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KNOW YOUR PEOPLE AS WELL AS YOU KNOW YOUR CUSTOMERS

Workforce Visibility ebook

Overview

**Do you know your people as well as you know your customers?**

Your people's expectations and the way they work are changing. Employees are more diverse, mobile and technologically savvy than ever before. HR processes are changing from focusing on transactions to knowing and engaging people.

Just as sales and marketing teams use data to develop actionable and informed insights about their customers, you need to do the same in HR to know your people.

Everything from attracting and keeping the best talent to creating better workplace experiences and increasing employee engagement and productivity, depends on smarter decisions. These in turn rely on more actionable insights.

These are only possible through accurate HR data and analytics. They are vital to address the people challenges you face, so you can make smarter decisions.

Discover in this guide how to improve visibility of your workforce with data-driven and actionable insights. Ultimately, it will help you know your people better and drive your business growth.

Contents

Introduction

The world of HR and People is changing

The more you know about your people, the more you can enable them to do their best work. And in turn, the greater the chance of business success. Yet, a rapidly changing world of work makes it difficult for companies to achieve this.

There is a growing global skills crisis, and it's getting worse. A shortage of skilled people makes it tough to find and attract the people you need—and it's even tougher to get them through the door once you find them. To win the war for talent, you need to understand and engage with your candidates better than ever before.

The workforce has transformed. Today, there are five, soon to be six, working generations. And, there's an increasingly contingent workforce including contractors and gig workers. From baby boomers to millennials and part-time freelancers, employers must embrace an evolving and diverse mix of expectations that come with managing such a workforce.

The workplace itself is changing. People interact with technology in every aspect of their personal lives, from shopping on a mobile app to unlocking their home with voice recognition. Now, they have the same expectations when it comes to the workplace and this means that companies must rethink how they engage with their workforce.

Advances in cloud and work-based technology have led to an increasing dependence on digital technology, which means there is a greater need for securing and protecting people data. This is especially so with new regulations, like the EU's General Data Protection Regulation (GDPR) where failure to comply could be extremely costly.

These changes have driven a fundamental shift in the world of HR and People. Traditional HR processes and HCM vendors are no longer fit for purpose, because they cannot adapt quickly enough to these changes. Businesses and people leaders know this, yet, they are not ready to do anything about it, because they lack the people insights required to make smarter decisions.

92%

of HR leaders struggle to obtain strategic insight from their people data

Know your people better, with People Science

To improve performance and productivity in today's world of work, companies need to transform the way they both manage and engage their workforce, so they do their best work and are most productive.

Those that embrace new people processes and ways of working are known as People Companies. Sage People's latest report [read here] shows how HR leaders are using people data on their way to becoming People Companies. These are fast growth companies that share common characteristics in the way they engage their people and use people data to make decisions.

Their success comes because they have the visibility and insights they need to really know their people— just as well as their customers.

This relies on People Science. This means applying data-driven approaches to improve the visibility you have of your workforce, and how you both manage and engage your workforce; it's about understanding people and their behavior in your company, and generating more actionable insights about your people.

The result is that you can make smarter business decisions, design great workforce experiences and ultimately improve engagement, productivity and performance.

"People Science is focused on actionable data, everything else is just noise."

**Sarah Andresen,
Head of People Science, Sage People**

The 5 vital steps to greater workforce visibility

Follow the 5-step People Science journey

People Science is not a single state but an on-going journey. Every company needs to start by getting the basics right, before building on this to reach the insights and solutions that they need.

1

People Data

Start the journey with access to all your people data in one place—a single and accurate version of the truth

2

People Reporting

Know precisely what the data is telling you, in a format that is fit for purpose, instantly accessible and updated in real-time

3

People Analytics

Explore the "why" behind the "what". Identify hidden patterns or emerging trends about your people that provide actionable insights

4

People Insights

Create and test hypotheses that you can iterate quickly, and obtain regular feedback, to identify the best solutions in an agile way

5

People Science

Proactively manage and engage your workforce based on these data-driven insights. Reach the ultimate goal of knowing your people as well as you know your customers

