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ARE YOU HAVING NIGHTMARES ABOUT YOUR HR TECHNOLOGY?

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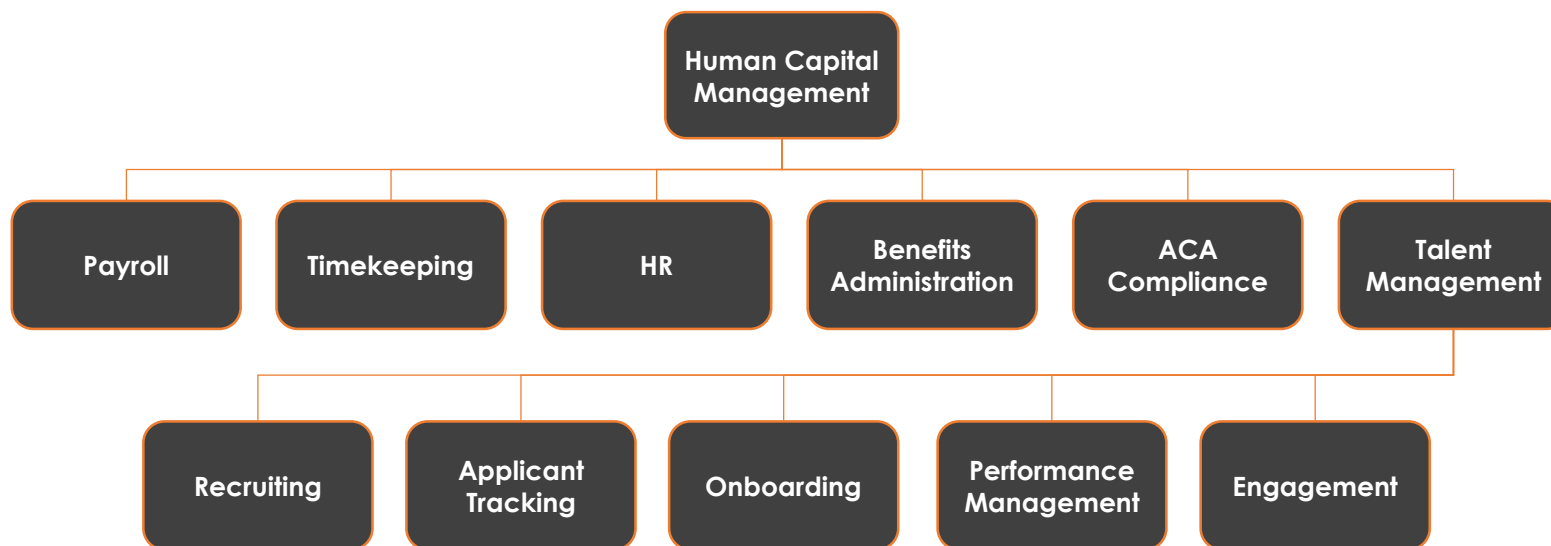
Agenda

- What is HR Technology?
- Why is this topic important?
- Studies Show
- How is the Market Changing?
- What is USI Doing to Help?
 - HR Technology Vendor Selection
 - Technology Credit Program
- Questions & Answers



Explanation of HR Technology

Human Capital Management (HCM) systems are holistic technology tools that include a spectrum of HR service offerings from “recruitment to retirement.” HCMs are also known as HRIS, HRMS, HR systems, and Payroll.



Examples of Leading HCM solutions: ADP, Paylocity, PlanSource & UltiPro



Why is this Topic Important to HR?



Employers tend to have multiple HR systems that are “bolted together”



Employers have manual processes that could be automated

- Excel Workbooks
- Multiple-carrier websites for benefit changes



Data integrity challenges

- Delayed timing of data flow
- Hand key errors

Employers Often Have Outdated Processes and Technology

Why is this Topic Important to HR?



Lack of business intelligence and analytics

- Unable to get all the data needed easily



Multi-Generational Workplaces

- Communications can be challenging
- Employees expect better tools



Lack of consistent messaging



HR needs to do more with less

- Less money, less staff, less time

Employers Often Have Outdated Processes and Technology



Studies Show

2016-2017 Sierra Cedar HR Technology Annual Survey

50%

*Of efficiencies are Lost with
Bad Processes*

40%

*Of organizations have a
major HR Systems Strategy
Initiative for 2017*

Employers are Prioritizing Technology Changes



Studies Show

Nucleus Research

- Clients that implemented a full HCM solution were able to save \$3.88 for each dollar spent on the technology.

