Paycor

Investing in HR Software:
How to Get Internal Buy-in

HR center of excellence
by Paycor

What's Inside:

How to Get the
Conversation Started

WHY SWITCH PROVIDERS?

Paycor empowers leaders to develop winning teams. And a big part of that empowerment is providing the right tools to get business leaders out of the weeds and back to supporting and growing their employees. The best HR technology lets leaders do practically everything—from hiring and promoting people to accurately paying them—more effectively and efficiently. However, the opposite is also true. Sticking with, or choosing, the wrong HR & payroll provider can negatively affect every aspect of your business, especially employee engagement and experience.

Take just one example, payroll. If a healthy, growing, dynamic business relies on outdated, clunky payroll, here's what happens:

LOST TIME
Many payroll systems require several batches to run one payroll—an enormous time suck.

LOST MONEY
Payroll mistakes can lead to tax overpayment, fines, or under- or over-paying wages.

EXPOSURE TO RISK
The complexities of state and local tax environments make accurate payroll essential.

EMPLOYEE DISSATISFACTION
Messing up an employee's paycheck is the worst-case scenario for HR leaders.

Every human capital management (HCM) product your company depends on can either help your business succeed or expose you to at least one of these four negative outcomes. That's why choosing the right provider is such an important decision.

THE 2 MOST IMPORTANT CONSIDERATIONS

If you're reading this guide, you want your company to invest in modern HCM technology. To gain consensus among a variety of stakeholders, you'll engage in wide-ranging conversations that touch on nearly every aspect of your business. But if you ever feel lost in the weeds (and as you and your team sit through product demos, you may very well experience this blurry feeling of feature and function overload), keep in mind the two most important things: **it all comes down to technology and customer experience.**

1. TECHNOLOGY

It's important to think through how a new HCM platform will scale to meet the changing needs of your business. There's a lot of competition among HR solution providers, but typically your options boil down to two different technology approaches:

- **The first approach claims to be an all-in-one or completely unified solution.** But these systems are closed off leaving you feeling like you're stuck in a box with zero flexibility and no available integrations.

- **The second type offers a hub and spoke approach.** These providers tack on integrated partners to their core payroll and HR products to fill in any gaps, which can lead to a fragmented user experience.

As an HR software user, you have every right to expect the best of both worlds. Ideally, you want a unified experience (meaning you want a single source of truth for all employee data); software that is easy to use for everyone from employees to admins to your leadership team; and the flexibility to integrate with carefully vetted third-party technologies that work seamlessly with the core platform. That way, you're always getting the best system available for your business.
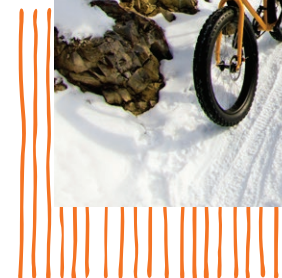
2. CUSTOMER EXPERIENCE

The #1 reason why many business leaders stick with subpar software is because implementations can be painful, so they're afraid to make the leap and stick with the status quo. The implementation process is an especially important consideration when it comes to choosing an HCM system, which directly affects your employees' pay and company experience. You should expect nothing less than a best-in-class, elite implementation process.

- **Expect to partner with subject matter experts** who manage your migration and prioritize training, quality, and utilization.

- **Expect hands-on guidance and professional support.** Look for ongoing partnership through the process, especially training targeted to the entire product suite. Your provider should be fully committed to training everyone in HR to be comfortable and confident in the new system.

- **Expect help and guidance that continues past implementation.** A solid customer experience includes short wait times for an answer and multiple methods of contacting support including live chat for your most urgent questions, as well as online case management, and phone support.

- **Expect change management support.** The best providers will offer online or in-person (or both) education, as well as easily accessible help documentation and toolkits to help prepare you and your employees for the transition.

- **Expect best-in-class data security.** Ask tough questions about how your sensitive employee data will be uploaded into the new system and what proactive measures are taken to eliminate security risks.

- **Expect a broad-based commitment to communication throughout the process.** For example, how will your company's readiness to transition be determined? Ideally, key stakeholders from your company will partner with the new HR software provider on a success plan that clearly outlines achievement milestones *before* your company is handed off to a long-term support team.

- **Expect a supportive partner community.** Of course, taking care of customers should be a priority for any business. But make sure the provider takes it a step further by offering in-person user groups, an online customer community, compelling thought leadership, customer-exclusive webinars, and newsletters with timely information?