The 5 vital steps to greater workforce visibility

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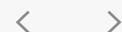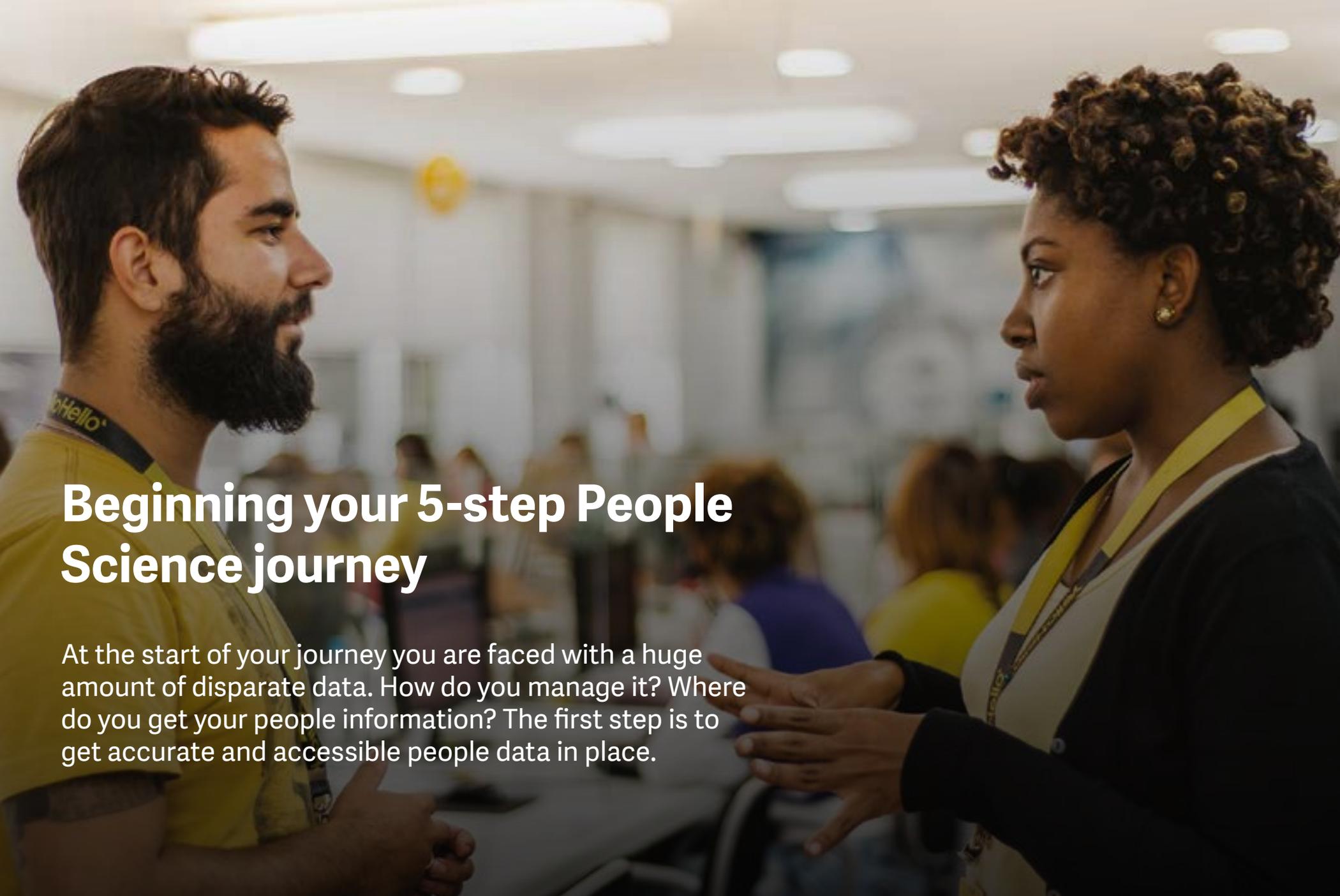
Beginning your 5-step People Science journey

At the start of your journey you are faced with a huge amount of disparate data. How do you manage it? Where do you get your people information? The first step is to get accurate and accessible people data in place.

