eBook

peopleguru™
an Asure Brand

FROM SURVIVING TO THRIVING:

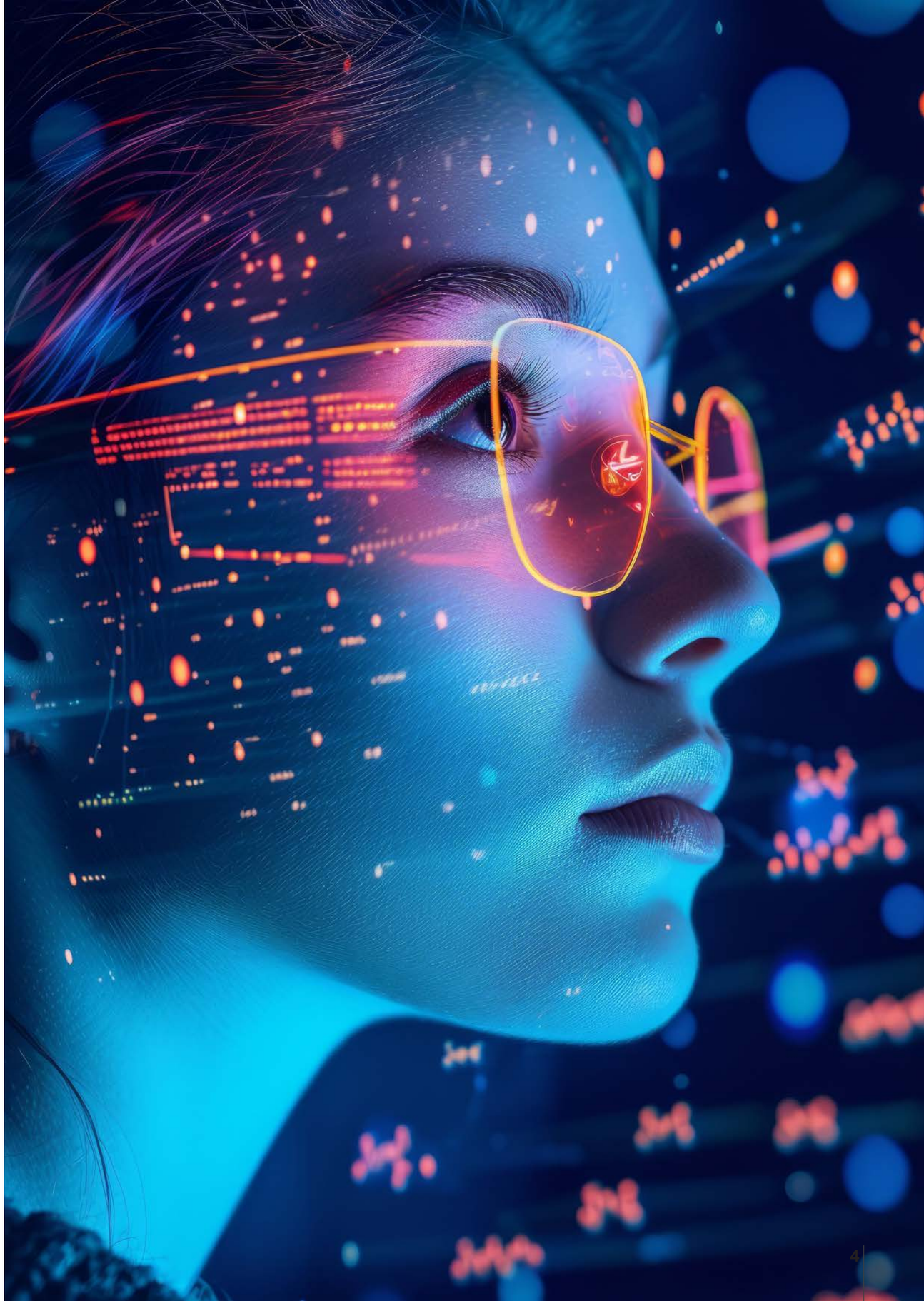
How to get out of the weeds, eliminate manual work, and make HR easier



2024 PEOPLE GURU

What is a Human Resources Digital Transformation framework?