- **Finally, expect personalized, ongoing support from your HCM partner.** The partnership doesn't stop at implementation. Your provider should offer ongoing training, learning, and continuing education to help you stay ahead of trends.
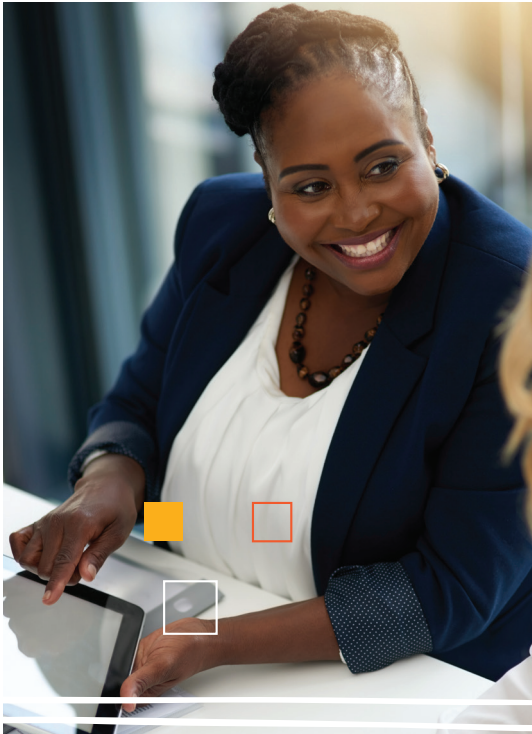
MAKING THE CASE WITH ROI

The right HCM platform should save your company time and money. It should also help you avoid risks, get ahead of problems, and seize opportunities, all of which help protect the bottom line. Consider these four categories of ROI.

1. ROI: TIME SAVED

HR teams spend an average of 41% of their time on administrative tasks such as data entry, document management, and employee inquiries but only 18% of their time on strategic activities such as talent management and organizational design *(Gartner)*. This means far too many HR professionals are mired in essential but low-value tasks. **How much time is your HR team spending on tasks that should be automated?**

2. ROI: MONEY SAVED

If your company doesn't have a reliable and accurate way to consistently access and use data to make critical business decisions, you're going to lose money. **Does your current HR software help you track, sort, organize, analyze, and most importantly, act on data to streamline operations?**

3. ROI: RISKS MITIGATED

Compliance is becoming more of a concern for business leaders, especially as remote and hybrid work arrangements complicate the regulatory landscape at the state and local levels. Could your business sail through an IRS audit at the drop of a hat? **Could your HR team quickly assemble, perhaps with just a few clicks, any and all documentation required for an audit?**

4. ROI: OPPORTUNITIES REALIZED

The people your business employs, and especially the ones you choose to invest in and promote, are your single biggest competitive advantage. **Does your HR software help you benchmark compensation, project future staffing needs, and maintain a dynamic succession plan so that you're never at a loss for talent when you most need it?**

We Can Help You
Calculate ROI

How much money and time will you save by switching providers?

Answer just a few questions to get an idea of how much you might be leaving on the table.

ROI Calculator

How to Address Common Concerns from Internal Stakeholders

So, now that you know what to look for in a new system, how do you communicate the urgency of switching to a modern, effective HCM platform? It all depends on who you're talking to. And because HCM affects every aspect of your business, you'll have to talk to a lot of people.

In this section, we'll give you advice on the top-line messages you can communicate to your key decision makers.

- CEO/CFO/Controller
- Procurement
- IT
- GMs/Branch Managers
- Time Supervisors
- Recruiters

How to Address Common Concerns:
CEO/CFO/Controller

IF THEY SAY...

HR tech is all pretty much the same and the ROI just isn't there. You end up paying more for bells and whistles.

YOU SAY...

Actually, the ROI is there. An outdated HR system is like a leaky boat. Clunky, inefficient technology costs us more money in the long run. A new HCM system will give us a holistic understanding of our workforce. And by taking advantage of powerful HR analytics, we can be far more effective at business planning. We'll get deep insight into benchmarking, turnover, and our biggest expense, labor costs.

Here is a partial list of some of the cost savings we can expect from a new system:

- Leaner HR department operations
- Fewer hours spent on tactical, repetitive data entry
- Fewer errors as a result of integrated functionality (i.e., data entered once will seamlessly flow into other parts of the system)
- A line of sight into employees who are at risk of leaving and the tools to get them to stay
- More precision around payroll, time and benefits
- Reduced recruitment costs
- Reduced or eliminated benefits overpayments

We Can Help You
Calculate ROI

To get closer to real ROI numbers, try our ROI calculator.

