

The Human Resource Software Journey

STEPS TO A SUCCESSFUL HR IMPLEMENTATION



1.) IDENTIFY KEY STAKEHOLDERS

These will include not just the project team but your employees, shareholders, senior management team, line managers, directors, HR team, back office and of course your IT department.

2.) POSSIBLE CHALLENGES

Potential challenges through-out the journey:

- Technology conflicts or restraints
- Decision on platform; Cloud, Hybrid or on-premise
- Data quality and migration
- Process re-engineering
- Stakeholder barriers and insecurities
- Decision making and budgetary sign-off
- Managing people change
- Understanding what post go-live looks like
- Integration



3.) UNDERSTAND YOUR REQUIREMENTS



- What features from your existing system works well?
- What are the main pain points?
- Are your processes in line with best practice?
- Do many of your tasks require manual interaction?
- Are you looking to implement self-service options?
- Have you considered your technology or platforms?
- Do you have a requirement to integrate systems?
- Are there plans to grow the business significantly?
- Feedback from your stakeholders?
- Global or localization requirements?

4.) PROJECT SCOPE

Consider your core requirements and additional modules or 3rd party integrations with:

- Payroll
- Finance/ERP
- Recruitment & Application tracking Solutions (ATS)
- Learning Management Solutions (LMS)
- Time, Attendance & Expenses
- Employee performance
- Self- service



5.) RESEARCH

Once your analysis is completed your and you've signed-off your evaluation criteria it's time to research the market.

Consider your options:

- Existing supplier - is an upgrade available?
- Independent Consultancy
- HR software vendors
- Full Enterprise Resource Planning (ERP) solutions
- Visit HR or Recruitment trade shows
- Ask similar organisations in your sector
- Read software review sites, such as Raven Intel



6.) SELECTION PROCESS

Decide upon the procurement route: direct, via tender or a framework such as Digital Marketplace.

Evaluate your potential suppliers:

- Against your criteria
- Financial and legal status
- Their development strategy
- Referenceability
- And cost – this should not be the main focus for selection



High level overview leading to the final selection with a detailed face to face demonstration from your final 2 suppliers following your own agenda rather than their typical sales patter.

7.) BUY-IN & DECISION



Will the project deliver on your expectations:

- Accurate information & reporting
- Reduced data entry
- Streamlined workflow & automation
- Reduced paper-based records
- Best practice processes
- Employee engagement with self-service
- Centrally controlled data
- Compliance
- Reduced running costs
- Empowering employees

8.) IMPLEMENTATION

Design and configuration of your solution:

- System familiarisation
- Design/Alignment workshops
- Requirements agreed
- Sprint configuration
- Solution walkthroughs
- System testing
- Payroll parallel run
- End user training (remember, plan early!)
- Go live!



9.) POST GO-LIVE SUPPORT

Hopefully as part of your selection process you will have considered options for post live support.

Having your support team (either external or internal) involved in the implementation stage gives them a head start on go-live.

Things to consider:

- Do they have a dedicated support helpdesk?
- Is the service easily accessed?
- Is the service available during your hours of work?
- Do they have an experienced & knowledgeable team?



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