



The 'DNA Case' for One-Touch HCM Technology

A reason so many companies postpone investing in HR and people experience technology is usually to do with priorities.

"We often will see companies that spend money on operations technology while forgetting that the employee and people

experience is the most important thing in order to make everything else work," says Julie Develin, UKG HCM Evangelist.

Thankfully the business case and employee case for investing in technology for your people are actually intertwined. Improving the employee experience helps the bottom line and vice versa. In fact, they're so linked that you can actually make a 'DNA case' for investing in HCM technology.

Improved Employee Experience

Business Benefits

Recruitment and onboarding

- Transparent and streamlined, leading to increased organisational satisfaction
- One system for the entire process

- Reduced labour costs for HR and line managers overseeing recruitment
- Quicker approval times on important decisions
- Shorter time-to-productivity for new recruits
- A single source of truth

Employee self-service

- Easy access to view rosters anytime, anywhere
- Ownership to update/edit TFN, residence, etc.
- Transparency of leave allowance
- Visibility of company policies

- Reduced time HR spends answering questions an app can answer
- Increased employee satisfaction leading to better engagement
- Minimised compliance risk
- Improved safety

Employee autonomy

- Ability to manage schedules in the moment, e.g. shift-swapping and bidding can be easily done and approved via mobile app
- Employees work-life balance satisfaction increases through flexibility and choice

- Reduced management administration time
- Increased efficiency
- Less understaffing/overstaffing
- Improved retention rates

Performance management

- Centralised performance conversations and records, that result in better feedback, stronger skills development and happier employees
- More visibility over performance so more easily able to reward and address problems
- Simpler succession planning
- Records kept for a worst-case scenario (such as unfair dismissal hearing)
- Management held accountable to follow through on people-focused planning

Process and workflow efficiencies

- Rostering and payroll are simplified for managers and employees
- Employees receive a simple, detailed payslip and the confidence pay is correct
- Ease of recording time to ensure the employee gets paid accurately and on time
- Huge time savings – for rostering, managers can go from spending two days on manual paper based systems to 45 minutes with automated solution (see case study)
- Employee satisfaction and trust increases

Career development and succession planning

- Staff have access to centralised learning portal
- Staff can see opportunities in the company and manage their own careers
- Reduced labour costs on administration
- Simpler succession planning
- Higher engagement
- Reduced turnover rate
- Greater visibility

Compensation

- Automate the process of compensating performance
- Reliable, accurate analytics on compensation – e.g. interpreting each employee's performance based on their quarterly review
- Improved perception of reward and recognition
- Tangible motivators for employee productivity and performance
- Fair, data-backed compensation strategies