Answer just a few questions to get an idea of how much time and money your organization can save.

ROI Calculator

How to Address Common Concerns:

Procurement

IF THEY SAY...

We can't afford an investment of this size just for the benefit of the HR team.

YOU SAY...

It's not just about HR. A new platform will streamline the way the entire company does business and save us all time and money.

Think about it this way: How much money are we currently spending to support multiple platforms, process numerous invoices, and the lost time making all of those customer service requests when something breaks and cascades across those systems? Imagine if we had a single source of truth for all employee data. That means no one has to log into 4 or 5 systems to gather or update information. No more manually updating spreadsheets. We could make one change to an employee record and that information is updated everywhere. The less time our employees spend on manual processes, the more time they have to learn new competencies, take important training, and upskill.

How to Address Common Concerns: IT

IF THEY SAY...

Our systems hold a lot of sensitive personal data, and we have very high data security standards. How can we be sure all that information will stay safe?

YOU SAY...

Yes, data security is a primary concern, so we need to expect the best from our provider. Here's what "the best" looks like.

First, data in the cloud and secure, offsite storage (and automatic backups) means employee information is always safe and accessible. The IT department will control all functions and user permission levels, helping to ensure proper data access. The system will also have multi-factor authentication (MFA), a dedicated risk assessment team, Google Authenticator, data encryption, threat detection, and vulnerability scanning.

Most importantly, we want a provider that goes well beyond a simple checklist of security features. We want a provider that has their financial and security controls annually audited by a national third-party firm against the SOC framework. An SOC report gives us the opportunity to objectively evaluate the effectiveness of our provider's data control strategy for physical, financial, and technical security, as well as other business-critical operations.

How to Address Common Concerns:

GM/Branch Managers

IF THEY SAY...

Getting a new system is going to disrupt our day-to-day. And no matter how great the new software is, people have to actually use it. It's got to be worth it.

YOU SAY...

Look at it this way: outdated, clunky HR software is more expensive to maintain than investing in something that works.

The typical HR department is stuck using cobbled-together technology that they work around instead of work with.

As a business leader, I know it's important to you that you coach your team towards constant improvement, optimize their performance to meet company goals, and recognize and reward them appropriately so we can retain that top talent. Our HR platform is either helping us do that or it isn't (or it's making it harder).

Training staff, especially frontline managers, to use the new HR system is important. We'll need to select a provider that has a plan to roll out the new platform and ensure everyone's up to speed. Ongoing personalized support is a must-have as well.
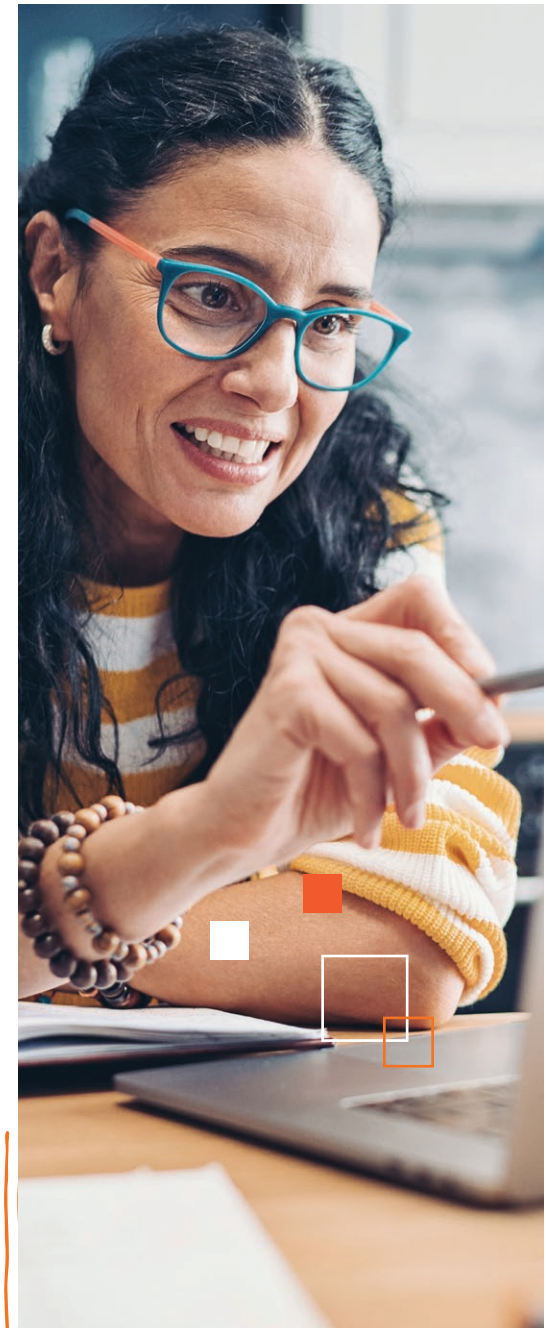
How to Address Common Concerns:

Time Supervisors

IF THEY SAY...

