

How Can You Turn HR Drudgery into Strategic Advantage?



Quickly Solve the HR Automation Challenge with a Packaged Solution

In most organizations, HR is assuming a more strategic role than it has ever played before. According to the Society for Human Resource Management, here are some of the challenges facing HR professionals:

- Stepped-up competition for talent.
- New developments in technology.
- A rising sense of data and privacy insecurity.
- Economic insecurity and tight budgets.
- Demographic changes.
- Data-driven HR practices.

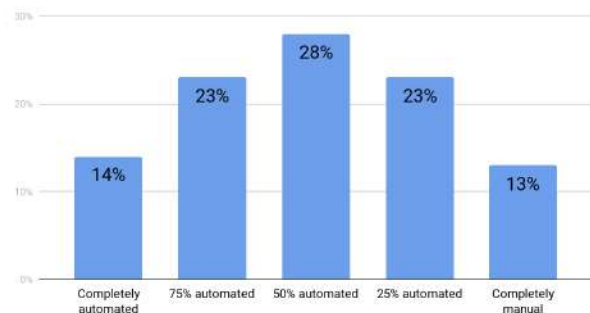
It seems like organizations SHOULD have automated human resources (HR) systems long ago. After all, HR processes and information and how they are managed are loaded with significant implications -- for talent recruitment, for privacy, for employee development and engagement, and for legal exposure.

However, AIIM research indicates that many HR organizations are still mired in paper-based processes. When we asked, “What is paper usage in the following processes?” here are the percentages answering, “A lot of documents are processed as paper documents”:

- Recruiting and selection = 35%
- Employee onboarding = 48%
- Employee file management = 53%
- Policies and procedures administration = 32%
- Employee separation = 48%

All of this paper translates in slow-moving, manual and risk-laden processes. Overall, less than 15% of organizations have completely automated core back-end processes.

How automated are your HR processes?



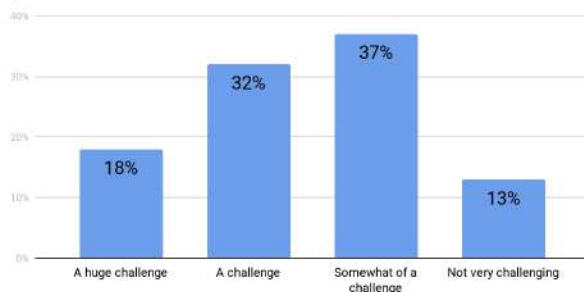
Why? It all comes back to documents. Paper documents. And paper forms. Which set the stage for everything that follows. Consider the variety and volume of documents associated with HR processes, each carrying different regulatory and legal requirements.

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- Job requisitions
- Job applications
- Resumes
- New hire pre-boarding and onboarding documentation
- I-9 (in the US) and other government forms
- Family and Medical Leave Act (FMLA in the US) leave tracking
- Employee status change notifications
- Employee referrals
- Timesheet processing and leave/vacation tracking
- Travel requests
- Expense reimbursement
- Performance improvement plans and annual reviews
- Exit interviews
- Business process automation

How much of a challenge does unstructured information present in your efforts to automate HR?



If you are a typical mid-sized organization, how do you get your arms around this challenge? The list of requirements for a system to automate all of this runs something like this:

- Ease of integration with other process solutions.
- Management of employee information through the total lifecycle of the relationship, including disposition once it's no longer required.
- Ease of use, including access on mobile devices.
- Ease and speed of implementation.
- Automated digital signatures and workflows.
- Secure and comprehensive audit trails.
- Secure protection of confidential information.
- Built-in compliance and regulatory workflows.

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For many mid-sized organizations, tackling this list of requirements as seemed simply too difficult, and many organizations put HR automation into the “nice, but someday” list. It doesn’t need to be that way. A packaged -- but extendable -- HR solution should be a key consideration for small and mid-sized companies.

By *packaged*, I mean a solution that can be implemented in days rather than months, with a minimum of IT support, and that is benchmarked against best practices among leading peer organizations. You need your staff to get on with the task of using HR for strategic advantage rather than merely processing paper.

By *extendable*, I mean a solution that preserves your options for expansion -- if you decide to do so. I have found that once an organization experiences the document and process benefits of automation, other departments in the organization also want to automate their processes. But if the initial choice for automation is a single process SaaS solution, there is no where to go but to find another single process SaaS solution for their processes. And thereby set the stage for a forest of incompatible process and document silos in the cloud. An extendable solution based on both process best practices and information management best practices preserves your options for the future.

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As a business, we follow a people- and planet-first approach designed to drive us all towards a better future.