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
• Chief Executive Officer - People Force International
  • 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
Implementation team - Provider

• Provider
  • Project Manager
  • Consultant (Training & Configuration)
  • Specialist Consultants (Payroll, Reporting etc)
  • Data Consultants
  • Support Desk
  • Account Management
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)
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
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
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
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
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)
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
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
**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
Tips on Recruitment

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