PeopleGuru™'s Human Resources (HR) digital transformation framework is meant to position businesses for success and to thrive in our rapidly changing business environment. Organizations face many new threats and trends that are prompting reshaping the vision and future direction of their human resource function and their workforce. The pace of innovation and change in business is accelerating such that half of the Standard and Poor (S&P) 500 is expected to be replaced in the next decade. These challenges are real and companies that do not adopt new frameworks and digital tools will not thrive in the future.



HR digital transformation will focus on four important business outcomes:

Tech alone isn't enough; people matter more

Success depends on having skilled individuals who can leverage technology effectively for meaningful transformation.



1. Automation

Move from manual tasks to automated workflows



2. Focus

Outsource non-core activities to focus on what matters the most



3. Precision

Eliminate guesswork with robust data



4. Culture

Build an incredibly good employee experience

1. Move from manual tasks to automated workflows

Use technology to automate both your simple routines and complicated processes. A major part of this automation project covers standard HR workflows. HR processes that are supported by digital solutions are lean, integrated, and aimed at reducing work complexity and generally are easy-to-use and improve the Employee Experience.

2. Outsource non-core activities to focus on what matters the most

Focus your employees on the core aspects of the business and spin off the less critical HR and payroll operations. Operating HR and payroll in-house carry unnecessary risk. HR and payroll administration requires unique skills, local knowledge, and a scalable infrastructure. Additionally,the loss of one or more in-house experts adds another layer of risk to your operations.

3. Eliminate guesswork with robust data

Leveraging HR data to deliver critical insights to the organization is key to making informed decisions. By systematically capturing data from key parts of your organization, data will drive decisions about your workforce instead of reliance on guesswork and gut instinct.

4. Incredibly good employee experience

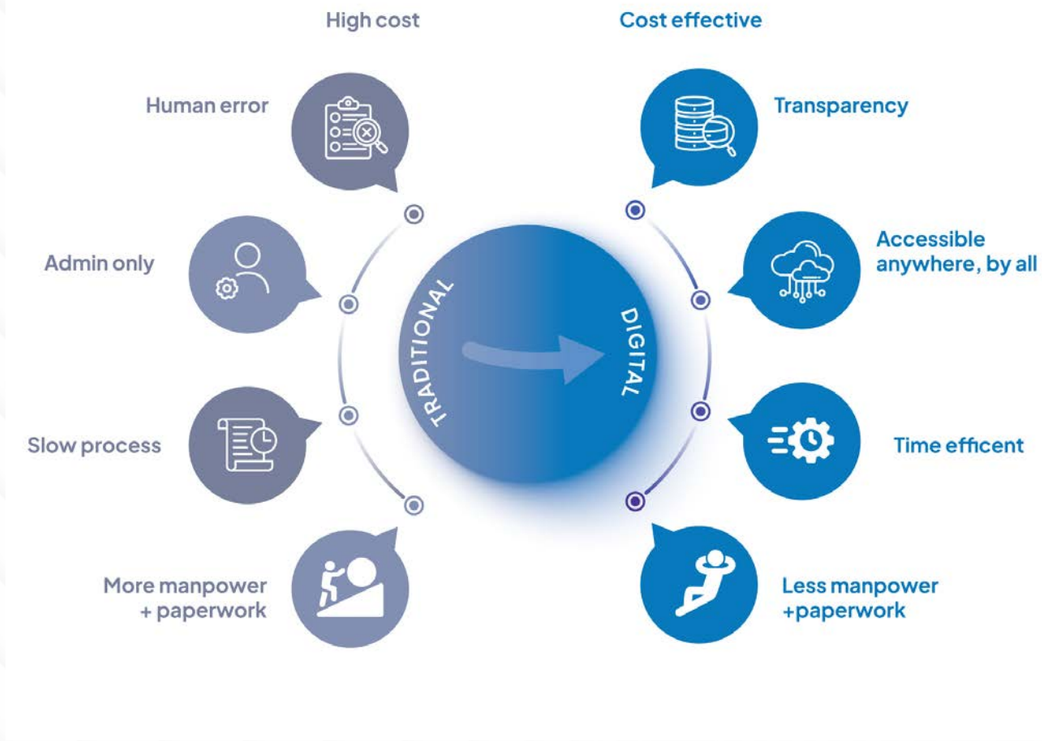
Develop your culture and reduce turnover. HR Leaders need to focus on an incredible employee experience that is agile, fluid, and engaging for all the impactful moments that matter to workers. The right digital tools will set the stage for a good employee experience and with a better Employee Experience, the improvement in quality of hires will pay dividends. Also, you'll find time to focus on retraining and upskilling existing talent to fit into your company culture and cover your specific business needs.

