

White Paper

HR Tech Implementation



Helping the World:
A Revolution in Delivering
People Loving Technology to HR professionals



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Implementing HR Software

It is often said in the technology world that the problem lies between the keyboard and the monitor. That's a euphemistic way of saying that the issue is the user, or user error, not the software, or the hardware. Anyone who owns a piece of computer hardware, or downloads (and then updates) software knows that this isn't always the case. We've all experienced the frustration of a 'computer says no' moment.

The above euphemism might not be a very nice way to talk about our fellow humans, however, it is useful in illustrating why the potential benefits and efficiency gains that are made possible through the implementation of any type of software don't always translate into reality.

Somewhere between discovery of the software, the excitement about what it can do (and what problems it can alleviate in your business) and employees actually using the software to its full capacity, lies the challenging process of software implementation.

Everyone who has ever been on a project team for implementing a new software platform (or App) knows that it can sometimes feel like swimming through chunky vegetable and pasta soup in a sumo suit.

Anyone who has ever been the end user of newly implemented software rolled out in your business also knows that if it isn't done the right way, then your desire to want to use said software is somewhere between none, and well, still none.

Sigh.

We're here to let you know that it doesn't have to be this way!

If you conduct careful pre-implementation planning, ensure you have sufficient resources on your team and engage in 'whole business' engagement and training, then you can set your business up for success. This will result in better engagement, less resistance, faster uptake, and the capacity of your business to realise the efficiency gains of your bright, shiny new software sooner rather than later.

To make it easier, we've mapped a pathway to success for implementing our Cloud HR software solutions. Forewarned is always forearmed. So, if you're about to (or thinking about) implement HR software in your business and you want to make sure you succeed, read through the following pages so that you can understand what is required.



Implementing HR Software

Thorough Planning, Sufficient Resources, Whole Business Engagement, Training And Communication Are Key To A Successful Software Implementation

They may seem obvious, but the critical success factors we've outlined below aren't always top of mind when HR professionals and decision makers agree to implement HR technology within their business. In fact, the best way to ensure that any (or all) of the following factors don't become roadblocks in your implementation process is for you to start thinking about them well before you've signed the contract with an HR software provider.

We've seen many businesses struggle through implementation, so we've created this roadmap to help HR professionals everywhere understand exactly what is required. Years of working with customers and seeing the pitfalls they encounter along the path to go-live, have been distilled into this Implementation roadmap. We hope it helps.

- **Thorough planning:** implementing new software is a process that is likely to touch multiple business units, as well as impacting your entire workforce. Not only that, very few HR professionals are tech experts. Nor should they be. However, in our experience implementing HR software for small to medium-sized enterprises, the only way to mitigate the challenges presented by the above factors is through thorough and detailed end-to-end planning of the implementation process / project. The more time spent planning (and the more you resist diving in blindly), the better the long-term result. Not only that, your attention to detail and understanding at this stage of the project, the better engagement your business will have from employees, and the more functionality of your new HR software will be used.
- **Sufficient resources:** a critical mistake that we see many businesses make is under-resourcing the implementation project team. Make no mistake, you will need a team to make your implementation work and the more widely you share the circle of responsibility, the higher your chance of success. Placing the project on the shoulders of only one or two individuals will make the process feel like a burden and this will bleed into other areas of your business. You definitely don't want the person or people who have done the implementation to feel resentful about the experience by the time you're ready to roll-out your bright and shiny new HR software to the rest of your business.