The 5 vital steps to greater workforce visibility
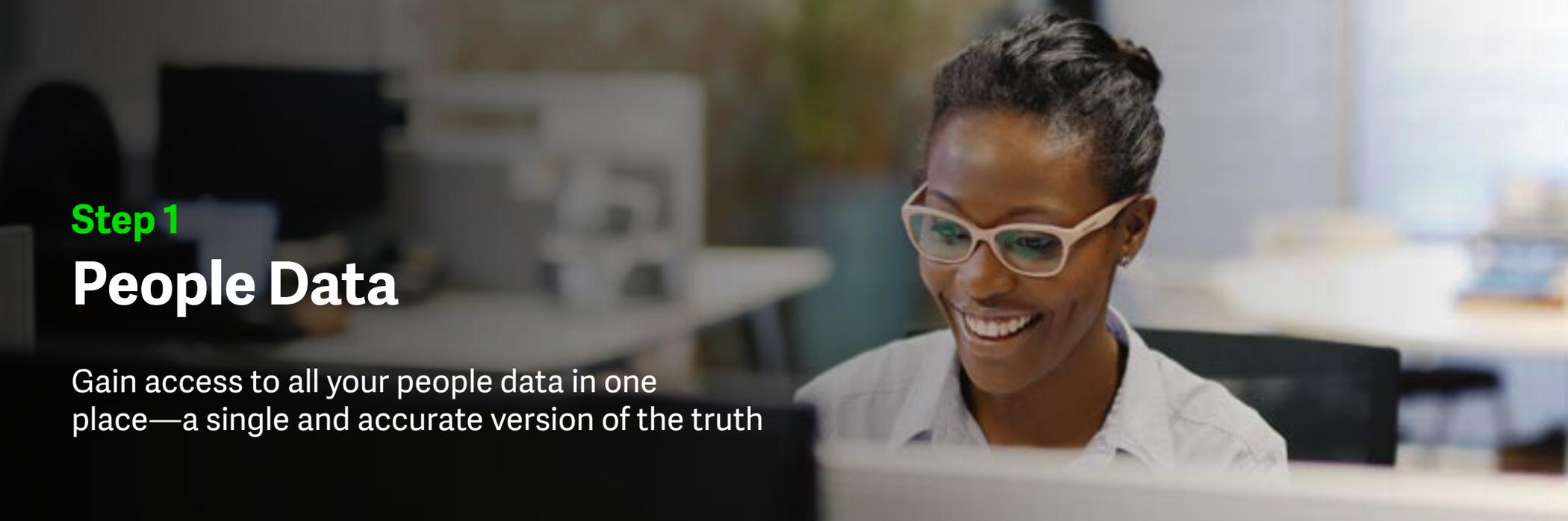
People Data

Gain access to all your people data in one place—a single and accurate version of the truth

Capture your data

To make better-informed people decisions, you need a complete and accurate view of every person in your workforce, wherever they are. As you grow, you'll need to;

- Manage a global and disparate workforce
- Maintain compliance at both global and local levels
- Ensure your data remains accurate, secure and compliant, as you grow and scale your people processes
- Build a strong data foundation for powerful reporting and actionable insights when you need them

One truth

Sage People increases the accuracy and efficiency of your people data, and gives you a complete view of your entire workforce, whenever and wherever you need it. Through dashboards and real-time reports, such as simple headcount results, you have answers to the people questions everyone needs to know, within seconds. It's fast, easy and powerful to integrate all HR processes.

- Achieve a single source for all your global employee data
- Use an easily accessible cloud-based solution with real-time access to information

- Provide a tailored self-service experience to empower your entire workforce
- See information updated everywhere once changed — including within automated workflows
- Get a single source of truth with easy and powerful integration with payroll and across other applications
- Remain compliant with new regulations such as GDPR