Younger workers have a reputation for wanting flexibility in the workplace, and the truth is that older generations want flexibility for the same reasons. With large numbers working remotely since the pandemic, a compelling digital Employee Experience is now a ticket to play. Digital transformation promotes a better work/life balance, flexible time off, better shifts, and a remote working environment.



Empowerment through HR Transformation:

Data-Driven Decisions, Cultivated Culture



Data-driven decisions

Use data for reliable decision-making, yielding measurable business outcomes.

Empowered culture

Cultivate a motivated workforce for sustained competitive advantage.

Holistic transformation

Restructure HR, benefits, payroll, and talent management to drive value for customers and employees.

The factors above build a strong foundation to have a competitive edge in the digital economy. Adapt to digital changes to compete effectively in evolving markets.

WE GET IT:



As a small or mid-sized business, the deck feels impossibly stacked against you. You don't have the big companies' budgets, departments, depth of talent, or software tools. It is nearly impossible to match the benefits, rewards, and the employee experience necessary to effectively compete for top-notch talent.

With a compliance burden with more than 180 federal labor laws and hundreds of state and city ordinances, this is just one thing that makes the job for HR professionals nearly impossible at smaller organizations.

But there's the still need to employ, engage, and retain four (sometimes five) generations of workers with fundamentally different mindsets—with Millennial and Gen Z generations making up the vast majority of workers by 2025. These new workers desire a sense of purpose, freedom, and empathy for their aspirations and lifestyle needs, inclusion in decision-making, and will not accept anything less than great pay and benefits. They also expect their work tech experience to mimic the ease-of-use of their mobile phones and tablets.

Let's face it…
large enterprise companies have it easier. They pay less for almost everything.

That is just a fact! For example, small-group health insurance rates are as much as 18 percent more per employee compared to rates for larger firms. That is on top of a more frightening reality: the average cost of healthcare for a U.S. family of four in 2020 was $28,653 (Girod et al. 2020). That could equate to 38%-100% of total family income.

IT'S HARD TO BE

SMALLER.

3–5	+180	+18%
Year average for skills	Federal labor laws	Higher insurance costs

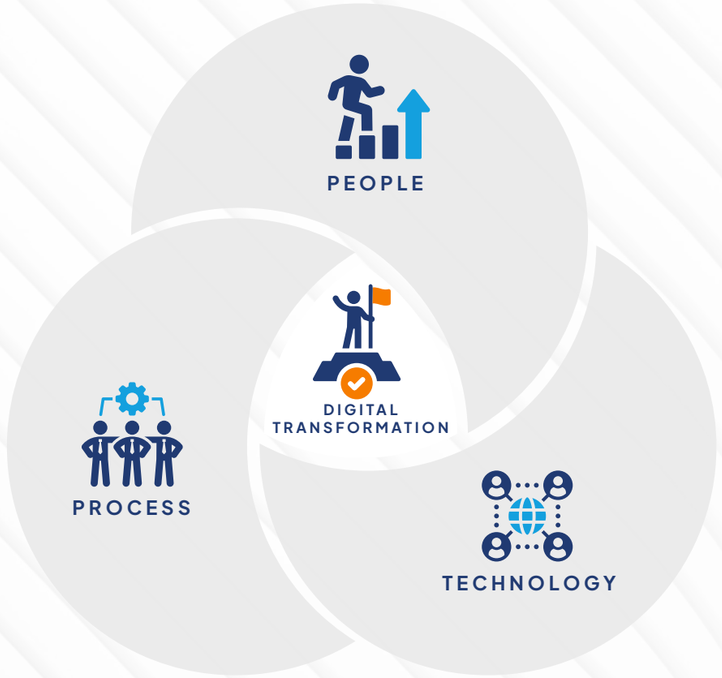
The secret to success is a HR digital transformation