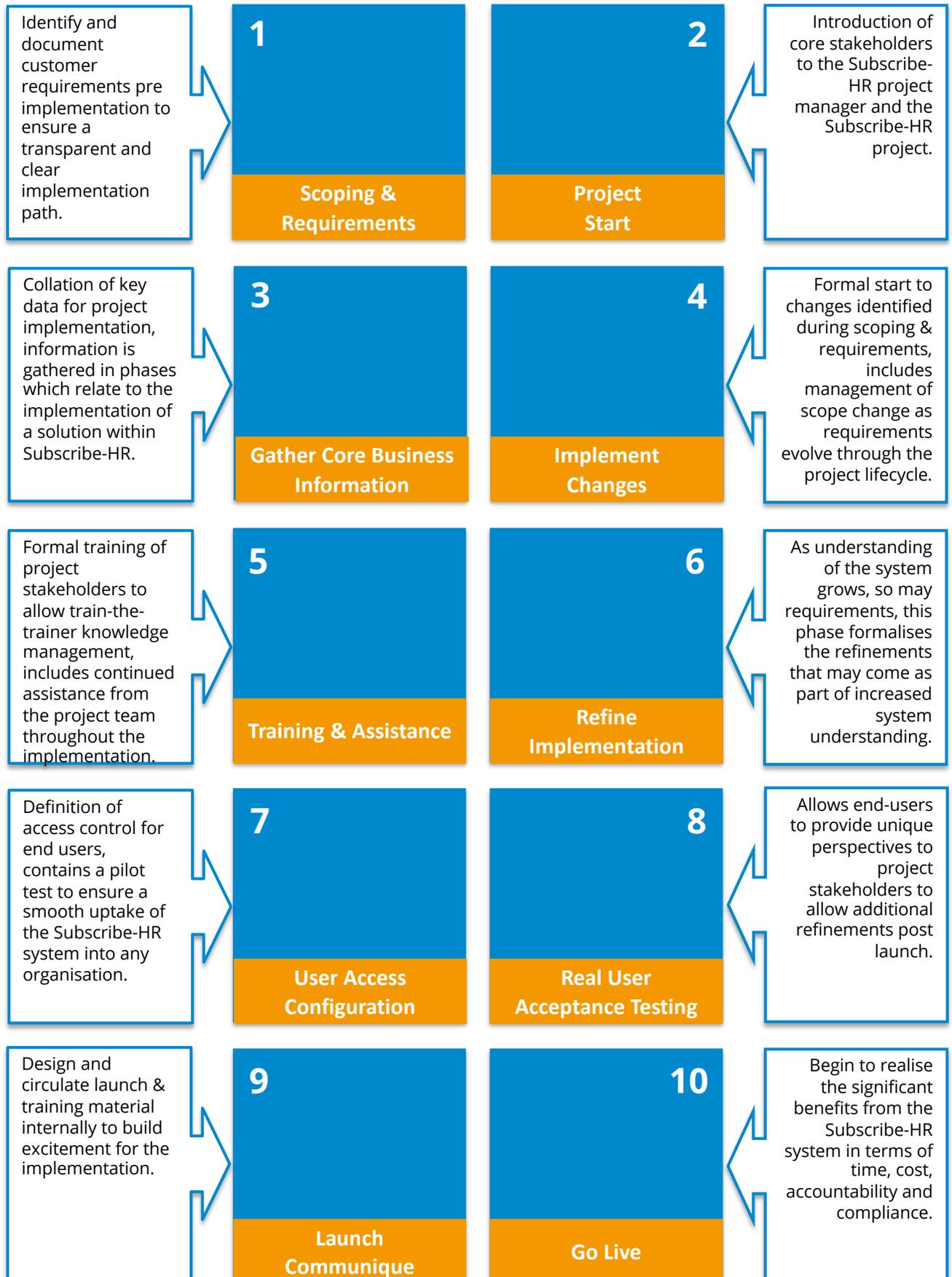
Implementing HR Software

- **Whole business engagement:** you've heard that saying 'it takes a village to raise a child,' right? Well the same logic applies to the implementation of new HR software across your business. Without the engagement and support of the whole business, the successful implementation and launch of your HR software becomes more challenging than it needs to be. Identifying individuals across multiple business units and within the leadership team who can champion your new software is crucial. As is including some of the employees who will be the most frequent end-users of the software.
- **Training:** If the end-users of technology don't feel empowered by, and confident about your new HR software, then they're not going to use it. Or they will only use the bare minimum. It really is that simple. This means that the efficiency gains which HR tech make possible will not be realised as quickly as they should be. The way to mitigate this type of risk is to ensure whole business engagement AND provide appropriate training. What we mean when we say appropriate training is that you need to consider the 'tech' aptitude of your employees and train them in a manner that meets their needs. Digital natives are likely to have better uptake than baby boomers (a generalisation of course, but one worth considering).
- **Communication:** A final, but often omitted (or minimised) aspect of the implementation process is communication. Springing new technology on people a week before you launch isn't going to work. The earlier you can begin the conversation about 'change' in your business the better. It is human nature to resist change, even if the change is likely to improve circumstances. That means you're going to need a comms plan that educates, involves and familiarises your employees with your new HR software in an incremental and non-threatening manner. Put yourself in the shoes of your colleagues and imagine what they might need. Better yet, ask them!

