Evaluating Workforce Technology Vendors

A guide to choosing the
right partner and solution

A critical decision

Your current workforce technology platform(s) no longer meet your business needs and objectives and you're on the hunt for a better solution.

Your CFO and CEO are on board. But it's a big job. Choosing a technology platform is a time-consuming process leading to a critical decision. You need to be confident that the platform supports your multi-year benefits strategy, and that the vendor you select will meet your needs today — and in the future.

So, how do you choose the right vendor to move your organization forward?

Use these questions to help you find a partner who will meet your specific business requirements now — and grow with you as your needs evolve.

1. ASK ABOUT THE COMPANY

Technology providers come and go. Ensure that the one you choose will be around to support you in years to come, and that it is committed to the solution you need. Ask:

- How long have you been in business?
- How have you performed financially over the past two years?
- Are you privately owned or funded by private equity?
- How many employees do you have, and where are they located? (Include full-time, part-time and contract workers.)

2. ASK ABOUT THE PRODUCT

Be wary of brand-new products or solutions — unless you enjoy the excitement and unpredictability of being the first client. Choose a mature product with proven results. Ask:

- What is your primary offering?
- What is the technology platform for your solution, and is it proprietary?
- What is the current release version of the product?
- How are upgrades handled, and how often are new versions released?
- If you offer multiple modules or solutions, to what extent do they integrate?
- What's your product roadmap for the future?
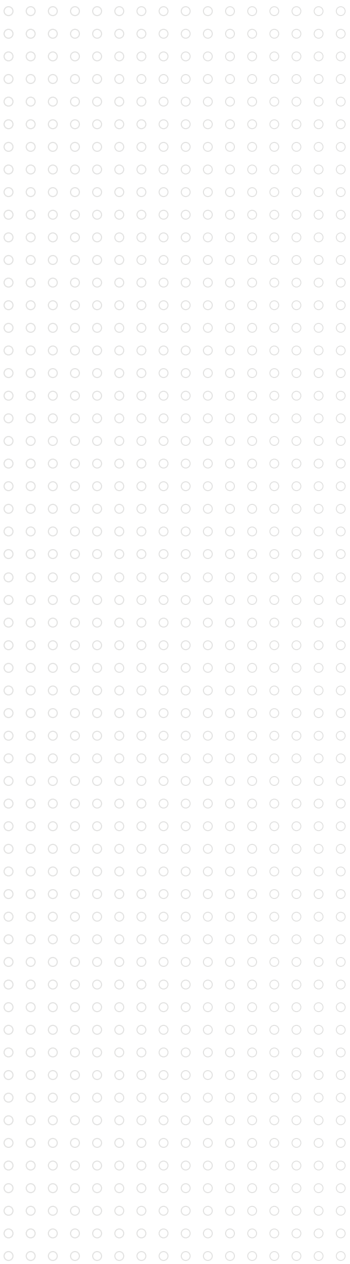
3. ASK ABOUT THEIR CLIENTS

Look for a vendor who works well in your space, and whose core business is the development and support of the product you need. Avoid vendors who try to "do it all." Ask:

○ What are your customer demographics? (Include number, types and sizes of clients.)

○ What is your client retention rate?

○ What is the worst client experience you've had?

○ Can you provide a reference a two for me to contact?

4. ASK ABOUT DATA SECURITY

Assessing a vendor's security practices can be difficult, but protecting your employee data must be your number one priority. Look for a partner who continuously monitors, evaluates and updates its security strategy. Ask:

○ How do you protect client data? (Request a description of end-to-end security measures.)

○ What security certifications do you maintain, and how often are third-party audits of your security performed?

○ What type of cyber insurance do you have — and who is the insurance carrier?

5. ASK ABOUT HOW THEY ARE LEVERAGING AI

○ Is AI used in any part of the system? If so, for what purpose?

○ How do you control which data trains and flows into your models?

○ Describe what features use AI models and how it impacts functionality.

○ Do you have AI governance frameworks and acceptable use policy for AI in your products and services?

○ How does your company protect the integrity of its AI models and data?

○ Does your AI have AI bias safeguards in place?

6. ASK ABOUT INTEGRATION

Unless you purchase an all-in-one enterprise system, you will likely need to integrate your new solution with existing systems. Ask:

○ Does your solution integrate with payroll, human capital management and other platforms?

○ What methods of electronic data interchange (EDI) do you support?

○ Beyond EDI, what other integration tools are available? (For example, APIs and web services.)

○ Does your platform integrate with voluntary benefits carriers and support year-over-year plan changes?

7. ASK ABOUT LEARNING THE PRODUCT

Most vendors provide several options for training. Choose a vendor with training options that fit your needs. Ask:

- What training is included for the base price?
- What additional training is available, and what does it cost?

8. ASK ABOUT ACCOUNT MANAGEMENT AND SERVICE

Good customer service begins during the selection process and continues through implementation to ongoing, day-to-day support. Ask:

- Do you have formal, written service level agreements?
- Will you provide a dedicated support person to call during and after implementation?
- In the event of an emergency, what are the escalation procedures?

9. ASK ABOUT COMPLIANCE

HR compliance, and associated documentation and reporting requirements, can be daunting. The technology you implement must make it easier to comply with current laws. Ask:

- How much history can be stored on your system?
- What compliance-related reports are included with your product?

Don't believe the hype.

When it comes to a decision this important, you have to do your homework. Avoid the marketing hype of the technology companies. Develop a consistent evaluation process and apply it every time.
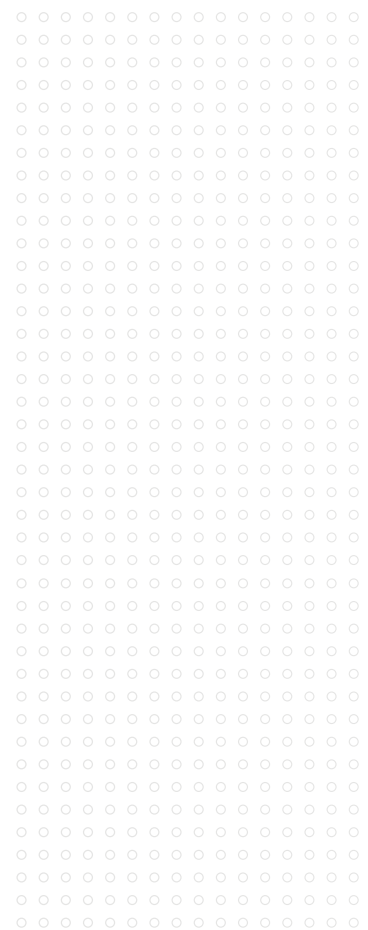
Technology changes quickly

But whatever you're considering — HUB can take the uncertainty out of the selection process. Let's work together to find the Workforce Technology solution(s) that meets your needs today and into the future.

Contact a HUB advisor today at:
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