With an effective digital transformation of your HR function, both the routine and complicated work are automated, which leaves scarce and expensive people power to focus on the high value creative and complex work while having the added benefit of making work more exciting, rewarding, and engaging.

A particularly important part of your transformation is connecting the company's Employee Experience with a mindset to create a "best place to work" environment. Not to be forgotten is the optimization of the digital experience for all key users of HR data consumers—HR, finance, managers, and supervisory stakeholders should all be considered.

For smaller organizations, your size can be your greatest advantage. Your crisp and prompt digital transformation of HR can happen much sooner than larger and slower-to-move competitors creating a significant and durable competitive advantage over bigger competitors. Imagine easily attracting and retaining the best talent, creating more productivity and profits, with every decision underpinned with supporting data, and laser alignment to your North Star business strategy. It won't happen overnight, but it's a worthwhile journey.

The sooner you get started, the sooner the positive impacts and results will follow.



People, the backbone of success: Investing in talent acquisition, development, and retention is crucial for organizational excellence.

Streamlined processes drive productivity: Efficient workflows and continuous improvement ensure consistent and effective performance.

Tech alone isn't enough; right people matter: Success depends on having skilled individuals who can leverage technology effectively for meaningful transformation.

How can PeopleGuru™ make your transformation more effective?

Only PeopleGuru™ offers the three elements needed to make your organization successful. We deliver the right People, Process, and HR Technology to craft and execute on a digital transformation plan that accounts for each of your industry's dynamics, operating model, strategic goals, and most importantly a plan that is 100% data-driven with focused measure outcomes.



PEOPLE



PROCESS



TECHNOLOGY



It's our Mission: Human Resources Digital Transformation

Our relentless focus on HR digital transformation is what puts PeopleGuru™ in a category all its own. PeopleGuru™ is the People, Process, and HR technology guru that delivers successful HR digital transformation because technology alone will not transform a business, the right people and processes are needed. PeopleGuru™'s competitive advantage isn't just its awesome technology. It's our gurus and their ability to truly understand what drives their clients' businesses. Outside resources often lead to transformation projects due to the value that a second set of eyes and impartial judgment can bring to the table. Unlike our competitors, our gurus are industry experts, so they have first-hand knowledge of how a HR digital transformation can reposition your company for success. We will focus efforts—on your efforts and our efforts to collect data points that drive decisions that drive business results. It's all about outcomes—your outcomes—and delivering success on your terms. Share your goals with us, and together, we will optimize how you transform and optimize your human resources to drive your business forward with great impact

"We are the People, Process, and HR technology transformation gurus"

COMPARE THE DIFFERENCE

Old School HR and Payroll

VS

HR Digital Transformation

- One-size-fits-all HR software deployment that is vanilla and boring
- Clients lack visibility to system setup, security, and processing rules, resulting in endless manual work to fix problems
- Limited data reporting, analytics, and third-party data access impair the use of data to drive business decisions
- Uninspired advice and untimely response timelines from vendor's customer service
- No defined approach to assess, plan, transform, and measure results from the client's investment in HCM (Human Capital Management) technology.