How long will it take me to approve time every day?

YOU SAY...

Yes, let's talk time! We need a time system that connects with HR and payroll so you don't have to double (or triple) your data entry tasks. You put a lot of work into scheduling and making sure all employees are set up correctly. That's a huge amount of administrative time! Instead, we could have a system with built-in templates that automatically assign time codes and wages. We can also get self-service features that let employees find someone to cover their shifts on their own, without your help. And we need a mobile app that lets you approve timecards and paid time off directly from your phone.

How to Address Common Concerns:

Recruiters

IF THEY SAY...

All recruiting software is the same. It's not about the technology, it's about the human interactions.

YOU SAY...

Yes, recruiting is a personal, high-touch endeavor, no doubt. But the way we recruit and hire talent is changing fast, and our technology needs to keep pace. You're seeing it daily. The way you find candidates is changing and the way they apply for jobs is changing. They don't want to upload a resume only to find out they're going to spend the next 45 minutes filling out an application… with the same information. And they're using mobile devices and tablets (not just computers) to apply. To keep up with the changing recruiting landscape and strengthen your ability to find top talent, you have to break down those barriers by enabling applicants to apply from anywhere, on any device, at any time.

The right tools should give you the power to find active job candidates as well as those who might not even be looking, while reducing your sourcing cost by 28%. You should also have the ability to track KPIs like time-to-hire, quickly analyze where the best candidates are coming from, and find bottlenecks in your hiring process. And the system should be customized to your workflows, so the recruiting software works with you, not against you.
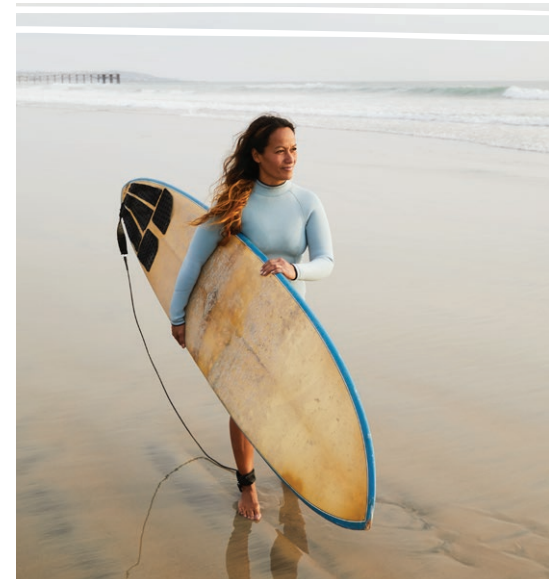
PART 3:

About **Paycor**

Why choose *Paycor?*

Paycor modernizes people management, so leaders can focus on what really matters: building winning teams that deliver results. Paycor empowers efficiency by offering unrivaled product depth in a unified experience for all things HR. Our full suite of HCM solutions provides a single source of truth for employee data, so users never have to switch platforms, log in to multiple systems, re-key data, or open multiple spreadsheets. We empower leaders to develop their people. Leaders drive engagement and engagement drives results. That's why Paycor builds software for leaders, the true power users of HCM technology.

Certain industries, like manufacturing and healthcare, have unique people management requirements. Most HCM solutions offer only generic, out-of-the-box functionality with limited configurability but Paycor delivers deep functionality, standard integrations, and expertise to meet the needs of these industries.

We continually invest in usability, including enhanced navigation of the Paycor platform based on customer feedback, product testing, and research.

Our Products

Payroll is at the core of everything we do, which is why all products are sold as a part of our award-winning payroll and HR platform.

RECRUITING

Streamline the recruiting process, text candidates, reward employee referrals, and create a fully branded careers site that matches your website.

ONBOARDING

Engage employees before their first day with company information, handbooks, and other policies. Forms are completed and reviewed electronically to ensure compliance.

