

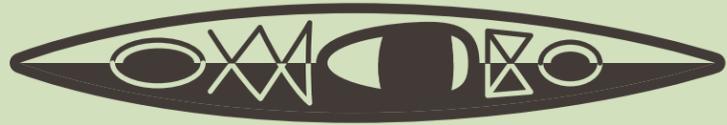
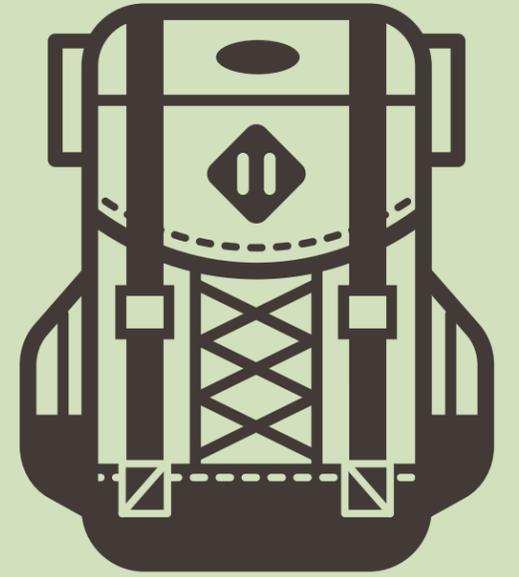


A Survival Guide to
**CHOOSING
THE RIGHT
HRIS SYSTEM**



PSA

INSURANCE & FINANCIAL SERVICES



SETTING THE SCENE

HRIS systems can be great for streamlining processes, eliminating double work, and improving efficiencies, but it can be tricky to choose the best solution for your company.

At PSA, we've helped hundreds of clients vet, select, and implement an HRIS system that works for their business today and tomorrow.

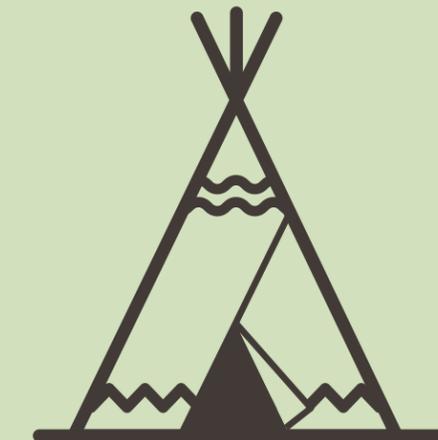
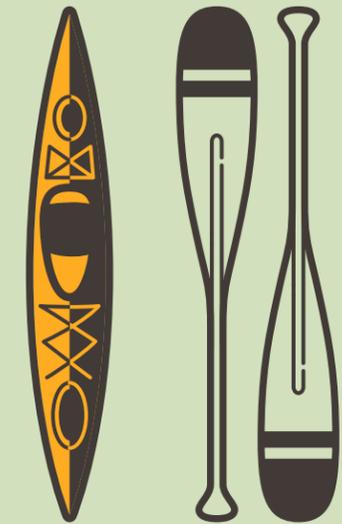
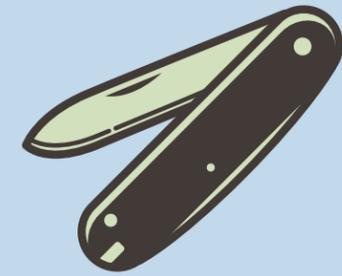
We've put together this guide to help you distinguish **WHAT'S IMPORTANT** in the vast number of products and capabilities that are available to you in today's HRIS world.



Isn't it the worst when you spend time, money, and energy trying to solve a problem, **ONLY TO CREATE MORE PROBLEMS?**

In today's Human Resources Information System (HRIS) market there are more options than ever before. Unfortunately, too many companies fall victim to a flashy sales demo and find themselves with a system that isn't the right fit. Alternatively, companies can find themselves in analysis paralysis — they are so overwhelmed by the scope of the task that they end up doing nothing at all.

Having worked with hundreds of clients in their journey towards a modern and efficient HRIS platform, we've learned a lot about how to run an effective vetting process. In this guide we'll share some insider tips to help you avoid common pitfalls and select the right HRIS partner.





TIP #1:

GET A LAY OF THE LAND

Implementing a new HRIS system is a major investment and requires significant time and attention from across the organization.

COMPLETE AN AUDIT

Prior to exploring new platforms, take the time to audit your data, current system configuration, and existing workflows. Remember, technology can't fix bad data or a bad internal process. Oftentimes, system-related issues have less to do with your current platform's capabilities, and more to do with how it was originally configured and how it's being used.