Lighthouse Research & Advisory Survey

- 86% of respondents experience benefits from their HR Technology within 12 months of roll-out

LIMRA Survey

- 1 in 3 Companies that do not use technology to manage benefits are looking to automate that process

The Right Technology Investment Can Save Time & Money

How is the Market Adjusting?

HR Technology has a huge spotlight - \$2.4 Billion was invested into HR Tech in 2015; much of which has been focused on mid-market solutions

- “Social” oriented solutions
 - Making their products more user friendly with better access to data
 - Administrators
 - Managers
 - Employees
- Mobile Friendly/Mobile First
 - 64% of Employees say mobile access makes them more productive
 - 20% of employers give employees access to mobile HR tools

HR Technology Vendors Help HR to be More Effective

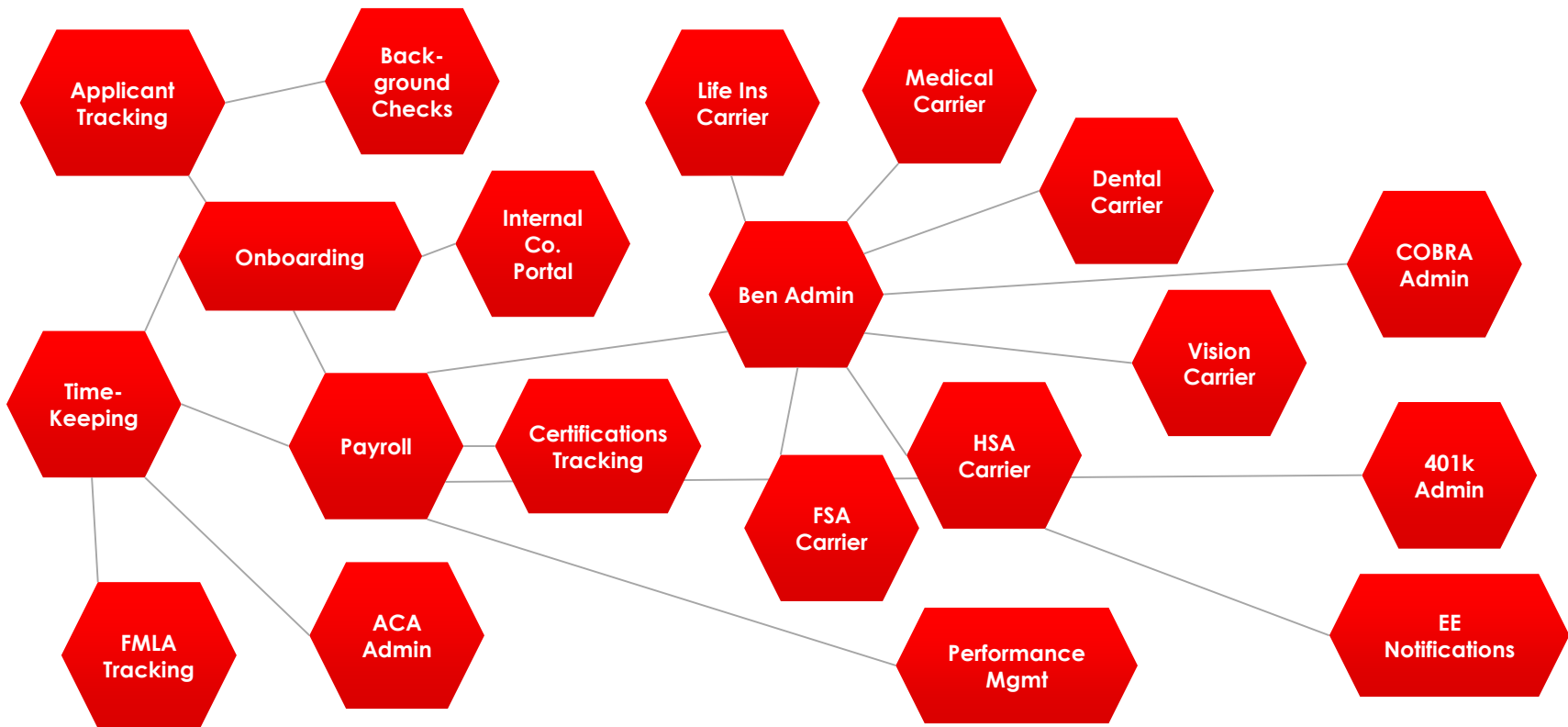
How is the Market Adjusting?

