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What is HCM (Human Capital Management)?

A technology solution that handles it all, from hire to retire and everything in between.

- Incorporates payroll, HR and benefits into one system
- Streamlines and automates your day to day processes, removing redundancies, paperwork, and manual entry
- Integrates talent management features from hiring to onboarding to annual reviews
- Allows employees to view pay stubs, request time off, and view their benefits package from their computer or mobile device in one system
- Manage your benefits administration, personnel actions, payroll, compliance issues, and more in one single sign-on database

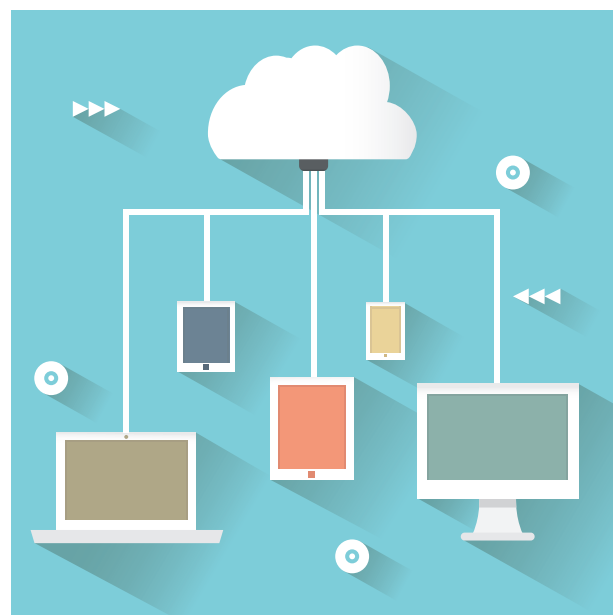
A quality HCM system makes it easy for candidates to apply for a position and receive communications.

Why HCM?

With the rise of software as a service and the cloud, it has made HCM solutions affordable for small to mid-sized businesses. What used to be only for large enterprises is now affordable for smaller companies.

Two trends are the rise of mobile devices and increased mobility of our workforce. These trends are demanding an HCM solution that can be accessed from anywhere at any time.

In a tight labor market, an HCM solution can help onboard and retain satisfied workers. A quality HCM system makes it easy for candidates to apply for a position and receive communications. New hires are able to upload documents online and the data is shared between departments making the process satisfying for all involved.



Benefits of HCM

Time Savings

- Avoiding duplicate data entry and manual data entry saves time

Employee Engagement

- With an HCM solution, employees have one place to see vacation balances and request PTO, view pay stubs and W-2s, accessible from a mobile device or from a remote work location
- Dashboards can easily display the full value of the benefits that the company is providing like disability and health care

Reduce Paperwork

- Eliminate extensive paper file cabinets as employee records are stored securely in the cloud

Increase Productivity

- An HCM system lets you spend more time focusing on recruitment, coaching employees, working with managers, and enhancing your company culture

Decrease Errors

- A system with a single sign-on means no more duplicate entry and importing and exporting files which reduces the potential for errors

Increase Compliance

- Track things like paid family leave, FMLA, OSHA documentation, and ACA reporting, all in one location



Best Practices for a Successful HCM Implementation

Assess Your Needs

Look at what tools, software and vendors you are using. Then assess what challenges you have today. This isn't an exercise done alone. Involve HR, managers, and finance.

- Pinpoint challenges with your current system. Interview your managers, HR and finance teams to find out what they don't like about your current process.
- Identify stakeholder roles – who will be involved in the final decision process.
- Determine early on what are the most important functions you need and what things are simply “nice-to-haves.”
- Always be thinking about growth. Make sure your HCM solution addresses what you need today and can accommodate your future needs.



Find the Right Solution

Once you have your needs and your stakeholders identified, it's time to find the right HCM solution for you. Here are some questions to ask that will help you evaluate vendors and pick the right one for your organization.

Platform

- How secure is the system to ensure our data is safe?
- Does the system update in real time? Is it cloud-based?
- What is the system's speed? Is there a backup of the data?
- How scalable is the system? Is there a limit to the number of employees?

Implementation

- What is the implementation time frame?
- Is there an implementation person/team/point of contact?
- Can some functions be implemented initially and then others added as you grow?
- Do we need support from our IT department to implement the system?
- How is the initial data collected?

Training

- How is training handled? Is there in-house training? How many hours?
- Are there online FAQs and videos? Is there ongoing support?

Get a demonstration to make sure you are comfortable with how the system will operate and what its capabilities are. Have a list of your needs with you and ask if they can be met.

Best Practices for a Successful HCM Implementation

Set Realistic Expectations

Any time there is a system change, your employees will experience a learning curve. Communicating what you are implementing and the reasons behind the change will help ease any concerns. Sometimes basic changes like switching from paper timecards to punching in online may cause some resistance until everyone's comfort level increases.