Oftentimes systems aren't set up properly to begin with — this can be a result of a rushed implementation, poor communication, human error, or inefficient workflows around system usage.

REVIEW YOUR CURRENT SYSTEM

Perhaps the solution isn't a new vendor, but an overhaul of your current system. Cleaning up your data and investing in your existing technology can be a more efficient and cost-effective alternative to a total system migration.

Lean on your current vendor to provide the necessary resources to help make the most of what you have today. Do you have the right client management team in place? Are you taking advantage of system enhancements or other new tools? When was the last time you or your team attended a user-conference/webinar to understand platform best-practices?



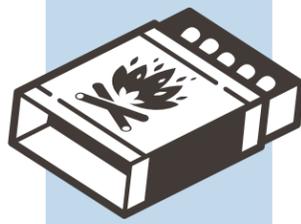
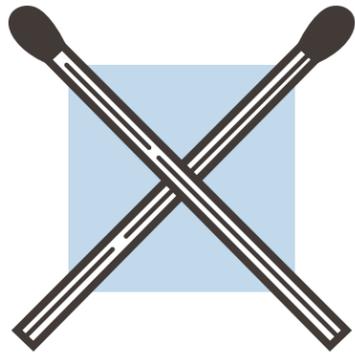
TIP #2: DON'T GET LOST IN THE TANGLE

If you determine a fresh start on a new platform is the way to go, start by researching the market to identify candidates that align with your needs and preferences. Be selective about who you engage at the onset to make the best use of your time.

VENDORS

Know which vendors specifically serve your market segment (size). For example, if you have a small business, don't spend valuable time evaluating a platform designed for large, complex organizations. Such vendors may not have an appetite for your business, and you run the risk of becoming a low-priority customer, paying minimum fees, and buying more technology than you really need.

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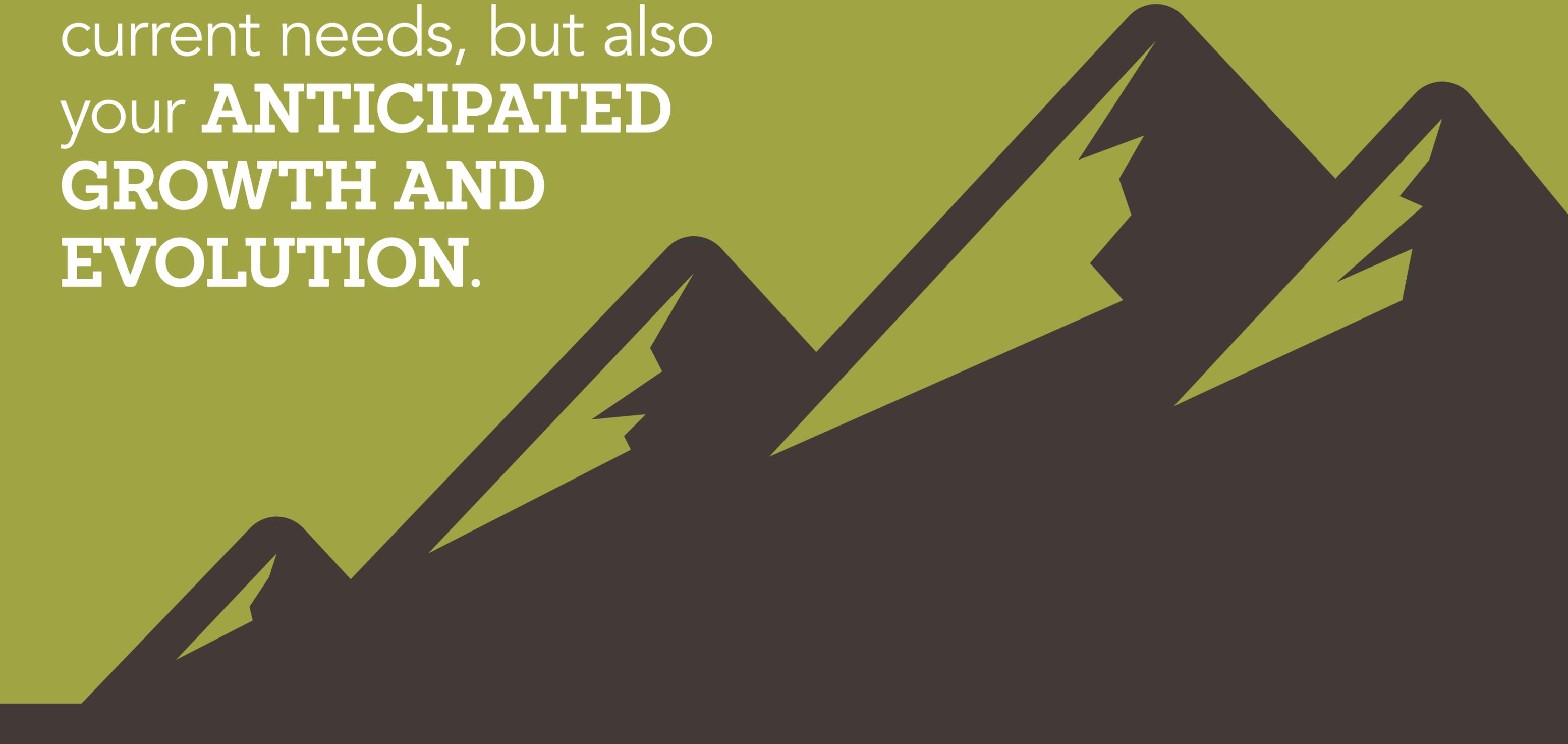
THINKING FUTURE-PROOF