- **Highly configured** HCM software that is inspired and unique for each client
- **Autopilot the routine** and mundane, up to and including the complicated, so you can put time and energy back into the day to focus on impactful creative work
- **Control of your HCM system** setup, security, and processing rules
- **100% data access** with analytics, dashboards, and reports that you can use and tweak; or make your own and use your own reports to drive decisions that impact results.
- HR takes an **integrated approach** to build a great Employee Experience using modern digital and mobile tools, optimizing employee productivity, engagement, teamwork, and career growth.
- **API-first approach** so you will never double-enter data again, period, end of sentence.
- **Timely, unlimited expert advice** from gurus with real industry expertise.

HR Digital Transformation Outcomes

Your transformation to digital HR will predominantly focus on the following important business outcomes.



Move from manual tasks to automated workflows

Use technology to automate both your simple routines and complicated processes. A major part of this automation project covers standard HR workflows. HR processes that are supported by digital solutions are lean, integrated, and aimed at reducing work complexity and generally are easy-to-use and improve the Employee Experience.



Outsource non-core activities to focus on what matters the most

Focus your employees on the core aspects of the business and spin off the less critical HR and payroll operations. Operating HR and payroll in-house carry unnecessary risk. HR and payroll administration requires unique skills, local knowledge, and a scalable infrastructure. Additionally,the loss of one or more in-house experts adds another layer of risk to your operations.



Eliminate guesswork with data

Leveraging HR data to deliver critical insights to the organization is key to making informed decisions. By systematically capturing data from key parts of your organization, data will drive decisions about your workforce instead of reliance on guesswork and gut instinct.

These three outcomes foster an environment and culture ripe for an incredibly good employee experience

HR Leaders need to focus on an incredible employee experience that is agile, fluid, and engaging for all the impactful moments that matter to workers. The right digital tools will set the stage for a good employee experience and with a better Employee Experience, the improvement in quality of hires will pay dividends.

HR Digital Transformation Outcomes

Your transformation to digital HR will predominantly focus on the following important business outcomes.

1 2 3 4

1

Move from manual tasks to automated workflows



Reliance on technology to automate the routine up to and including complicated processes. A major part of this automation project covers standard HR workflows. HR processes that are supported by digital solutions are lean, integrated, and aimed at reducing work complexity and generally are easy-to-use and improve the Employee Experience.

HR Digital Transformation Outcomes

Your transformation to digital HR will predominantly focus on the following important business outcomes.

1 2 3 4

2

Eliminate guesswork with data



Leveraging HR data to deliver critical insights to the organization is key to making informed decisions. By systematically capturing data from key parts of your organization, data will drive decisions about your workforce instead of reliance on guesswork and gut instinct

HR Digital Transformation Outcomes

Your transformation to digital HR will predominantly focus on the following important business outcomes.

1 2 3 4

Outsource non-core activities to focus on what matters most



Focus your employees on the core aspects of the business and spin off the less critical HR and payroll operations. Operating HR and payroll in-house carry unnecessary risk. HR and payroll administration requires unique skills, local knowledge, and a scalable infrastructure. Additionally,the loss of one or more in-house experts adds another layer of risk to your operations.

HR Digital Transformation Outcomes

Your transformation to digital HR will predominantly focus on the following important business outcomes.