- More tools to get “Big Data” into the hands of those who can use it
 - Dashboards
 - Predictive Analytics
 - Reports
- Stronger Integrations with other solutions to provide an overall better experience
 - Benefits Administration
 - Recruitment
 - Carriers & TPA's
- Automation of the tactical burdens of HR
- Simplifying the Strategic burdens for HR and Management

HR Technology Vendors are Building Tools to Meet Demand

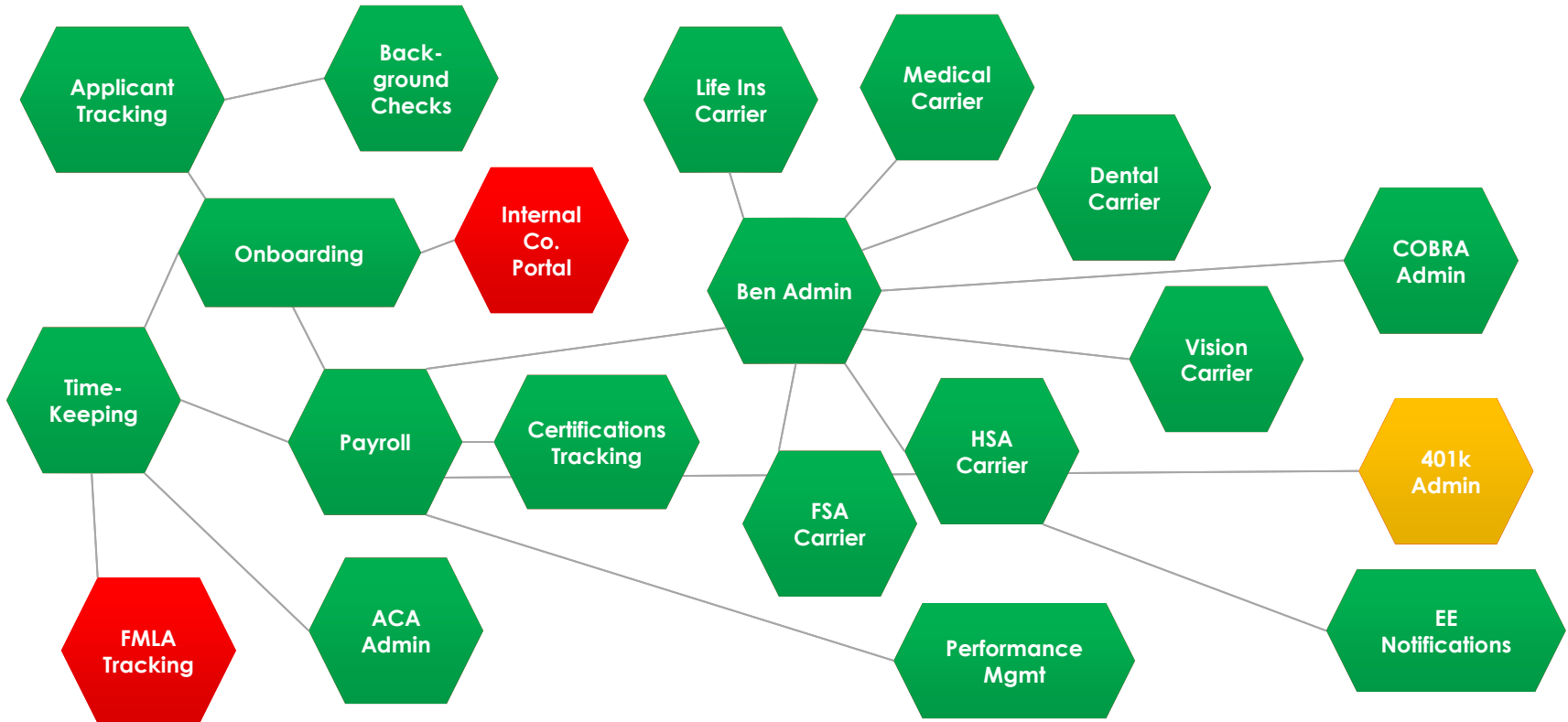


Common Practice



Manual Processes are Everywhere

New Technology can Automate

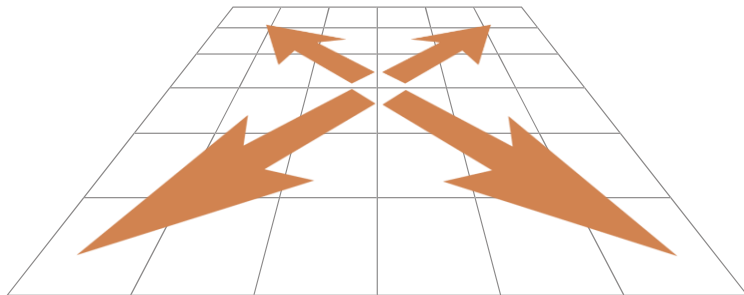


Automation is a Game Changer

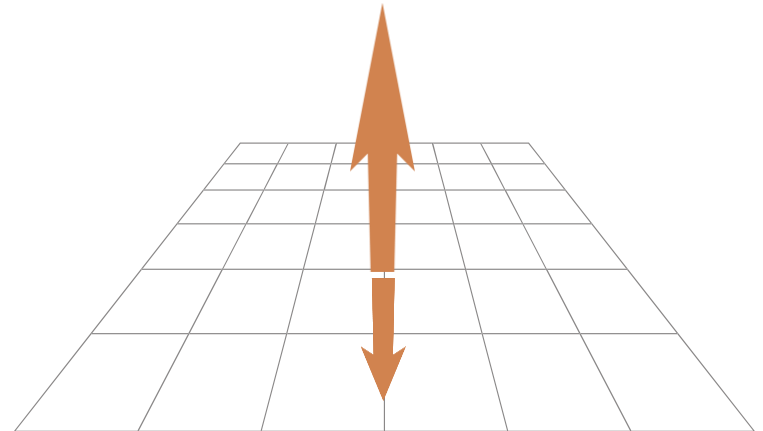
Not all Software is the Same

HR Technology Software Varies

*Some solutions go wide,
but not deep*



*Other solutions go deep,
but not wide*



Not All Solutions are Created Equal

Getting Started with the Search

- Talk to people about what they have or how they can help
 - Friends and Colleagues
 - Consultants
- Talk to your current vendor(s)
- Remember that your specific needs that may differ from others

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5 Steps to HR Technology Shopping

1. Identify Goals
2. Get Buy-in
3. Determine the Evaluation Process
4. Communicate with All Parties
5. Prepare for Demonstrations

Preparation is Key to Making a Good Decision

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1. Identify Goals

- What problem(s) are you trying to solve?
- What will Success look like?
- What (if any) current technologies stay in place and need to connect to new technology?
- What are the required and optional services?
- What is the Budget?

Must know where you are going to get there



2. Get Buy-In

- Who are the key users or practitioners that should have input into the discussion?
- Who are the key users
 - Managers/Team Leads?
 - Key Employees?
 - IT?
- A more engaged team will typically make a better overall decision and have greater outcomes

Identify Key Participants

3. Determine the Evaluation Process

- Build a Request for Proposal (RFP)
- Determine how your team will evaluate and compare options
 - Simple: Meets Needs – Does Not Meet Needs
 - Detailed: Points system with certain items carrying more weight
- How will you compare each solution and get input from all parties?
