



Making the Case for Workforce Technology

A guide for the HR professional



Making the Case for Transformation

The world of HR is a far different place than it was just a couple of years ago and has accelerated the need to change how you manage people and performance. Not only do you need to reconsider how you attract, onboard, and retain employees, you must consider your organization's goals and objectives – what reporting, recruitment, retention, and regulation all present challenges to HR professionals. Add to that the need for greater control of – and easier access to – information, and it's easy to see why you need technology to get the job done.

Today, 40 percent of organizations report having a major HR systems strategy initiative under way, including benefits technology upgrades.* If it's time for your company to invest in benefits technology, here's how you can focus on the business benefits – including both hard and soft savings – when you make the case to your CFO or CEO.

Here are three key areas to focus on when making your business case:

1. COST REDUCTION — Consider the Return on Investment

Determine the costs of your current systems and processes, including staffing costs. Then estimate the cost of the new technology. Show how the technology will save money by:

- Eliminating manual or labor-intensive processes
- Increasing efficiency by allowing HR to focus on strategic business goals
- Minimizing costly data errors
- Enhancing an organization's overall employee experience

2. RISK REDUCTION

Manual processes and outdated/non-integrated systems carry significant risks; companies often end up relying on one key person to keep them running. Highlight your exposure and identify how new technology can mitigate the risk by:

- Ensuring compliance with new and current regulations
- Enabling enhanced support and service with software backed by dedicated technical support or a call center
- Preparing for audits — easier access to your data allows you to be proactive and more likely to pass
- Empowering defensibility in case of a lawsuit — consistent processes and integrated employee data make it easier to support and defend HR decisions during litigation

The top three reasons companies are investing in benefits technology:

1. Integration, convenience and mobility

Increasingly, employers are seeking integrated solutions that feed data seamlessly from one component to the next and enable the mobile workforce.

2. Employee Engagement

Technology enables engagement through easy access to information and direct communication with your workforce — particularly the growing millennial segment that wants mobile connectivity.

3. Compliance

The Fair Labor Standards Act and the Affordable Care Act have complicated rules for measuring benefits eligibility. Regulations and requirements are constantly changing. Technology can help ensure compliance in spite of complexity.





Take a look at the big picture.

Once you've identified the opportunities to improve efficiencies, reduce costs and mitigate risk, go beyond the basics. Take a look at your company's overall business strategy. If you can tie the new technology spend to the business strategy, you'll have a stronger case.

3. EMPLOYEE ENGAGEMENT

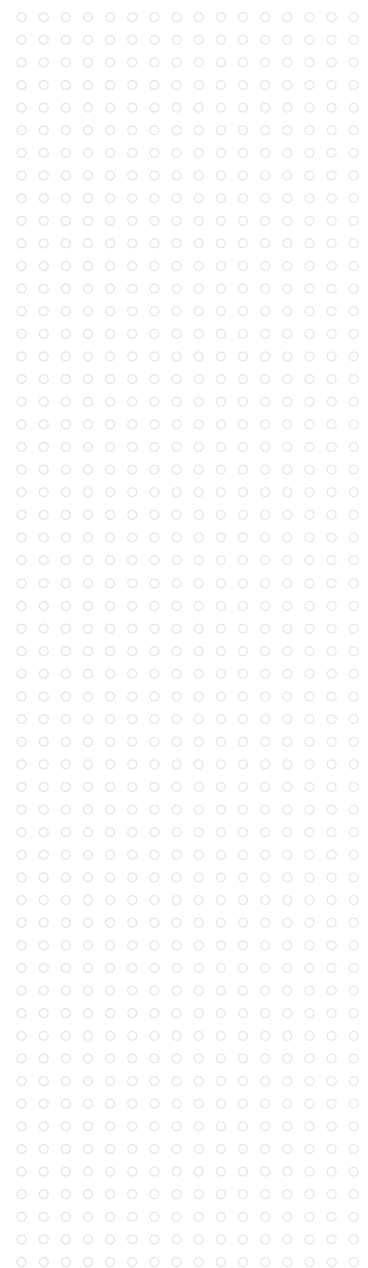
Employee recruitment, engagement, and retention are big areas of concern for today's executives. And we now know that engagement with benefits is key to higher productivity and lower turnover. The good news is that technology can help both employees and HR staff.

For employees, new technology can:

- Reduce the risk of selecting the wrong benefits plan by offering the tools and information they need to research options and make knowledgeable decisions
- Help them avoid costly out-of-network expenses by offering clear, user-friendly enrollment tools
- Enable a diverse workforce to select and easily enroll in the benefits — including voluntary benefits — that fit their current lifestyle and needs
- Create more “stickiness” through a satisfying, empowering open-enrollment experience
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For HR staff, new technology can:

- Help avoid costly errors by removing manual steps
- Eliminate eligibility and payroll problems by integrating payroll with benefits administration
- Reduce the number of employee questions (“What should I choose?”)
- Provide real-time reporting and analysis to share with executives
- Streamline the open enrollment process



Technology changes quickly. And so do the daily challenges of HR.

Our dedicated technology practice leaders can help. Let's work together to build your business case and ensure that the solution you choose meets your needs today – and prepares you for the challenges of tomorrow.

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