1 2 3 4

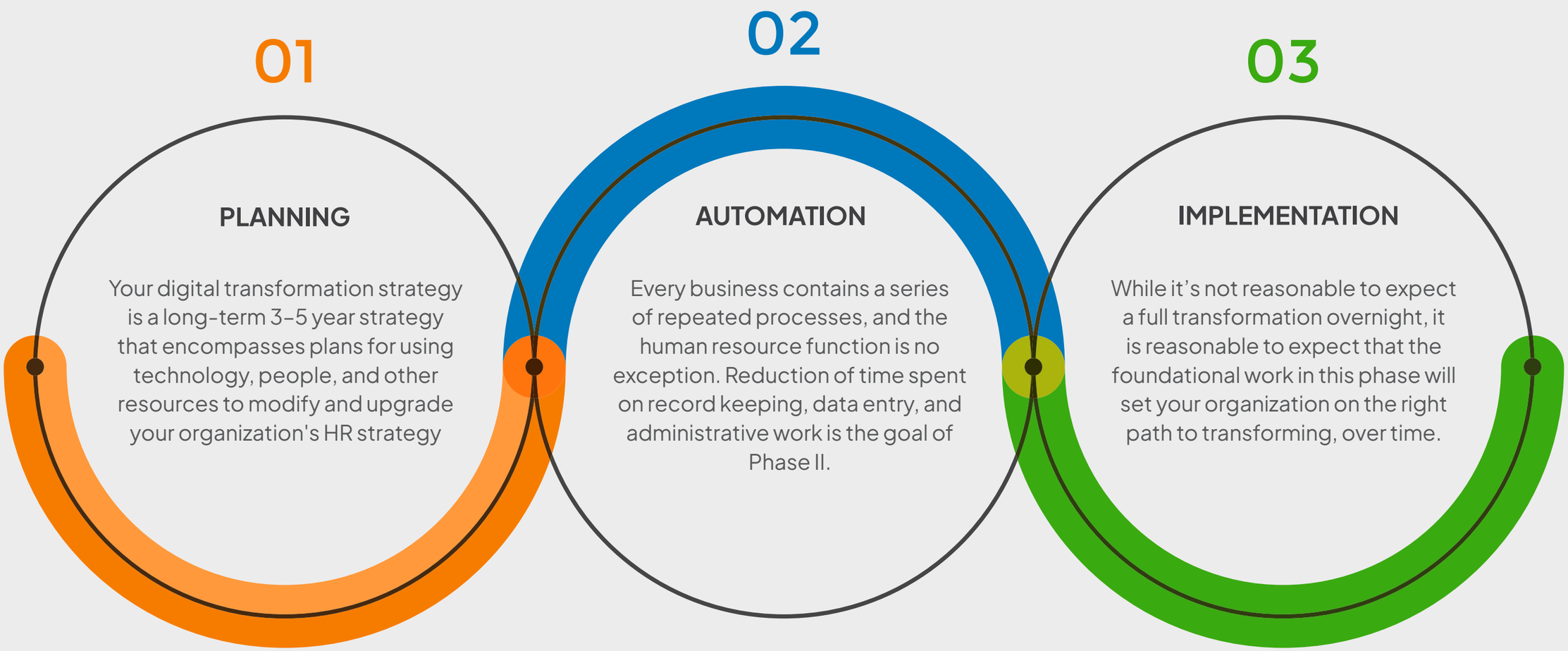
4 Incredibly good employee experience



Develop your culture and reduce turnover. HR Leaders need to focus on an incredible employee experience that is agile, fluid, and engaging for all the impactful moments that matter to workers. The right digital tools will set the stage for a good employee experience and with a better Employee Experience, the improvement in quality of hires will pay dividends. Also, you'll find time to focus on retraining and upskilling existing talent to fit into your company culture and cover your specific business needs. Younger workers have a reputation for wanting flexibility in the workplace, and the truth is that older generations want flexibility for the same reasons.

peopleguru™
an Asure Brand

Execution Roadmap



Phase I: Planning Phase

It is a best practice to plan your transition from stage to stage as it is too risky to shock your organization with too much transformational change all at once.