- Everyone should be in agreement and evaluating the vendors the same way
- Do you need an Agnostic Partner to assist?

4. Communicate with all Parties

- Consistency is key to evaluating and comparing each vendor
 - Give all vendors the same agenda, same amount of time to demo
 - Share all Q&A with all vendors
- Create Champions internally
 - The people who are involved in the selection process often become Champions of the solution ongoing

Communication is key to Success

5. Prepare for Demonstrations

- Prep all parties participating in demos
 - Everyone should know their part
 - Has the agenda and timing been clearly communicated and agreed upon?
 - Determine up front what happens if the demo runs over?
 - Can everyone be in every demo? If not, how will you communicate notes and comments to those absent?
 - Are all demos going to happen in a pre-determined period of time?
 - Plan on debrief sessions after each demo to compare notes

Consistency is Important

The background of the slide features a grid of hexagonal icons representing various business concepts such as gears, a piggy bank, a calculator, a magnifying glass, a shield, and a line graph, all in white on a blue background.

Closing the Deal

- Get recommendations from all team members
- Check References
 - Current client like you
 - Client using the same services as you plan to use
 - Client that recently left
- Prepare to negotiate on price
- Have the contract reviewed by a professional
- Share details with team for a consensus

Consistency is Important

HR Technology Vendor Selection

- The market has become flooded with new solutions and revised old solutions
 - HR Tech sales people tend to be good at selling the moon
 - There is no such thing as a one-size-fits-all in HR Technology
- Selecting a solution that doesn't meet your needs will lead to employee dissatisfaction, loss of credibility of the HR department and costly redeployments
- Implementing the best solution can improve operational efficiencies and produce cost savings

Clients should always look to acquire data, tools, partners and staff that create value



Questions?

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Thank You!



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