What follows below are step-by-step considerations for an overall HR software implementation, in addition to solution specific considerations for how we work with customers to implement Subscribe-HR's most popular solutions.

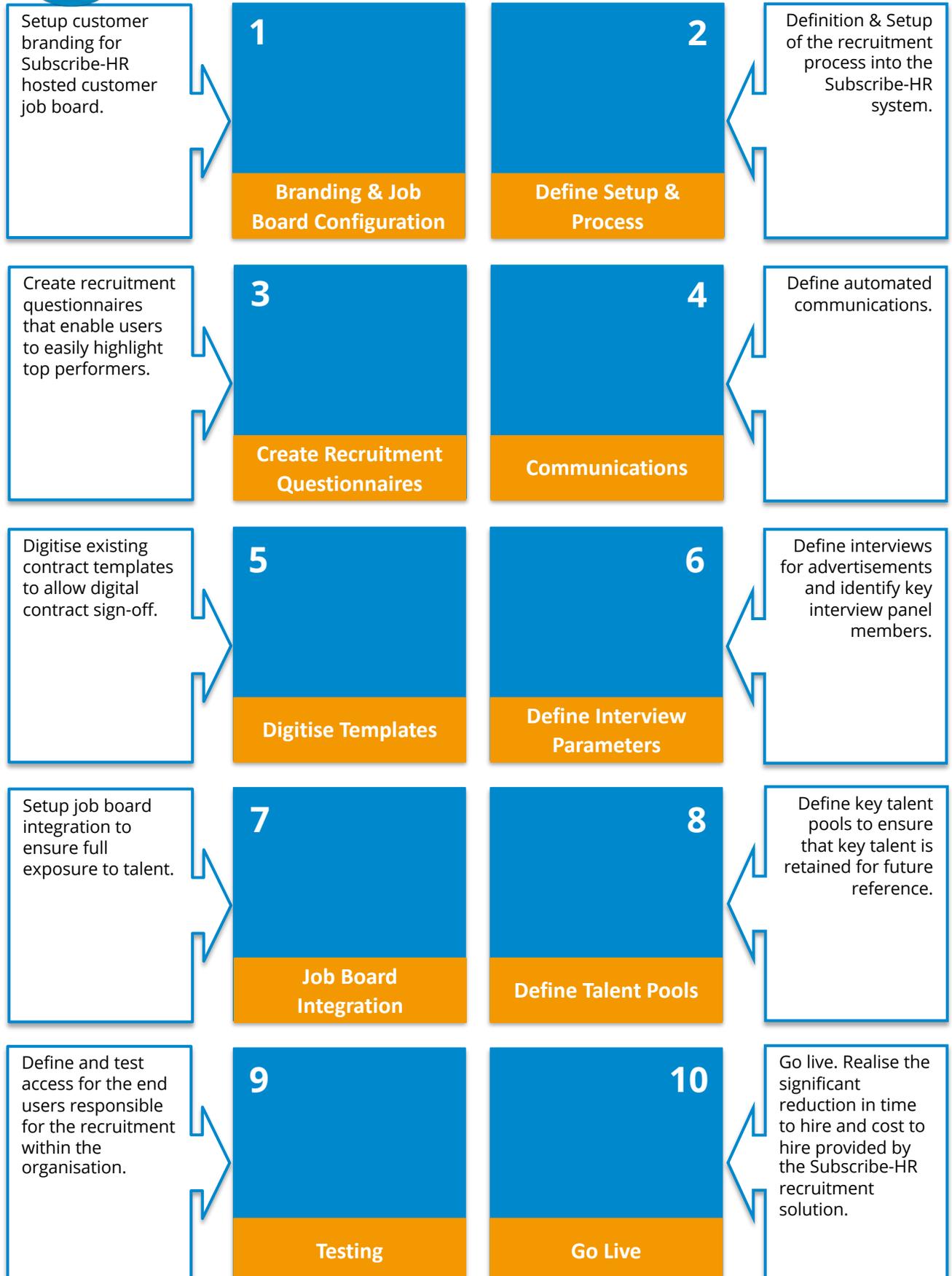


Implementing HR Software – General Overview



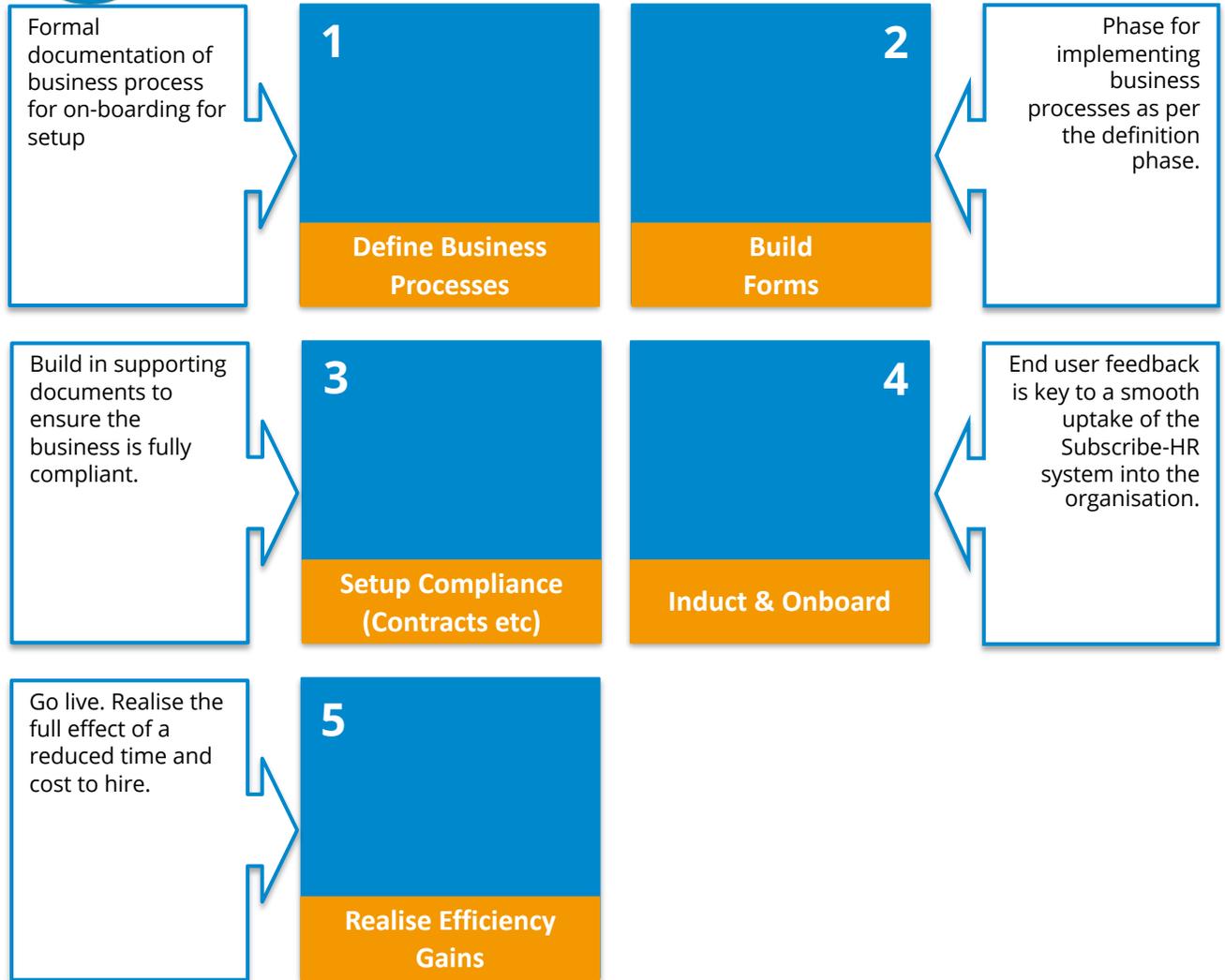


Implementing Your e-Recruitment Solution



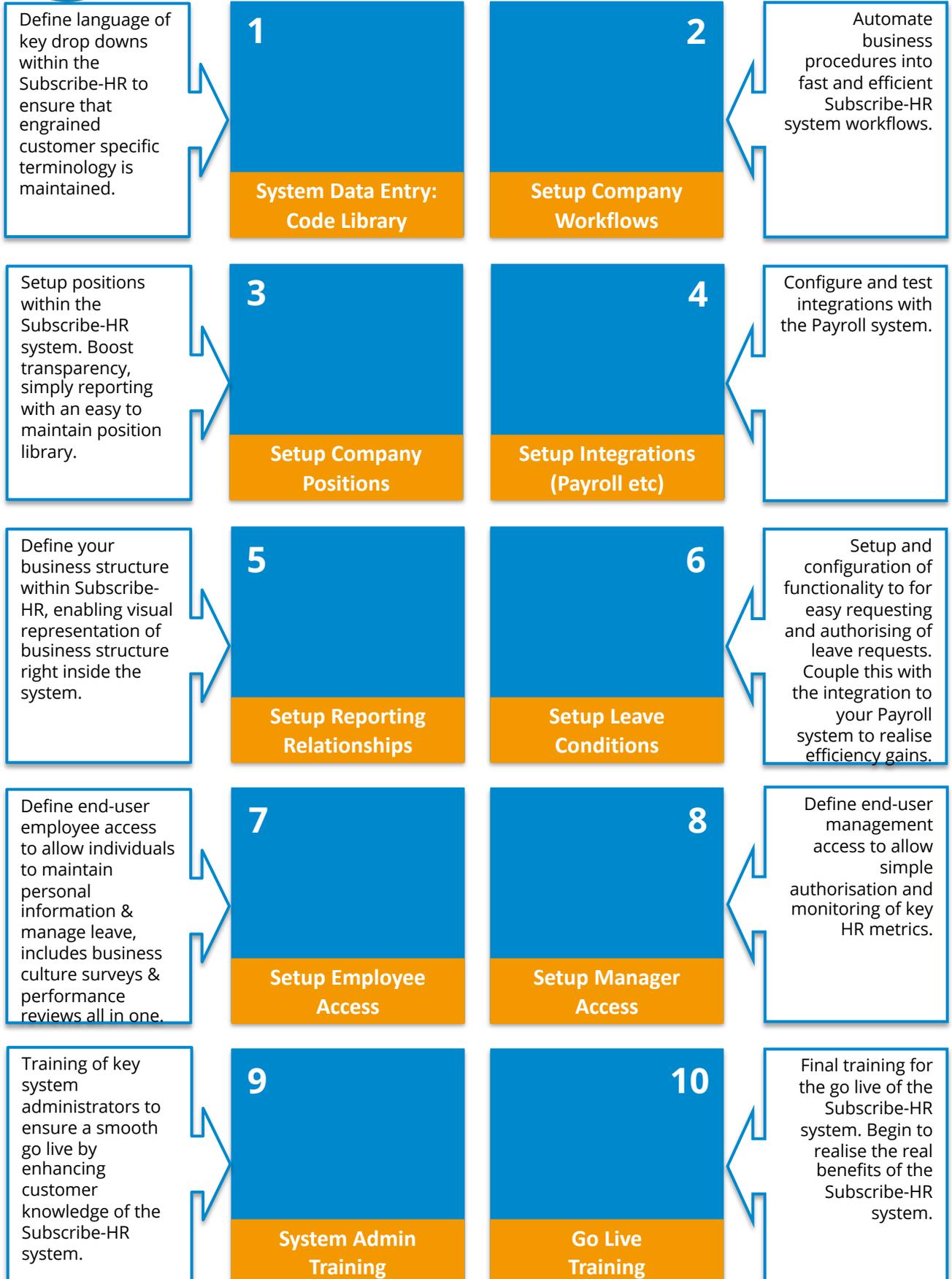


Implementing Your Onboarding Solution



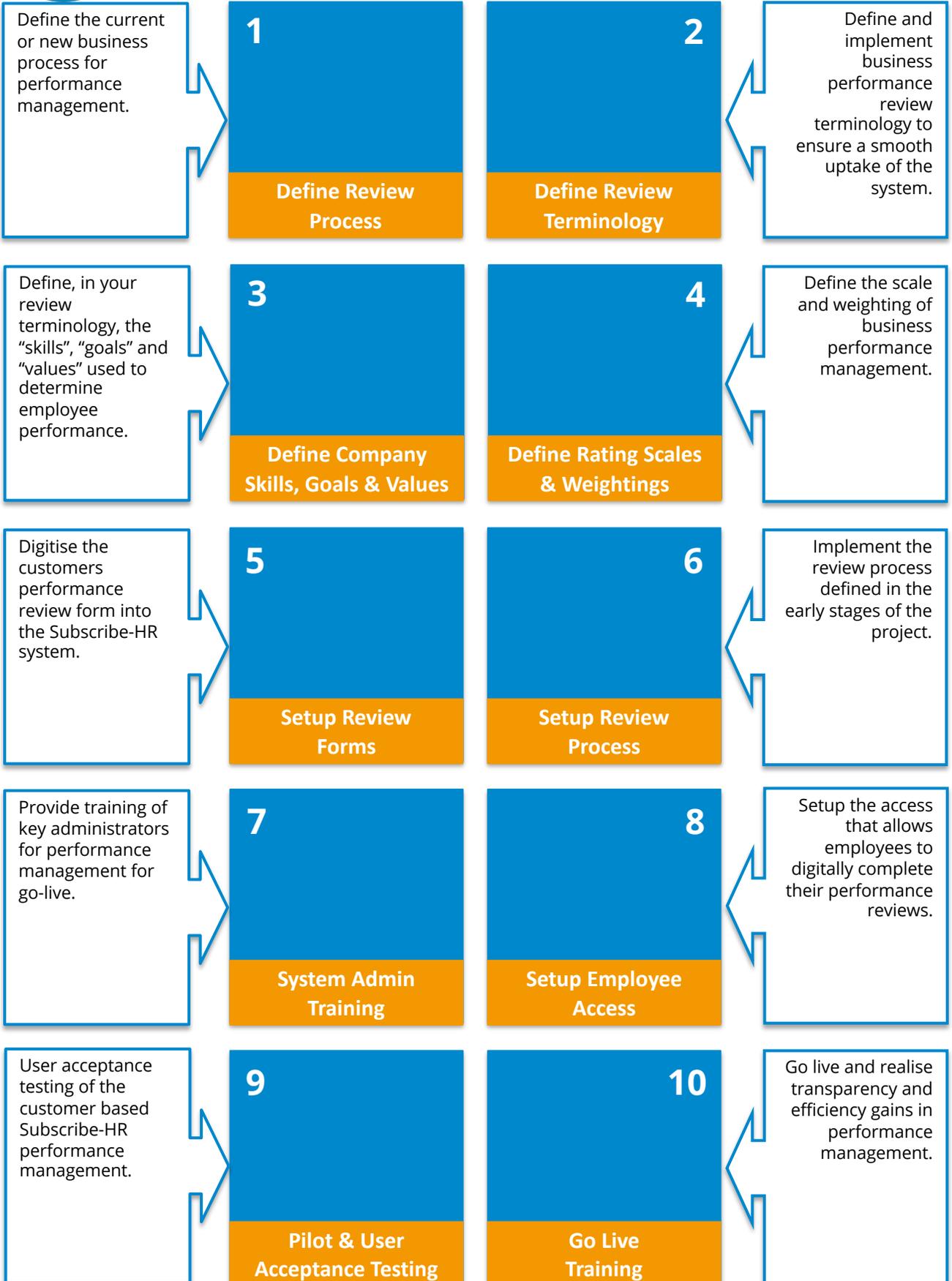


Implementing Your Core-HR Solution