Your digital transformation strategy is a long-term 3-5 year strategy that encompasses plans for using technology, people, and other resources to modify and upgrade your organization's HR strategy. With the right digital transformation initiatives, you will gain greater control over your data, which will help you manage it in useful ways to improve your existing workflows. A well-designed digital transformation strategy will establish the priorities for investing your limited resources in those initiatives that offer the highest returns. The Planning Phase covers the following high-level tasks:

Assessment of your current state

Your HR assessment is focused on your people, processes, and HR technology that are critical to the business. This assessment step should include your existing state in the following areas:

- Talent resources
- Technology tools
- Compliance needs and risks
- Organization structure including jobs, titles, and duties.
- All HR and people-related processes and workflows
- Collection of time, accruals, and payroll
- Scheduling of people
- Health and well-being benefits
- Current Employee Experience journey
- Benchmarking and compensation strategies
- Communications with the following stakeholders: Corporate executives, supervisors, employees, and system nudges.
- Dashboards, data insights, and analytics
- Privacy and security

Planning of your future state

Here you review your current state and make decisions on what your future state could and should look like. This phase will focus on business change that will result in a more people-centered business that is aligned with the organization's overall business objectives. A typical transformation might follow the maturity stages outlined in this section.

Your plan should be underpinned with realistic change objectives and timelines that can be met with the resources you have at your disposal.

HR Digital Transformation Maturity Stages

Reacting



- Time + payroll are reactive
- Processes are disorganzied
- A lot depends on individual efforts and is not scaleable
- Manual, paper-based processes
- Data trapped on spreadsheets
- Limited: security, self-service and mobile
- Major compliance and data security exposures

Emerging



- Automation of core HR, benefits and compliance begins
- Focus on people and culture emerging
- Few processes are automated and cloud based
- Disparate systems in data silos
- Few self-service options
- Moderate complaince and data security exposures with potential fines and errors

Digitized



- Core procces are automated and digital
- Focus on workforce engagement and collaboration " A great place to work"
- Single cloud platform for every-thing people related
- Dashboards used by leadership
- Employee experience is self-service+ mobile
- Compliance is proactive

Creation of your digital transformation plan.

This is where you get practical and spell out exactly how you plan to tackle change. Your transformation plan should detail the steps you plan to undertake to move from your current state to your desired future state. Your plan should lay out all resources needed with enough detail to include reskilling existing talent with training, desired new hires, technology upgrades and acquisitions, milestone dates and timeframes for key deliverables, third-party project assistance, and other key factors.

High risk and pain points should be identified as priority needs and those needs should be set for action first. Be particularly mindful of how you will measure each aspect of your transformation. It is important to define how success is measured upfront before the project begins and the cloud of transformation disrupts your clear vision forward.

Phase II: Ditch Paperwork and Automate Processes

Digital transformation to the emerging stage is the expected result. The stage is set to move on toward the next phase of digitizing.

Every business contains a series of repeated processes, and the human resource function is no exception. Reduction of time spent on record keeping, data entry, and administrative work is the goal of Phase II. Digital transformation helps enhance these people processes with tech tools that achieve internal collaboration, improved employee performance, increased automation in repetitive processes, better production output, and in some cases cost optimization. By the end of this phase, HR records will be digitized in a safe, secure, reliable, and assessable cloud storage location. Your Employee Experience, starting with the moments that matter most to candidates and employees, will be enhanced online with digital and mobile tools. In Phase II, we tackle the transition from your current state to your desired future state starting with the following mostly administrative areas.

- Risk mitigation, electronic documents, and compliance
- Digital employee records
- Digital onboarding and hiring
- Digital time collection and payroll processing
- Digital health insurance benefits
- Plan and build your initial Employee Experience



Phase III: Implementation and Talent Management

McKinsey's Covid survey found that 75% of organizations digitally transforming their operations were able to fill tech talent gaps even during the height of pandemic.



While Phase III is titled Talent Management, its main charter is to build out the bones of a successful HR digital transformation. While it's not reasonable to expect a full transformation overnight, it is reasonable to expect that the foundational work in this phase will set your organization on the right path to transforming, over time. Often organizations will strive for gradual change as the most realistic path forward given their circumstances is to plan for incremental systematic progress.

The first challenge for the digital transformation project team is working out simple key measures to prove the success of your recommendations. The key to building business confidence in your digital transformation plan is to use solid data points to drive decision-making. Data removes subjective roadblocks and inspires the conviction to continue. It moves the conversation away from guesswork to fact and provides measures to give confidence to leadership that the enterprise is moving in the right direction.

