

Getting to grips with new technology: A guide to best-practice HR Software implementation



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Introducing new systems can be a challenge for organisations, so what can you do during the implementation to ensure it is a successful change programme?

Presented by:

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Introduction

- Pritul Khagram, Chartered FCIPD
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 - HR Software – Selection and Implementation
 - HR Consulting
 - Recruitment
 - Immigration – UK and Global
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Key things to keep in mind

- Change Programme
- Will help transform the way HR serves employees
- Will get worse before it gets better
- Great opportunity to review processes
- Phase implementation by module and/or location
- Prioritise
- Dedicated project team required
- Data integrity is important
- Business tool



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Implementation team - Provider

- Provider
 - Project Manager
 - Consultant (Training & Configuration)
 - Specialist Consultants (Payroll, Reporting etc)
 - Data Consultants
 - Support Desk
 - Account Management



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Implementation team - Internal

- Internal team
 - Project Sponsor
 - Project Manager (can be someone from HR or an external/interim)
 - HR Team (Subject Matter Experts, Data Cleansing, Processes)
 - Payroll Team (Subject Matter Experts)
 - System Administrator (Internal go to person/expert)
 - IT (Infrastructure, Interfaces, Single Sign-On, Outlook Integration)
 - External Consultancy (PM, Process re-engineering, internal roll out assistance, Data Cleansing, Post-live support etc)



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Implementation team – Steering Group

- Internal Steering Group
 - Project Sponsor
 - Project Manager (can be someone from HR or an external/interim)
 - Key Member of HR and Payroll Team
 - External Consultancy (PM, Process re-engineering, internal roll out assistance, Data Cleansing, Post-live support etc)
- Objectives
 - Progress updates
 - Project Risks / Concerns
 - Project budget status
 - Project decisions / solutions to issues



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Poll Question

Have you identified your internal project team?

- a) HR will manage alongside their day job
- b) Yes, we have a dedicated team
- c) No idea yet – we are too busy
- d) None of the above



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Tips on Data Cleansing

- Data Migration Template – clunky, not cut/paste
- Current form of Data – existing system, paper based, HR Drive
- What Data is missing
- How far back to go (leavers)
- Document – decide whether to save on HR Drive or new system
- Document naming convention (renaming)
- GDPR



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Poll Question

Do you know what state your current Data is in?

- a) Clean inside an existing system
- b) In various Excel sheets
- c) Combination of Excel sheets & paper based
- d) Paper based only
- e) None of the above



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Tips on Workflows / Processes

- Vanilla approach?
- Break down processes into pieces and re-build
- Who are the key stakeholders for each process?
- Alerts / reminders / emails / task lists
- Workflow testing
- Examples:
 - New Starter
 - Leaver
 - Data driven (expiry dates – passport, visa, contract, probation)



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Tips on Reporting

- Query Vs Report
- Reports Identification
- What decisions are management trying to make from reports?
- Complex reports – expert reports consultant
- Who needs to be trained on reports? - HR, Payroll, Finance, Senior Management, System Administrator
- Dashboards
- Export – Excel, Word, PDF etc



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Tips on Payroll

- Parallel runs (mirror runs)
- Bureau Service Vs In-house
- Third party payroll – reports
- Payslips online (access / computer literate staff)
- Payroll company set up (one per PAYE reference)
- Implement Core HR Module first



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Tips on Self-Service

- Access – limited, read only, change by request
- Pilot Study before full roll-out
- Phase roll-out by teams / locations
- Basic user manual
- Train the trainer approach
- Create short video demonstration
- HR department to run surgeries for self-service users
- Dedicated training sessions for Finance, Senior Management
- Access through Mobile, Intranet etc – make employee experience seamless



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Tips on Recruitment

- Killer questions
- Short-listing
- Personalised messages – timing
- Hiring Managers access
- Website integration



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Tips on Project Planning

- Right people (internal and provider)
- Phased roll out by module / location / priorities
- Allow plenty of time for Data Cleansing
- Breathing space – don't forget the day job!
- Internal Project Plan Vs Provider's Project Plan
- Project Risks (project team annual leave, sickness, departures)
- Give notice to old provider at the right time
- Manage change (insecurity, nervousness)



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Measuring Success

- Accuracy of information
- Turnaround time for information requests from Senior Management
- HR Department – more value add activities
- Less transactional
- Automated processes - nothing falls through the cracks
- On time and in budget
- Employees paid on time and correctly



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Questions & Answers



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