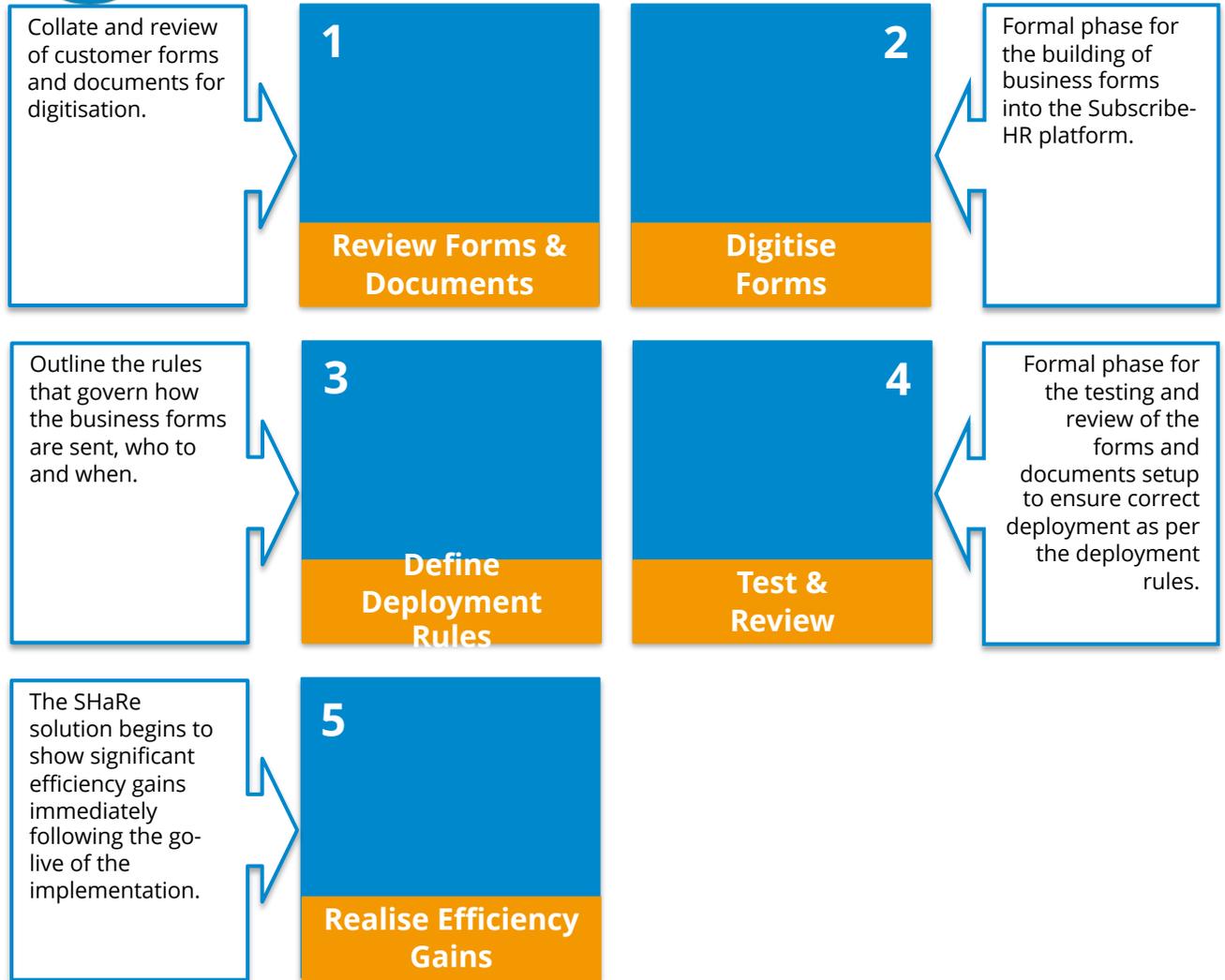


Implementing Your Performance Management Solution



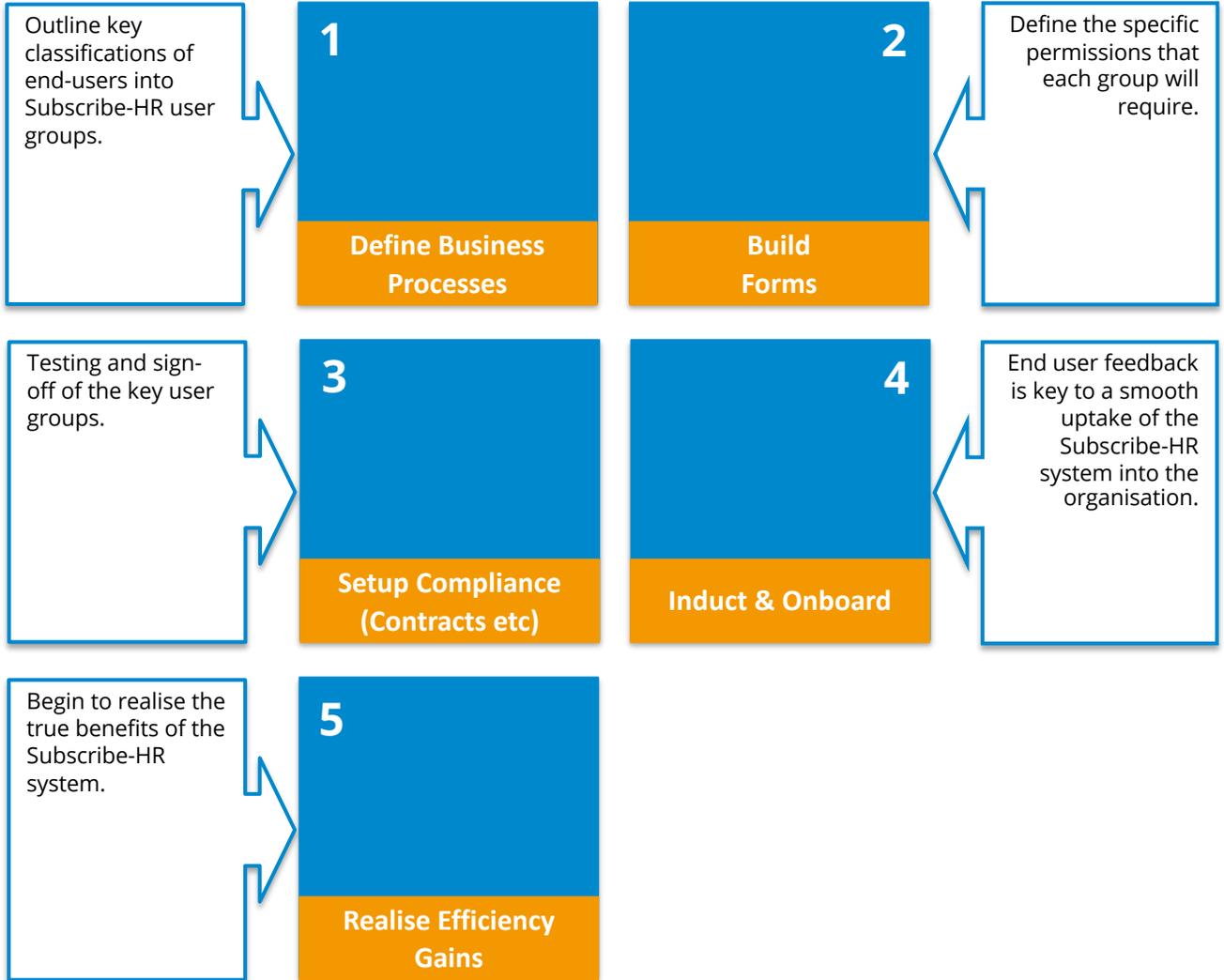


Implementing Your SHaRe Solution





Implementing Your Self-Service Solution



Implementing Your Subscribe-HR Software

Critical Items For Integrations With Third Party Software Platforms / Apps

Subscribe-HR is the leading HR software provider for organisations that want to integrate multiple business solutions into a seamless, cohesive ecosystem. We provide our customers with the most comprehensive integrations