Talk with your staff about having patience and staying positive. There will be an initial learning curve and once you get past the rollout and training, things will get easier. Be realistic about how soon the system will be ready and how long it will take to get everyone trained.



Best Practices for a Successful HCM Implementation

Establish a Timeline

Now that you're ready to move forward, establish a realistic project plan for implementation. Often, it's your internal process that will slow down your timeline. That's why it is key to make a realistic plan, taking into consideration the time constraints of your internal team that will impact the flow of the project.

Figure out the best time of year to take this on. Year-end and your benefits enrollment period can be busy times of the year, so you may want to wait for a slower quarter. Year-end can also be a positive time to start to make a clean start of the new year. If your business is cyclical or seasonal, implementing an HCM system before your busy season is advisable.

Be sure to build in time for the review process. You'll want multiple team members to go over the policies and procedures being built into the new system before you roll it out. Those team members will need to fit review time into their busy schedules, so allow time for it.

Establish weekly touch points with your vendor and your internal team. These calls and meetings will help assess any issues that have come up and address them early in the process.

You'll also want to decide if you'll be rolling out the entire solution at once or starting with one module and add more later. For example, you may wish to implement the payroll and timekeeping portions first, and then roll out the onboarding module.

Most importantly, recognize that your whole staff is a part of the process. Implementing an HCM solution is an investment of not just money, but of time. Set a realistic expectation of how long it will take your employees to get trained on the new system.



Assemble the Right Team

Once you've chosen your HCM solution provider, you need to have the right team internally to help implement the system.

Know the strengths of your staff, what their capabilities are, and their ability to multi-task. Don't involve someone with a full plate and be cognizant of any time restraints. Include people who are at least moderately tech-savvy, and those who don't travel often. There's not always one "ideal" person, but it's critical to find someone who can focus on this project.

Have one project leader to be the point person internally and with your HCM vendor. They should be enthusiastic about the change and will help convey that spirit to the rest of your team.

Once your team is assembled, it's important to have a plan of action so everyone is on the same page. Identify the roles each person on the team will have.

Document Your Processes

Review your current policies and procedures that will need to transfer to the new system. Is your PTO policy in your employee handbook? Where is your employee benefit information? The more documentation you provide at the beginning of the implementation process, the less delays will occur down the road. When you roll out the new system, having all the correct information built-in will build confidence for your employees in using the new HCM platform.

Determine Reporting Needs

Having the right reports will help ensure a smooth transition to the new system.

Identify your reporting needs and deadlines and share with the implementation team early on. Bring them up before you even make decision on which platform you're going to purchase to make sure your reporting needs will be met.

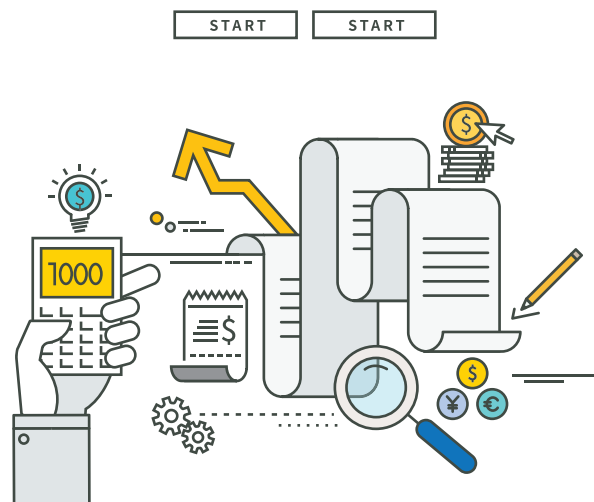
Provide examples of current reports that the new platform must be able to run, such as PTO accruals, job rates, and third-party reporting. Do you have specialized uploads that need to go to specific locations, like retirement plans or grants? Understanding your third-party reporting needs will be an integral part of the success of your implementation.

Run Parallel Payrolls

When you are ready to implement your new HCM solution, run a duplicate payroll on your old system first to ensure accuracy before cutting over to the new platform.

Don't rely on the system to know if someone is being paid correctly. Your company is ultimately responsible for the accuracy of your employees pay. Review your payroll register and individual payroll reports. Then run the duplicate payroll and set time aside to work with your vendor if there are discrepancies.

Your managers and employees will trust the new system if their rates and pay are correct.



Train Your Staff

Even if you have the most intuitive HCM system with a lot of bells and whistles, training will be required. The first thing to establish is who will be providing the training. Is it the vendor? Or people on your staff? Have this determined up front when you are deciding on an HCM platform.

When it comes to getting your employees up to speed on the new system, it's helpful to understand your team's learning capabilities. What type of learners are they? Will in-person training work best? Will using PDFs and videos be helpful?

It's important to remember to have patience. There will be a learning curve – some individuals will catch on quickly with minimal training, while others may need a more hands-on approach.

