

A Day in the Life of an HR Professional

Understanding the Value of Connecting Content to Processes



Every day represents a new set of people-process-technology challenges for HR professionals. From the time a prospective employee first comes into contact with an organization to the time they leave or retire, HR professionals must deal with myriad of documents and processes that span the entire lifecycle of an employment relationship. This is not just a question of improved efficiency and better compliance — although that's important. By combining process with content, an HR Professional can increase their value to the organization and improve the engagement of all of the organization's employees.



There is typically a high degree of manual work in each of the core processes associated with HR -- and a high degree of business risk if the processes or documents are mismanaged.



63% of organizations say that HR processes are less than **50%** automated.¹



50% of organizations say that managing unstructured information is a huge challenge in automating HR processes.²



There are **30-50** unique HR documents per employee.³



Retention periods are wildly inconsistent -- varying from **seven to thirty years to permanent**.

Recruitment and Onboarding

Intelligent and Connected content means you can more quickly find and retain the best talent.



Typical documents:

Resumes, interviews, applications, offer letters, job description, Government forms, references.



How important is this onboarding activity or practice at your organization? (% responding "very important")⁴

76% Rules and regulations orientation (legal, policies, employee and book, HR documentation, forms, benefits, etc.)

73% Company orientation (overview of industry, mission, values, strategic objectives.)

62% Resources orientation (technology, workstation, building tour, contact information, etc.)

62% Empower employees to complete their own paperwork and new hire forms.



Payroll and Benefits Administration

Intelligent and Connected content means you can streamline core processes, improving both morale and compliance.

Employees want choice and personalization in their benefits programs, creating the need to dynamically manage and deliver the content documenting these programs:⁵

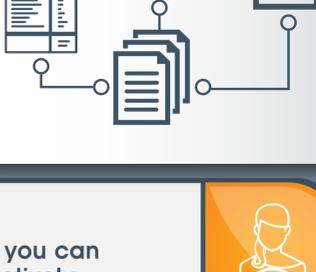
78% Over three quarters of employees want a greater variety of benefits to choose from

80% of employees value benefits customized to individual circumstances and age.

60% are willing to bear more of the cost in order to have a choice of benefits that meet their needs.

Typical documents:

Employment contracts, incentive plan documentation, government forms, garnishments, leave documentation, payroll slips, plan documentation, beneficiaries, dependents, and leave documentation.



Performance Management

Intelligent and Connected content means you can retain and train your employees more effectively.



Typical documents:

Promotions, disciplinary actions, reviews, training materials, awards, certifications.



90% of HR professionals see employee engagement as critical to business success.⁶

46% of newly hired employees will fail within 18 months.⁷



Separation or Retirement

Intelligent and Connected content means you can reduce the risk associated with the most litigious part of the employment relationship.

Typical documents:

Resignation and separation letters, COBRA, vacation payouts



The business risk of mismanaged compliance and separation processes is significant:⁸

78% An average out of court settlement to an employee lawsuit is **\$40,000**.

10% of wrongful termination and discrimination cases result in a settlement greater than **\$1 million dollars**.

67% of cases are ruled in the plaintiff's favor when taken to litigation.

Moving forward



So what kinds of Intelligent and Connected Information Management capabilities do companies need to automate their HR processes and protect the company? Here are items that should be on your RFP checklist:

Digitize and manage employee documents in the cloud

360° Provide 360-degree view of employee documents and interactions

Link employee files to employee data in the lead HR System(s)

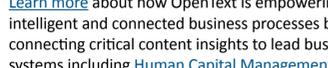
Provide self-service access for employees

Ensure access to employee documents is secure and audited

Guarantee document retention and disposition

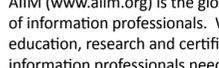
Multi-channel document generation and distribution

Monitor employee files for compliance



Learn more about how OpenText is empowering intelligent and connected business processes by connecting critical content insights to lead business systems including [Human Capital Management \(HCM\)](#).

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AIIM (www.aiim.org) is the global community of information professionals. We provide the education, research and certification that information professionals need to manage and share information assets in an era of mobile, social, cloud and big data.

www.aiim.org/research

Findings cited in this graphic are from:

¹ AIIM, 2018, Enhancing Your RPA Implementation with Intelligent Information
² AIIM, 2018, Enhancing Your RPA Implementation with Intelligent Information
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⁵ MetLife, 2014
⁶ Human Capital Institute, 2015, More than a Number: Agile and Actionable Employee Engagement Measurement
⁷ Forbes, 2012, Hire for Attitude
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