

# Best Practices in Human Capital Management

Engaging Employees through  
a Unified Platform



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# Productivity Depends on Workforce Engagement

An engaged workforce is satisfied and productive. Organizations need a human capital strategy that enables them to think strategically about managing, engaging and retaining the entire workforce.

All too often, though, the systems that manage human capital alienate rather than engage both employees and managers – making it challenging, for example, to easily access schedules or paystubs without the need to call HR or do self-service assessments of career path options. This is reflected in the research finding that **76%** of organizations believe that use of their existing systems reduces productivity. That's why **increasing workforce productivity is a top factor motivating change in HCM in 68% of organizations today.**

**T**akeaway: Systems can impact workforce engagement and productivity.

# Adopt Unified Applications for HCM

Standalone applications waste time and create frustration. Our benchmark research finds that only **10%** of organizations believe their human resources management system (HRMS) meets their business needs very well. Many are relying on spreadsheets to manage employee benefits and time worked and taken off, which is inefficient and increases risks related to regulatory compliance.

In cutting-edge HCM, by contrast, applications are unified and work together, enabling workers and managers to seamlessly access and use people-related information to assess employee engagement. **A unified set of applications brings efficiency to the process,** easing the burden on the workforce and its managers to perform human resources tasks.



**Takeaway:** Unify HCM applications to meet the entire range of workforce management needs.

# Plan for the Full HCM Lifecycle

An effective HCM system integrates the HRMS with the applications used to recruit and onboard new employees, the talent management applications that help retain them and the workforce management systems that help manage them. This encompasses the full lifecycle of workforce management.

**When these systems work together**, processes such as worker onboarding and offboarding are connected to worker scheduling so **data is immediately available**. When these systems are not well integrated, both processes and the underlying data cannot be managed efficiently. That's a problem, since a top priority for workforce management is aligning the workforce to business goals and objectives (cited by **36%** of research participants).



**Takeaway:** Choose systems that offer efficient approaches to human capital management.

# Consider A Common Platform



A streamlined HCM strategy supported by technology can most easily and effectively be deployed on a common software platform across the organization. The platform must not only integrate the various applications but also keep employee information secure.

A unified approach delivers distinct benefits, including:

- **Increased effectiveness** in managing HR processes because there is a single place to get information and administer the workforce.
- **Faster completion** of people-related tasks such as requesting time off, reviewing schedules, participating in performance reviews and accessing HR-related information.
- **A speedier process** of delivering paychecks in the form desired.
- **Improved workforce engagement** because of reduced time spent in performing HR-related tasks.

**T**akeaway: Adopt a common platform to support effective HCM.

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# Ease of Use Maximizes Engagement

Simplifying the tasks related to human resources management saves time and resources and increases engagement.

Simplification is about application ease of use. Usability is very important for **76%** of organizations evaluating HRMSs and **70%** of organizations evaluating workforce management. **Usability matters for both existing tools and the evaluation of new ones.** By ensuring optimal usability, organizations can improve workforce engagement in HR- and people-related tasks and enable employees to do their jobs more easily.

**Takeaway:** Prioritize the usability of HCM to increase the engagement of the workforce.



# Create a Single Employee Record

When organizations use an array of individual systems to manage the many HR-related tasks, they duplicate not only effort but also data. Having multiple copies of the employee master record creates needless work and increases possibilities for errors – most notably, it increases the risk of regulatory infractions. Our research finds that almost half **(43%)** of organizations have duplicate employee and talent profiles stored in the HRMS.

Adopting a unified approach to HCM establishes a single authoritative version of employee data that is used by all applications. This approach can **optimize the efforts of human resources** and **ensure that information is accurate and up-to-date** across all applications.



**Takeaway:** Using a single employee record optimizes HCM processes by reducing inefficiencies.

# Assess Cloud and Mobility for HCM



HCM and other business applications are more accessible than ever before. Two key technologies have enabled this: the advent of cloud computing and ubiquitous mobility enabled by portable devices.

Cloud computing enables organizations to deploy and **use applications that are managed outside of the organization** and are always up to date. The spread of mobile devices like smartphones and tablets has also made it easier to **access applications from anywhere**. Easy mobile access is a top technology priority in **54%** of organizations. Mobile self-service is most often deployed (by **36%** of organizations) to support HR management.

**Takeaway:** Embrace cloud computing and mobile access to modernize HCM.

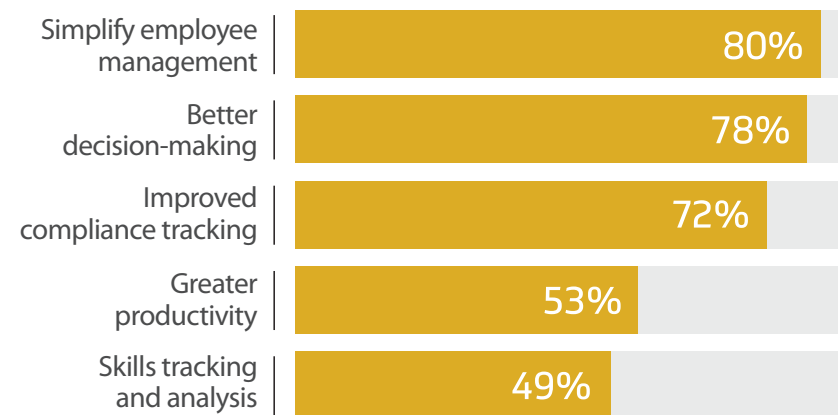


# Invest to Maximize Benefits

It's clear that an effective human capital management strategy supported by the right technology can save time and resources, improve the management of people-related processes and drive greater employee engagement. Our research finds that improving business processes is motivating **89%** of organizations to change their HRMS.

The key benefit of an HRMS most often cited is simplifying management of employees and employee-related information (**80%**), followed closely by improving management, actions, decisions and alignment (**78%**). Substantial majorities also said an HRMS improves the organization's compliance ability and improves workforce productivity. It's therefore no surprise that improving the efficiency of human capital management processes is a top priority.

## Key Benefits of HRMS



**Takeaway:** Invest in human capital management to foster a positive employee experience and maximize the productivity and engagement of your people.

# Effective HCM Delivers Value

Modern human capital management can deliver value. It enables the use of technology to support an HCM strategy focused on the efficiency of human resources and other people-related processes and to remove barriers to optimal engagement. Simplifying processes with a common platform is key to these efforts. Adopting a dedicated human capital management system also helps streamline processes, enabling organizations to manage the needs of workers, managers and top management as well as administrative and operational aspects of the organization.

The benchmark research reports *Next-Generation HRMS* and *The State of Workforce Management* can be purchased from Ventana Research at [www.ventanaresearch.com](http://www.ventanaresearch.com).

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