Once established measures of progress and success are agreed upon, the work to review and plan your future organizational structure, jobs, and people can begin in earnest. There will be a particular emphasis on streamlining work and removing obstacles so your team can do their best work. Job unbundling for efficiency, workflow automation, organizational streamlining, upskilling those people that need additional training, and staff augmentation, are all considered in this phase.



Building out an Employee Experience with a mindset to create a best place to work environment is a prime objective. Not to be forgotten is the optimization of the digital experience for your key users and data consumers—HR, finance, managers, and supervisory stakeholders.
The improvement of recruiting techniques with particular attention to delivering an excellent candidate experience that attracts the most qualified candidates is a key deliverable. McKinsey's Covid survey found that 75% of organizations digitally transforming their operations were able to fill tech talent gaps even during the height of the pandemic.

Top performer retention is more of a problem today than ever, with employees receiving up to dozen recruiter calls per month or more. With the average tenure of employees decreasing for nearly two decades, improvement in retention will be most impactful to productivity and cost reduction—with new hire costs of up to three to four times the job's salary, according to Edie Goldberg, founder of E.L. Goldberg & Associates.

Retaining employees requires a multifaceted approach that covers everything from growth opportunities, paid-time-off, great pay, and everything in between. When employees can't find a career path internally as easily as they can find an opportunity externally, they leave. Coaching, feedback, and career development must become part of your supervisors' typical routine so employees feel heard and can be contributors. Technology can be key to nudging supervisors into a regular cadence of personalized coaching and guidance, and all delivered via self-service tools.

Tracking team and individual performance is often vital to our newest swath of younger workers. Gone are the days of twelve-page performance reviews that are conducted annually. With PeopleGuru™'s HCM you and your team will be 100% satisfied with a simplified approach of performance check-ins that gather progress updates quickly, often, and provide for upward employee feedback. This approach catches trouble so early that it dramatically de-risks individual failure, improving company morale and teamwork simultaneously.

In Phase III, we ultimately tackle the transition from current state to the desired future state in the following key areas.

- **Measuring it all**
- **Assessing your organization**
- **Plan and build your Supervisor Experience and further improve Employee Experience**
- **Plan and build your HR, Finance, and Executive Experience**
- **Recruitment and Talent Acquisitions**
- **Learning and Development**
- **Managing Performance**
- **Compensation and Benchmarking**
- **Culture, Engagement, Recognition, and Motivation**
- **Communications and Feedback**
- **Diversity, Equity, and Inclusion**



FROM OVERWHELMED

To overjoyed.

Once human resources are digitally transformed, data will drive good decisions and deliver measurable business improvement eliminating guesswork and unreliable results. Data measures inspire conviction to continue transforming. Removing guesswork in favor of factual data points feeding relevant KPIs guiding the enterprise forward to durable and impactful transformation.

With your workforce doing its best work and an empowered culture firmly in place you will enjoy a remarkable competitive advantage. Digital transformation once completed, should result in a realignment of HR, benefits, payroll, talent management technology, business models, and processes that drive value for customers and a better work experience for employees.

This is an essential strategy for competing in an ever-changing digital economy more effectively. There are many other advantages to modernizing your human resource functions, such as improved retention, better productivity, and more reliably consistent business outcomes.

Your workforce will be happier with regular communications. Workers that know when they are succeeding and when they need improvement are treated more fairly and given a fighting chance to change for the better. Modern HR thought leaders are all about transparency because shining daylight on individual, team, and organizational performance objectives always produces better results.

You will have all the tools to succeed in digital transformation or human resources. PeopleGuru™ 's experienced gurus and our proprietary framework will guide your organization toward the path to great success.

- Rich Cangemi
CEO

Experience the power of HR transformation with:

peopleguru™
an Asure Brand

CALL US TODAY 844 759 1984



peopleguru™
an Asure Brand