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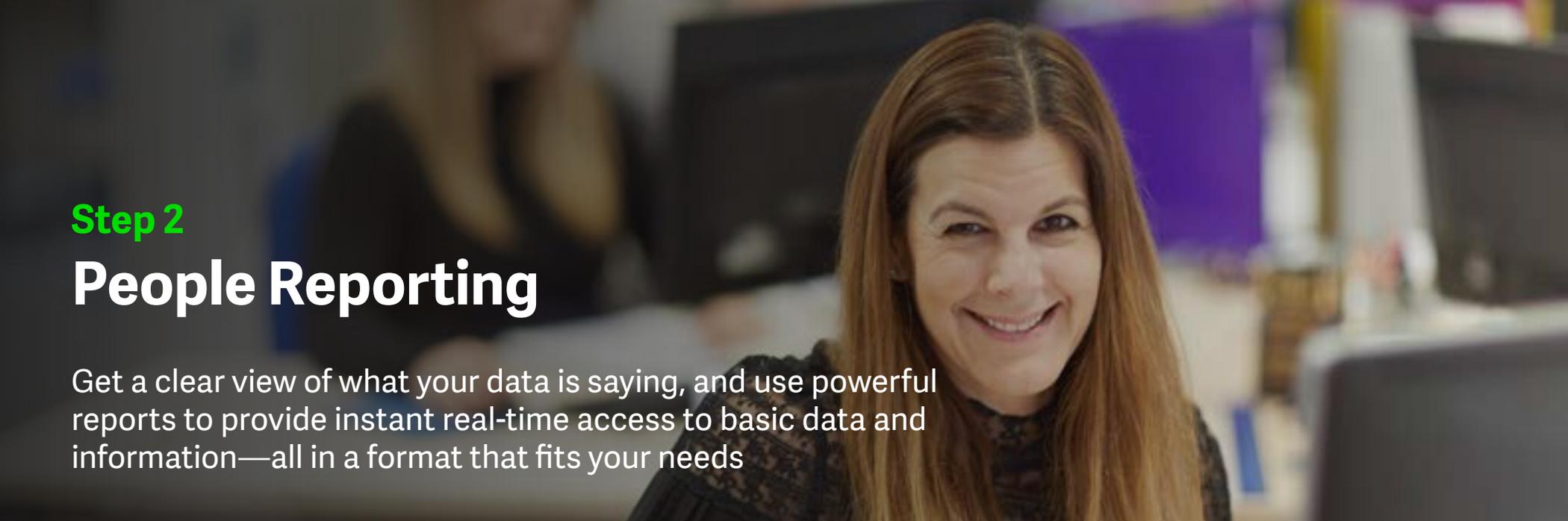
People Reporting

Get a clear view of what your data is saying, and use powerful reports to provide instant real-time access to basic data and information—all in a format that fits your needs

Know what your data is telling you

Who are your people and what are they doing? Get a true picture that shows what's happening in real-time.

- Give your teams the data they need, when they need

- Ensure key decision makers have real-time insights

- Get the reports you need in seconds and minutes, rather than days or weeks

- Ensure the technology is quick and simple to set up, with minimal IT expertise required

Get the reports and insights you need, at the click of a button

Sage People gives your leaders the critical information they need, accessible from anywhere, at any time. Save time with easy to read visual reports and charts that can be automatically assembled and distributed to those that need to know.

- Show and monitor key metrics for your entire workforce

- Get pre-built reports and dashboards on demand, either globally or by region, which can be easily modified or further customized

- Visualize and prepare the information in a variety of ways to suit your needs

- Access self-service from any device, anywhere, at any time

- Set permissions to access reports, tailored to your requirements

- Use one-click refresh of information to avoid constantly reworking spreadsheets

- Schedule board packs, reports and dashboards to be sent to managers when they need them

- Enable managers to subscribe to report update notifications

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People Analytics

Analyze people data to uncover hidden patterns and emerging trends about your people, and provide actionable insights to understand the reasons for them

Explore your people data

Time to find out not only "what" is happening but "why," by digging down into the data, identifying problems and trends.

- Ensure your teams have the context they need to answer key questions

- Give your leaders the confidence to take immediate action based on accurate information—and work at the speed of now

Apply data science to your people

Sage People helps you identify trends and patterns in your workforce, based on accurate data and solid reporting capabilities.

- Show and track report trends over time

- Customize dashboards to the needs of different managers

- Identify critical talent and high potential, and assess and track the impact of flight risks

- Improve succession planning by identifying key skills, gaps and development tracks