capabilities in the market. Many of our customers asked other HR software providers to integrate other systems with their HR software and were told no.

At Subscribe-HR, we're proud that we can say yes to the integrations that other HR providers refuse to touch. However, your business is the 'critical success factor' in these software integrations bearing fruit and resulting in efficiencies for your business. Before you embark on integrating your business solutions with Subscribe-HR's software, please consider the following:

- **Ensure that payroll contains up to date information:** Data is key, and inaccurate data has limited value. Ensuring that you start with accurate data ensures a smooth implementation process.
- **Training is critical:** all parties involved in the implementation and integration process need to be trained properly so that they understand what is required of them and how to do it. Improvements to efficiency that can be made possible via software integrations aren't fully realised without training for key users so changes are understood. This is a critical and often overlooked aspect of ensuring that the value of the integrations Subscribe-HR can offer can be captured within your business.
- **Thorough testing and planning is important:** Data accuracy and integrity is paramount. A formal and thorough testing process is utilised in all integrations implemented by Subscribe-HR. It is crucial that your business has adequate resources assigned to conduct a full test of integrated functionality prior to rollout across the business.



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The world's leading provider of cloud based e-Recruitment , Onboarding, Core HR, Surveying and Performance Management Software for medium sized Enterprises.

About Subscribe-HR

Subscribe-HR is the world's leading provider of cloud HR Software for medium sized enterprises. These solutions have been specifically designed to deliver unbeatable Features, Flexibility, Business Benefits and Freedom. No Complexity or Hard Costs. Choose only the solutions your organisation needs and pay based on the size of your business. All delivered instantly and seamlessly over the Internet.

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