Find out what options are available from your vendor. Can they do in-person or online trainings? Do they have webinars or FAQ documents? You can take the pressure off your internal implementation team by giving your employees the tools to train themselves.

Post Implementation Check-In

The last step in the process is a crucial one. Two to three months after you roll out the new system, revisit your initial goals.

Is the solution meeting your expectations? Do you need any refresher trainings on certain aspects? What pieces haven't been implemented yet? When are you ready to move on to next?

Check in with your key stakeholders to see how they are adapting. What concerns do they have? Make sure everyone's comfort level is growing.

5 Things That Can Derail the Process

As you go through the previous implementation steps, it's important to be aware of things that can throw a wrench into the works and cause setbacks. These are five things to watch out for:

1. Unrealistic (or non-existent) timeline

You need a project timeline that has a start date, a finish date, and milestones in between. Adjustments can be made as the process progresses, but having one that's unrealistic can lead to disappointment, and not having one at all leaves everyone guessing and reduces accountability.

2. Lack of engagement

Your key staff needs to be invested in the project. If just one person is on board, it's going to be a hard sell to the rest of the company. Be transparent in the process so everyone's expectations are realistic.

3. Exclusion of end-users

Your entire team are the end-users of the new platform, so they need to be included along the way. Leaving out the end-users means more time training and a slower adoption rate to the new system. Think about your manager that approves payroll, or the person that hires new employees. If they aren't being included during the process, it's going to be a struggle to get them up to speed when they need to be.

4. Only buying the product, not the service

You might fall in love with software that looks nice and is user-friendly. But what happens later when you find out their support is lacking? You need a service team from your vendor for ongoing assistance. This is important after the new system is implemented as well.

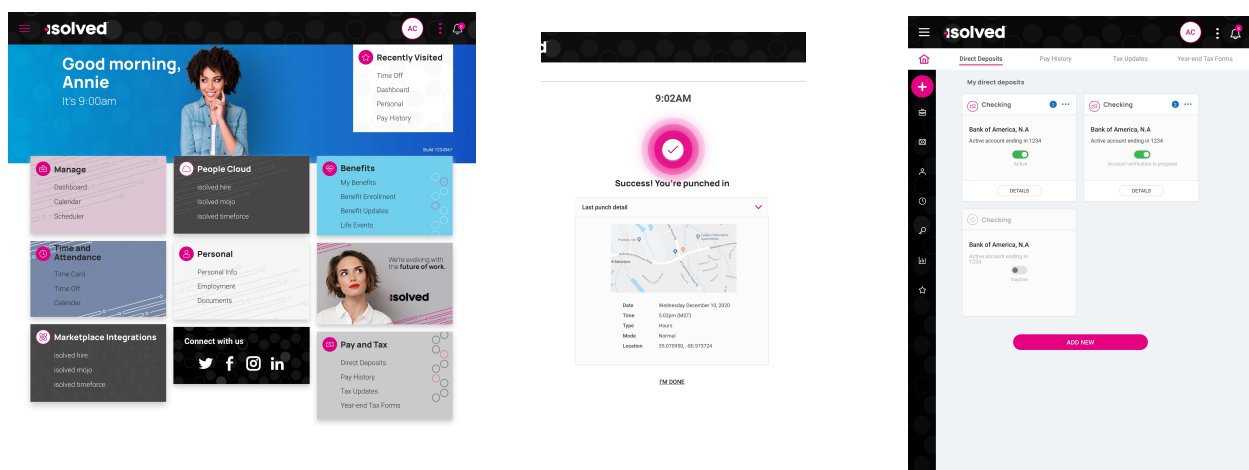
5. Lack of communication

It's critical to keep up communications, both internally and with your vendor. A lack of regular meetings and touch points can lead to a rough journey through the process.

GTM's HCM Solution

Now that you've learned how to successfully implement an HCM system, we have an easy way for you to make sure you're on the right track.

isolved®'s cloud-based HCM technology helps you grow in a timeframe and at a pace that's manageable for your needs. From organizing all your hire-to-retire data to letting you track everything in one place, this system does it all.



Apart from how you will increase data accuracy, simplify operations, and escalate productivity, our implementation and training process makes things easy.

You'll have an implementation manager as a single point of contact, and GTM's team can provide in-person, hands-on training tailored to your needs using personalized instruction and e-learning. Plus our HCM team will manage the implementation through a streamlined process that keeps new clients in alignment and drives collaboration and transparency to ensure a smooth transition.

How much will you save with our HCM solution? Use our HCM ROI calculator to find out – visit <http://bit.ly/HCMCalculator>.

isolved is the technology that you need today but won't outgrow tomorrow.

Call us at (518) 373-4111 or visit <http://bit.ly/HCMquote> for your personal iSolved demo and transform your business!

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