

LaborSoft

2019

BUYER'S GUIDE

INNOVATIVE HR CASE
MANAGEMENT TECHNOLOGY

www.laborsoft.com

BUYER'S GUIDE

Staying on top of (and even ahead of) employee and labor relations issues begins with an end-to-end HR case management solution.

What's going on inside your organization is as important as your bottom line. Workforce issues such as complaints, incidents, investigations, union grievances, corrective actions, arbitration, and EEO claims can cost your business a lot of overhead and headaches from initial filing through resolution. That is why implementing a comprehensive HR case management system is integral to an HR department's success in mitigating risk.

Choosing the right solution for your business to simplify and streamline HR operations, track issues in a centralized place, and provide your HR employees and managers with timely insights is essential. Before you invest time in vetting solution providers, and money in a potential partner, make sure you address the following:

Key Considerations



How would your HR department directly benefit from better understanding of your workforce and maintaining labor compliance?



What type of challenges does your current system or processes present when managing and monitoring employee and labor relation cases in your organization?



What are the underlying bottlenecks and gaps in communication that risk costly litigation and lawsuits?



How are you currently mitigating risk of employee and labor relations and operational issues?

This buyer's guide will not only apprise you of the amalgam of advantages that innovative HR case management solutions should provide but will also educate you in how to make processes more seamless within your HR department and organization at large.

CONNECTION
ANALYSIS
DATA
SEARCHING
VERIFICATION
CODING

The average settlement for
employee lawsuits costs
companies
\$200K

WHAT TO LOOK FOR

BEST-IN-CLASS FEATURES



Ease-of-Use

Inputting data about HR events into spreadsheets or automated systems can be arduous and time-consuming, but it doesn't have to. The right solution should provide you one centralized place to track all aspects of an issue—to document notes, insert attachments, assemble a case log, keep transcripts of interviews, etc. It should also provide you with a simple platform to compile and download standard or customized reports from.



Powerful Analytics

Those managing employee and labor relations issues know the importance of objectivity and the need to rely on tools that remove guesswork and eliminate personal bias. A solution that allows you to organize and define your most important data in order to display trends, vulnerabilities, and target improvements throughout your organization is essential.



Flexible Modules

What good is a new tool if it doesn't enhance your existing programs? From seamless integration, to analyzing employee and job data, this type of technology should allow you to optimize the effectiveness of current solutions, and personalize pages, menus, workflows and modules to meet the needs of your individual business.



Archives & Document Retrieval

Ease of collaboration is always high on HR departments' priority lists. Lost spreadsheets, poor security, and single-user systems are a big time-waster, but no longer need be a concern for your employee and labor relations management team. You need a secure central repository of information to easily manage any HR event, as well as store and share all case documentation.



Security

Data breaches and security are the stuff that keeps HR managers up at night. The right technology partner will employ top-notch data protection, and a solution with a myriad of security features such as nightly backups of your data, full disaster recovery, role-based security, 256-byte encryption hosted in a distributed Microsoft Azure data center.

IDENTIFYING THE RIGHT SOLUTION PROVIDER

THE VETTING PROCESS



Core Competencies to Seek Out

CUSTOMER SUPPORT

Proper training is fundamental to a program's success, so you need a solution that provides end user and administrative training, as well as ongoing technical support and training even after upgrades.

SEAMLESS INTEGRATION

When adopting any new solution or platform, you want the implementation to be quick and painless, meaning on average, no longer than 60 days. This requires a configurable, cloud-based system with no hardware to install.

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Of course you'll want to examine a solution and its capabilities, but you should also consider the expertise behind the technology. Having people with a thorough understanding of HR on the other end of the line, provides more than just great client support, it offers peace of mind.

EVOLUTION OF PRODUCT

You need a vendor that constantly updates and enhances their software and technology by coming out with new features and keeping pace with best practices; a company dedicated to evolving their products and services based on client feedback and industry trends.

INDUSTRY EXPERTS

Your provider should have an implementation team and customer support staff who are pioneers in HR case management solutions. Those that set the industry standard and are recognized for excellence in keeping technology dynamic and relevant, while understanding the myriad of challenges facing employee case management day-to-day.

Customized Demos for Your Organization

In order to set you up with success at the get-go, your company should receive customized software demonstrations online —where you learn how other clients have experienced success, strategies to improve Employee & Labor Relations Management, and the simple usability of cloud-based HR case management software. Address your own challenges to ensure relevancy and get a feel for how your business will benefit from the solution.

Peer & Industry Reviews

You need a provider who has demonstrated success in a broad range of industries, where the solutions and technology have proven to thrive in different sectors of commerce, such as government and municipal organizations, healthcare companies, nonprofit organizations, financial institutions, and throughout the private sector to support HR through effective employee and labor relations tracking.



“ We were looking for a long-term partnership and not just trending technology. It was important for us to know that the technology we were implementing would address our unique business challenges and have the ability to evolve with the growth of our company.



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We're analyzing more than just operations and output.

The Board of Directors and management make better, more informed decisions around workforce productivity that impacts finances and mission-critical objectives that spans well-beyond employee relations and human resources.



FOR SEAMLESS ADOPTION **IMPLEMENTATION STRATEGY**



Why is it Imperative?

If you want to incorporate a solution that possesses all the features and benefits you need, and to ensure best practices in your industry, investing the time in learning how to use the technology is the only way to see ROI. It will allow your team to understand how labor relations consistency and outcomes will ease their workload and offer more effective processes. Having an implementation strategy in place, prior to rolling out the solution to an entire company, is necessary for adaptation throughout the workplace.



Timely Integration

One of the strategies for your implementation process should be considering the potential seasonality of your business. You don't want to introduce any new technology during a particularly busy time of year when production and output is at its peak. Consider downtimes and analyzing ebbs and flows in your business to determine the optimal time to allot learning a new system and acclimating your employees to the technology.



Training & Reinforcement

You don't want your team to be left high and dry once the system is set up, and monthly tutorials for the first 6 months are key. Consider internal "lunch & learns" with the implementation team or training managers to engage employees. You don't want to be caught off guard by new features or updates, or not have your employees conscious of potential new services that could be of use. Ongoing training throughout the year is of benefit to your team and will maximize your ROI.



Monitoring Effectiveness

Like any other business, you do not want communication or gaps in skills to sideline your employees from being productive. Therefore, it is integral for your solution provider to be constantly monitoring usage and applications of the system. The only way to optimize the benefits of the solution and ensure effective performance output is to continually assess how your employees are engaging with the technology, and the overall results it's bringing to your company.

LABORSOFT

SINGLE SOURCE FOR HR EMPLOYEE RELATIONS & CASE MANAGEMENT

LaborSoft is the smarter way to manage employee and labor relations. Our configurable HR case management system is designed to meet the unique needs of HR professionals and their organizations.

Our no-hassle software streamlines your employee and labor relations cases and pushes your business to achieve its goals. LaborSoft provides tangible solutions through centralized case tracking and collaboration, document storage, and workforce reporting and analytics. By having your data in the cloud, your HR team is given more insight while their productivity increases.

LaborSoft does more than save you time and money, it is designed to provide the business intelligence that drives a more productive workforce, and helps you initiate corporate policy. The ability to effectively govern your workforce and maintain a productive team. That's the LaborSoft difference.

» Get the tools your company needs to mitigate risk:

- Precision accuracy
- Timely results
- Powerful analytics
- Steadfast consistency
- Complete collaboration

To receive a customized online demo, or even just start a conversation about your organization's unique employee and labor relations case management needs, visit us at www.laborsoft.com.

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