- Evaluate methods for building the talent pipeline

The 5 vital steps to greater workforce visibility

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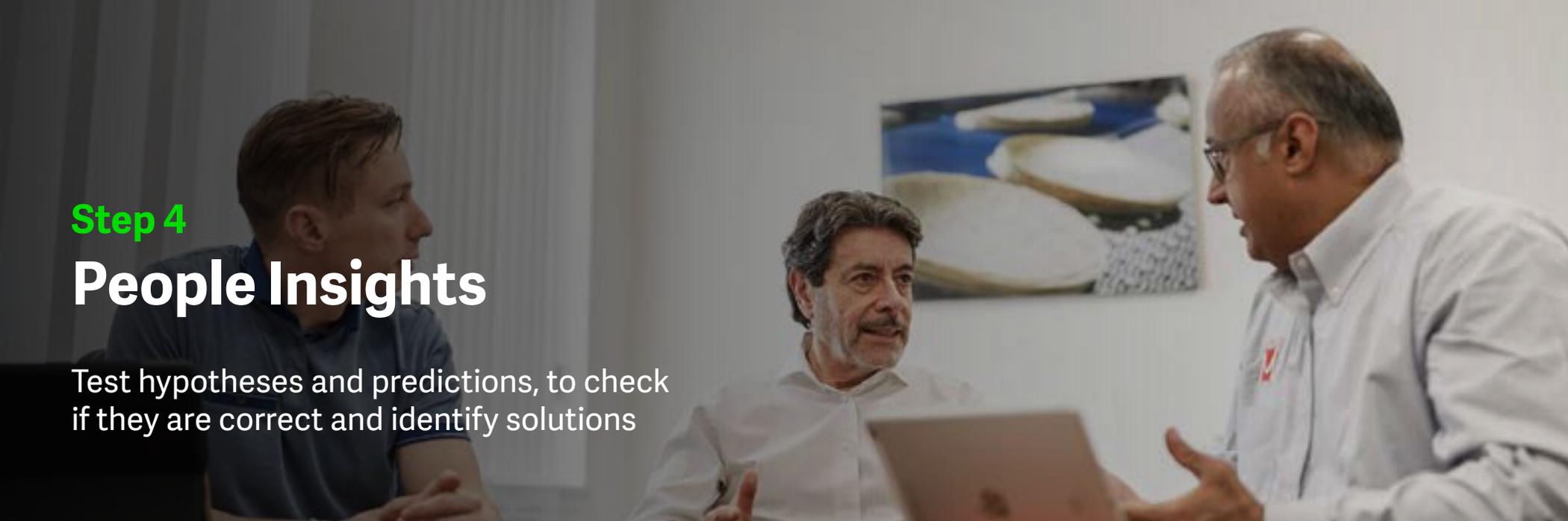
Step 4

People Insights

Test hypotheses and predictions, to check if they are correct and identify solutions

Generate valuable insights

Insights from analysis help you predict and test the value and impact of potential people solutions.

- Make evidence-based decisions, instead of relying on gut feel
- Implement changes quickly and iteratively for maximum impact
- Obtain regular feedback to design better ways of working
- Remain agile and be able to keep ahead of business changes

Improve people performance

Data-driven insight from Sage People provides you with all the information to make better-informed decisions.

- Facilitate continuous communication and conversations between your organization, leaders and teams
- Use simple, yet informative forms to gather insights that can help attract and retain talent
- Leverage pulse surveys to obtain regular feedback from your workforce
- Track employee indicators, such as engagement, culture and intent to stay

- Test assumptions and potential solutions quickly and iteratively
- Continually design better processes and ways of working, through simple user configuration

The 5 vital steps to greater workforce visibility

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People Science

Use the solutions discovered to prevent problems.
Know your people as well as you know your customers

Adopt People Science

Data-driven insights are the best foundation for you to deliver better outcomes and prevent problems.

- Understand your people better with stronger data and insights

- Proactively manage and engage your workforce

- Easily link people data to business performance and metrics

- Provide great workforce experiences to improve performance

- Prevent people problems before they start, such as closing skills gaps, or improving resource or succession planning

Power the journey: People Science

Insights from great data, delivered by Sage People, ensure that the right people are in the best place to do an outstanding job. This is the heart of the People Science strategy that you can use to make the journey to better workforce visibility.

- Achieve a single source of truth for all your people data

- Get visibility of your entire global workforce

- Deliver powerful and seamless integration with other people providers, such as payroll

- Leverage real-time information, powerful reports and dashboards

- Access smarter and more actionable insights, on any device, at any time

- Get the information you need, with simple user configuration and set-up

- Redesign better ways of working, quickly and efficiently

- Capture exceptions and flags with role-based report notifications

- Secure and protect all your people data

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Discover the benefits of Sage People today

Sage People, part of Sage Business Cloud, helps you improve workforce visibility.

It does so by automating people processes, enabling data reporting and analytics to transform the way you attract, manage, engage and retain your workforce.

By automating the entire people journey, Sage People provides the scalable end-to-end services that allow you to adjust to the new ways of working.

Find out how to accelerate business growth by gaining visibility over your workforce with Sage People.

Request a demo

Download Sage People's latest research

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