In vetting your options, remember to think long term. Look for a scalable platform that not only accommodates your current needs, but also your anticipated growth and evolution. For example, if your business is expanding overseas, make sure your new platform can accommodate international payroll needs. Here are some things to consider — are any of the below in the works at your organization in the foreseeable future?

- Acquisitions
- New lines of coverage
- Government contractors
- Talent management

If you are tied to a particular billing, HRIS or other system, make sure your new platform can integrate with and support your existing tools.

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TWO ROADS

Know your preferences when it comes to buying a single versus integrated or “open architecture” model as this is one of the biggest differentiators — especially for mid-market companies.

SINGLE SYSTEM

Having a single system simply means that all features/tools (i.e. recruiting, applicant tracking, onboarding, time and attendance, learning management, payroll, HR, and benefit administration) are delivered on the same technology platform, provided by a single vendor. On one hand, this one-stop-shop approach requires less customization and may be a less expensive solution. However not all modules may perfectly meet your needs.

OPEN ARCHITECTURE SYSTEM

With an open architecture system, you can select and integrate multiple vendors to provide specific features/modules. While this customized approach may bring enhanced functionality, there are costs associated with integration including programming and connection fees, training employees on multiple platforms, and the time to vet, coordinate, and manage multiple vendors. Also, what if your preferred vendors cannot easily integrate? You will also have multiple points of contact for service issues, customer service, and training needs.



TIP #3: SET A DECISIVE, CONFIDENT COURSE

Far too many organizations approach an HRIS evaluation without a clearly-defined decision-making process. As a result, presentations often focus on basic features and aesthetics allowing vendors to control the conversation.

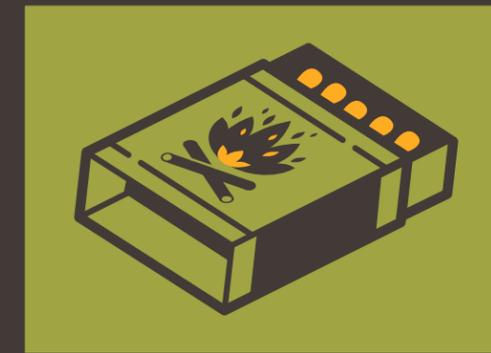
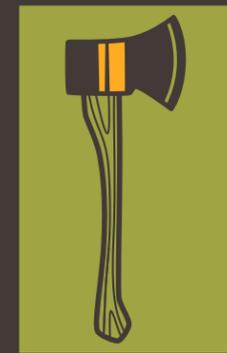
When this happens, we often see organizations select their platform based on the personality of the sales rep, the vendor who gave the better presentation, or the system that met surface-level criteria. Unfortunately, these buyers often discover after implementation that the new system does not offer the needed functionality.

TIPS TO ENSURE YOU'RE IN THE DRIVER'S SEAT

- Appoint an evaluation committee made up of stakeholders from throughout your organization. Work together to understand pain points and document agreed upon goals and priorities prior to vendor meetings.
- Create a thorough list of questions and a corresponding scorecard to be used during each vendor demonstration. This critical step will help ensure your evaluation team is consistent and asks vendors the right questions to sufficiently compare technology, security, work flows, customization options, and overall functionality. This way, you don't get distracted by bells and whistles.
- Drill down on customer service. A solid HRIS partnership is equally dependent on the people behind the product and the overall customer/end-user experience. Ask questions surrounding vendor accountability; personnel training, experience and caseload; client satisfaction, retention and system utilization incentives; complaint resolution procedures and expectations; and performance guarantees.