TALENT DEVELOPMENT

Create a culture of continuous development by moving beyond the annual performance review.

COMPENSATION PLANNING

Seamlessly plan, manage, and execute pay increases, bonuses, and rewards across your organization.

PAYROLL
Intuitive and easy-to-use software that includes AutoRun and OnDemand Pay capabilities, reduces the administrative process and makes inaccuracies easy to catch.

EXPENSE MANAGEMENT
Easily review, reimburse, and report on employee expenses in one location.

TIME
Eliminate costly errors by offering a single source of truth across Time, Payroll, and HR. Records every hour worked to maintain compliance and offers insights on your labor spend.

SCHEDULING
Customize scheduling based on your unique needs. Establish company-wide break rules, assign staff to unlimited locations, and create open shifts to fill.

ANALYTICS
Answer your C-suite's most pressing questions, ensure data integrity, make an organizational impact, and gain a competitive advantage with a robust reporting and benchmarking tool.

REPORTING
With an innovative design and powerful, time-saving features, reporting is quicker and easier than ever before.

BENEFITS ADVISOR

Empower your employees while cutting down on admin efforts. Simplify open enrollment, receive automated alerts, and increase efficiency.

HR

Simplify the way you manage everyday requests and updates through our unlimited workflows and automated tasks. Engage your workforce with employee self-service.

PULSE

Build trust by gathering and converting employee feedback into real insights, preventing turnover and low morale.

LEARNING MANAGEMENT

Make it easy to learn with modular, personalized, self-paced training on demand and on-the-go from a desktop or mobile device. Offer ongoing training on industry regulations.

CAREER MANAGEMENT

Provide development solutions that motivate employees and keep talent in your pipeline.

PAYCOR SMART SOURCING

Leverage the power of AI to attract both active and passive job candidates. Reduce time-to-hire by sourcing diverse candidates overlooked by traditional systems.

MARKET-DIFFERENTIATING IMPLEMENTATION EXPERIENCE

Paycor's high-touch implementation experience was designed to differentiate and enhance the customer experience and reduce post implementation issues.

PERSONALIZED SUPPORT MODEL

Paycor's personalized support model matches you with the specialist who has the skillset needed to answer your questions.

SECURITY & PRIVACY

We have advanced intrusion detection and prevention systems and support two-factor authentication. (For more on Paycor security, read this.)
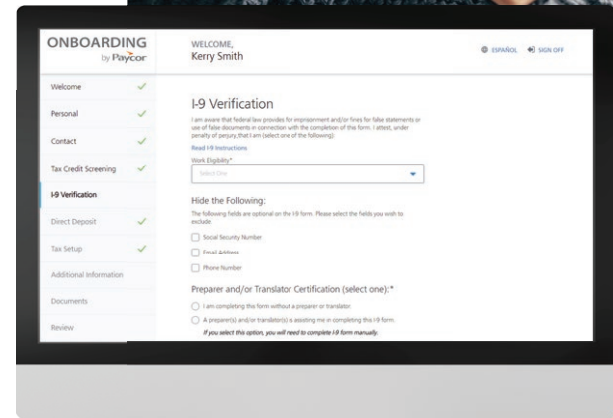
CERTIFICATIONS

Paycor is accredited by the following organizations and compliant with information security standards:

- GDPR
- FinCen
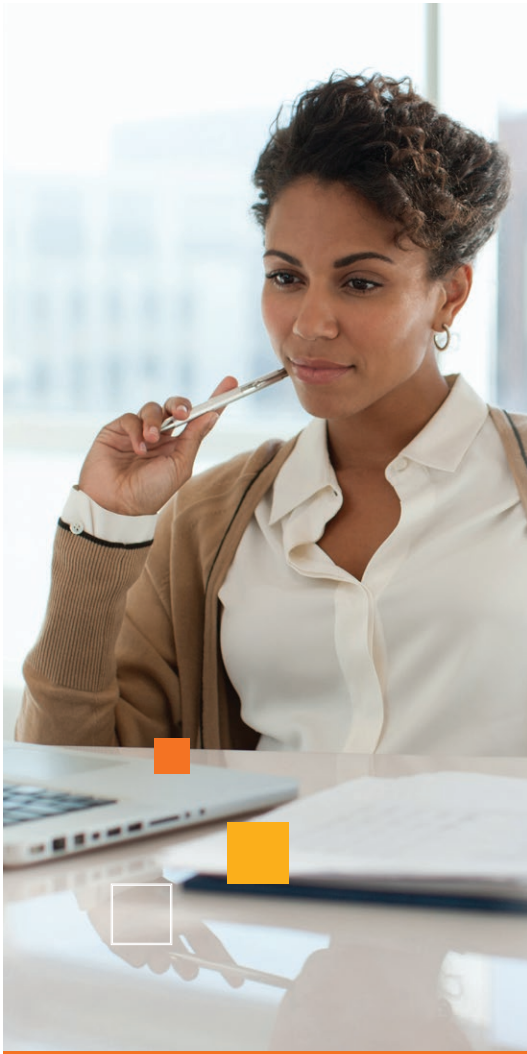- US Privacy Shield
- SOC 1 Type 2
- SOC 2 Type 2

