Implementation Without Frustration

Keys to HCM Success
Agenda

➢ Benefits of HCM
➢ Tips for successful HCM implementation
➢ What can derail the process
➢ Q&A
What is HCM?
Human Capital Management Trends

- Predicted growth of 9.2% over next 5 years
- $14.5 billion to $22.5 billion
- Increased use of mobile devices
- Increased mobility of employees
- Growth rate highest for small-mid sized businesses
Brief Intro to HCM

• Streamlines and automates day-to-day HR processes
• Integrates talent-management features
• Provides a single solution to manage benefits administration, payroll, personnel actions, and compliance with wage and labor laws
Benefits of HCM

➢ Time Savings
➢ Employee Engagement
➢ Reduce Paperwork
➢ Increase Productivity
➢ Decrease Errors
➢ Increase Compliance
Best Practices for a Successful HCM Implementation

➢ Assess your needs
➢ Find the right solution
➢ Set realistic expectations
➢ Establish a timeline
➢ Assemble the right team

➢ Document your processes
➢ Determine reporting needs
➢ Run duplicate payrolls
➢ Train your staff
➢ Post implementation check-in
Assess Your HCM Needs

- What tools are you currently using?
- What are the challenges with your current system?
- What stakeholders will be involved? What role will they play?
- Which features are must-haves, and which are “nice-to-haves?”
- Where are you spending the most time in your current process?
Find the Right Solution

Platform
  ➢ How secure is the system so we know our data is safe?
  ➢ Does the system update in real time? Is it cloud-based?
  ➢ What is the system’s speed? Is there a backup of the data?
  ➢ How scalable is the system? Is there a limit to the number of employees?

Implementation
  ➢ What is the implementation time frame?
  ➢ Is there an implementation person/team/point of contact?
  ➢ Can some modules be implemented and then others added as you grow?
  ➢ Do we need support from our IT department to implement the system?
  ➢ How does the initial data get collected?

Training
  ➢ How is training handled? Is there in-house training? How many hours?
  ➢ Are there FAQs online?
  ➢ Is there ongoing support?
Set Realistic Expectations

➢ Understand what you are implementing and why
➢ Changes can lead to initial pushback until comfort level increases
Establish a Timeline

- Make it realistic
- Allow time for the review process
- Schedule weekly calls or meetings with staff and HCM vendor to assess any issues
- Decide if you will roll out the entire system at once or start with one and add more
  - Example: start with just payroll at first, add onboarding later
Assemble the Right Team

- Who will be responsible for what?
- Who are your champions that will embrace the change?
  - Put them in charge
- One leader to oversee the process
Document Your Processes

➢ How do you operate now?
➢ Policies
  ➢ PTO, Job codes etc...
  ➢ Exceptions
➢ How will you operate with the new system?
Determine Reporting Needs

• What are the reports you must have to ensure a smooth transition to the new system?
  • PTO accruals
  • Job rates
  • 3rd party reporting
Run Parallel Payrolls

- Run a duplicate payroll on your old system to ensure accuracy before cutting over to the new system

- Review your payroll registers!
Train Your Staff

➢ Establish responsibilities
   • Who is providing training?
     • Vendor?
     • Staff?

➢ Train employees on the new system
   • Give access to resources and emphasize why they should embrace it
Post Implementation Check-In

➢ Review goals 2-3 months post implementation
➢ Any areas to revisit?
➢ What’s next?
5 Things That Can Derail the Process

1. Unrealistic (or non-existent) timeline
2. Lack of engagement
3. Exclusion of end-users
4. Only buying the product, not the service
5. Lack of communication
GTM’s HCM Solution

• iSolved
  ➢ Individual client customization, security, and scalability
  ➢ Cloud-based, Single point of entry to access all data from any computer or mobile device

• Why we’re unique
  ➢ Service team
  ➢ Online and in-person training
  ➢ iSolved University
Resources


➢ Steps to Implementation Success

➢ HCM ROI Calculator
Questions and Answers

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Thank You for Attending!