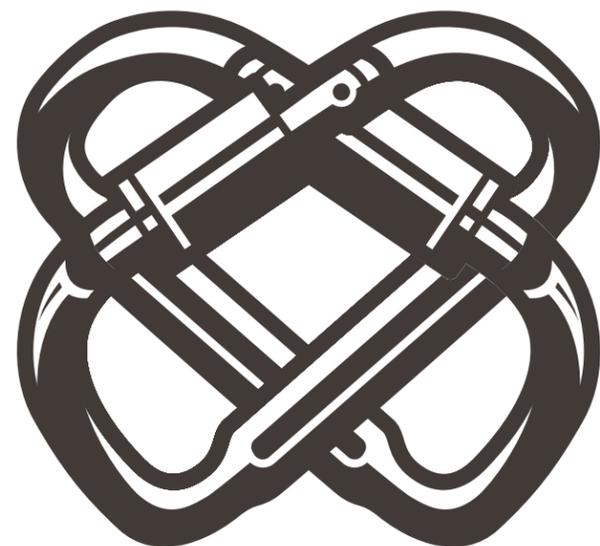


- Turn demonstrations into working sessions. Request a technician from each vendor be involved in the demo, not just the sales team. Ask vendors to demonstrate technical tasks in the moment — not just show a pre-prepared slide deck. (i.e. uploading documents, automatic data population from one module to another, how to generate custom reports, etc.)
- Don't rush the process. Ask vendors to provide a realistic project plan/timeline for system implementation. Remember — this will require work from you and your team. Know your bench strength and be realistic about hitting target dates. A rushed implementation and data migration could generate just as many problems as you may have solved with a new system.
- Understand the contract. Read the fine print to understand your commitment, including contract terms and buy-out clauses, so you don't get stuck in a contract with a vendor that isn't delivering on promises.



CONCLUSION:

DON'T DO IT ALONE

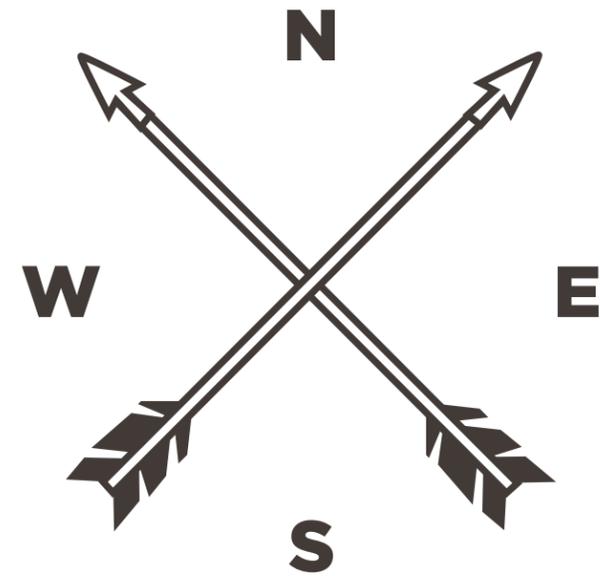


The HRIS market is uncharted territory for many business leaders. Between the multitudes of options, ever-changing technology, and aggressive sales teams, things start to sound the same.

It's even difficult to compare vendors on paper. Vendors quote services differently, making it hard to understand what's being offered — sometimes you don't know what you're getting until you're on the other side of your decision. Given the expense and critical role HRIS systems play in an organization, you can't afford to get it wrong.

Engage a knowledgeable, neutral party with experience working with multiple vendors in your market segment to help identify viable options, organize, and moderate vendor demos, compare proposals, understand the fine print, identify hidden and additional fees, assist with system implementation, and hold vendors accountable.

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DON'T TRY TO NAVIGATE YOUR HRIS SELECTION PROCESS **ON YOUR OWN**

Are you thinking about embarking on the journey to find a new HRIS system? Don't know where to start? We have the data and resources to do side-by-side comparisons of all of the major vendors based on a variety of factors. Whether you want to evaluate your existing system or investigate new options, we can help

you determine the most appropriate choices and evaluate and select a new system.

We are happy to share our independent and objective analysis of the top HRIS platforms with your team. For more information, contact us at www.PSAFinancial.com/HRIS.



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