PAYCOR LISTENS

Whether it's in a regional user group, within our products, or at The CORner, our exclusive customer community, we use your feedback to enhance our products every quarter.

Learn more about *the perks* **of being a Paycor customer.**

OUR INTEGRATIONS

Streamline Business Operations

Paycor's extensive network of powerful integration partners eliminates tedious administrative work by enabling seamless transfer of HR and payroll data. With more than 220 apps ranging from Accounting Software to Workers' Comp, we've got you covered.

TYPES OF INTEGRATIONS

- Accounting Software
- Assessments
- Background Screening and Health Administration
- Benefits
- Benefits Administration
- Compliance
- Compensation Benchmarking
- Employment Verification
- Enterprise Resource Planning
- Expense Management
- Financial Services
- FMLA Administration

- Global Payroll
- Job Boards
- Occupational Safety
- Pay Solutions
- Point of Sale
- Professional Services
- Retirement/401(k)
- Rewards & Recognition
- Tax Credits
- Time and Workforce Management
- Unemployment Compensation
- Video Conferencing
- Worker's Compensation

Want to know if we integrate with a specific partner?

Check out our marketplace.

RAVE REVIEWS FROM OUR CUSTOMERS

" Paycor has really proven themselves. We have *trust and confidence* in their people, technology, and support team. "

– Brad B., President, Data Graphics

" With Paycor, there's just *so many features,* all in one place. Other companies might have the solutions we need, but it's not integrated like Paycor. "

– Karyn R., Controller, CertaSite

" Any HR professional who is struggling with their current HR system really needs to *do themselves a favor* and look at Paycor. The system really can do it all. "

– Nichole M., VP of HR, Bank of Bird in Hand

" Paycor really took the time to get to know our business and *understand what we needed.* I've switched HR & payroll providers before and it wasn't fun, but Paycor helped make the process very manageable. "

– Angie M., Dir. Human Resources, FRG

TRUSTED USERS AND THIRD PARTY VALIDATIONS

Capterra

★★★★⯪ (4.45/5)

Software Advice.

★★★★⯪ (4.35/5)

G2

★★★★⯪ (4.1/5)

Visit our **reviews page** to read more examples, and check out our **case study library**.

Paycor Pricing

Paycor offers competitive pricing on our award-winning HCM platform. More than 30,000 organizations trust us as their HR technology partner. You can, too.

WANT A QUOTE?

It's easy. First, check out our Plans & Pricing matrix to select the HR products you're interested in. Then we'll provide you with a quote based on your current needs.

Get Pricing

EMPLOYEE EXPERIENCE

HR
LEARNING MANAGEMENT
CAREER MANAGEMENT
PULSE

WORKFORCE MANAGEMENT

TIME
PAYROLL
TIME OFF MGR
SCHEDULING
EXPENSE MANAGEMENT
ONDEMAND PAY (EWA)
MOBILE WALLET

TALENT MANAGEMENT

PAYCOR SMART SOURCING
RECRUITING
ONBOARDING
COMPENSATION
TALENT DEVELOPMENT

BENEFITS ADMINISTRATION

BENEFITS ADVISOR

ACA

MOBILE
ANALYTICS
ANALYTICS
MOBILE

Leaders

About Paycor

Paycor's human capital management (HCM) platform modernizes every aspect of people management, from recruiting, onboarding and payroll to career development and retention, but what really sets us apart is our focus on leaders. For more than 30 years we've been listening to and partnering with leaders, so we know what they need: a unified HR platform, easy integration with third party apps, powerful analytics, talent development software, and configurable technology that supports specific industry needs. That's why more than 30,000 customers trust Paycor to help them solve problems and achieve their goals.

LEARN MORE AT PAYCOR.COM

CALL 844-981-0040

Paycor