensive implementation projects are giving way to an approach that is focused on taking the pain, and the cost, away from the customer.

Purposely designed to put power in the hands of the HR professionals, these systems typically combine smart data upload tools with rapid provisioning and flexible configuration (and re-configuration) to reflect individual customer requirements.

What to look for:

- ✓ *Data upload utility or services*
- ✓ *Easy-to-use configuration options (security roles, org structures, field names, forms, process flows, etc)*
- ✓ *Open API (for integration with third-party solutions)*

4. Future-proofed HR



In the face of changing legislation, working practices and economic realities, one of the biggest reasons to modernise your HR system is to ensure you have a platform that can flex and grow with you.

Selecting a system that is agile and adaptable allows you to move faster, adopt new ways of working, stay more competitive, and avoid unnecessary costs. There is nothing worse than having to go to the board to ask for money to modify a report simply to reflect a legislative change, or to redesign a workflow or performance process.

Other considerations for future-proofing your HR solution is the scalability of the underlying architecture (just how easy is it to add new offices, locations, employees or modules), and how updates are delivered.

Look for a system that offers:

- ✓ **Seamless scalability**, so you can add (or remove) employees, managers, departments, business units, security roles etc, whenever you want without involving the vendor
- ✓ **Accessible configuration** tools that let you adapt the system around different working practices without IT or vendor involvement
- ✓ **Automatic updates** free of charge, so you always have the latest features and never get left behind
- ✓ **Agile Cloud-infrastructure** based on a multi-tenant architecture
- ✓ **Global capabilities** that help you adhere to local requirements, wherever in the world your employees are

5. Data certainty



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Data protection issues have an impact on most HR activities, from handling recruitment to employee record-keeping, performance monitoring and references. It's crucial that employers understand their responsibilities and liabilities under data protection law. They must manage data responsibly and keep up-to-date with data protection principles and legal developments.

CIPD

It goes without saying that accurate, accessible and secure data is at the heart of an effective HR function.

Today's workflow-driven HR systems go beyond making it simpler to collect and manage data. They provide the depth and breadth of insight that HR teams and line managers need to support and manage their teams better.

KPI alerts and personalised graphical dashboards ensure potential issues are easier to identify at every level of the business. The option to build, schedule and automatically distribute reports saves hours of time.

However, with HR data comes significant added responsibilities, so it is vital your system provides the advanced security needed to assure legislative compliance and protect against reputational risk.

What to look for:

- ✓ *Comprehensive core HR database with depth and breadth*
- ✓ *In-built validation and approval to assure data accuracy and integrity*
- ✓ *Straight-forward self-service data entry and upload*
- ✓ *Embedded reporting and analytics*
- ✓ *Advanced security, independently tested and certified (e.g. ISO27001)*
- ✓ *Tools to assist with GDPR: for example, to delete or anonymise selected data at specific times*

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KPMG

The Future of HR 2020

Time for change

Give the demands being made on HR today, achieving HR ambitions without the support of an modern HR system is going to be increasingly difficult, if not impossible.

Historic barriers to purchasing HR software - typically time and money - no longer exist. Sophisticated, configurable HR solutions are available at a fraction of the price of their older siblings, and rarely require more than a six month commitment.

With no expensive set up services or maintenance, or long term contracts, they provide a fast, effective and low risk route to digital future, liberating you and your colleagues from time-wasting admin and helping HR teams to better engage, motivate and understand their workforce.

Discover what to look for in
a modern HR system.



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