3 ways software frees HR practitioners to execute strategy

The benefits of using a well-designed, purpose built software solution to manage HR admin

Introduction

For smaller and medium sized businesses the burden of HR admin can be a bit of a sticking point. With many factors that influence performance being equal, in most cases, people are the key differentiators between businesses working in the same sectors or niches. Consequently, for HR practitioners, the need to develop and execute the HR strategy that gets your organisation the right people and develops them appropriately remains a primary objective.

However, this often sits uneasily alongside the mechanics of routine, day-to-day HR admin, which is equally important. Delegating HR admin while retaining decision making is one way of freeing up the time of senior HR practitioners, but this simply shifts the problem.

It's too sensitive for a junior, intern or a temp. So someone else, whose time is equally better spent on higher value HR or core business activity, is going to be caught up doing manual personnel management tasks such as processing planned absence, contract management and sick days.

Besides eating up time, the ill effect of a manual HR process may not be restricted to HR. It can also have an undesirable knock on effect. It sets a low bar and shapes the attitudes of employees by embedding - and perhaps even validating and enshrining - inefficient business practice. If established within the culture, this is likely to negatively influence execution in other areas of the business.

In this guide we discuss three primary benefits of using a well-designed, purpose built software solution to transform process efficiency and do a much better job of managing HR.

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1. Centralised information – all HR in one place

What is it?

A good software solution centralises information storage and access so that all HR is kept in one place. Compared to a manual approach where a mix of data is often held in different 'silos' like spread sheets, paper files and personal filing systems of individuals in personnel and management, a single secure and trusted online repository holds the latest information for each employee.

Centralising information includes HR document management for every personnel record, including:

- CVs and recruitment
- Contracts
- Identity and right to work
- Driving license
- Qualification and certification
- Employee handbooks and policies

Besides employee specific data, it also enables centralises HR policy management, including:

- Policies
- Employee handbooks
- NDAs for contractors & freelancers

Impact & benefits

The impact and benefits of centralising employee information cannot be stressed highly enough. From the perspective of HR practitioners and management the most important ones include:

- Convenient and time-saving
  › Access to all HR information from a single screen
- Anytime, anywhere access
  › See every piece of HR documentation for all employees from an internet connected device
- Central library of policies
  › Maintain a complete library with read-and-understood confirmation and audit across the workforce
- Real-time information
  › Personnel records are up to date and a complete record is always up to date with the latest changes
- Everyone on the same version
- No working offline without out of date versions of documents or spread sheets that have been downloaded locally to personal filing systems

2. Improved visibility – intelligence from data

What is it?

A good software solution improves visibility across the breadth of HR information by providing easy access to important data points. Compared with a manual approach, where the outputs from different information silos may have to be assimilated and analysed, a software solution provides intelligence at a glance.

A good HR software solution provides instant access to important data, the Key Performance Indicators (KPIs), that help to keep HR practitioners and management on top of the HR function including:

- Tracking key absence periods through the year
- Instant visibility of signed policies and other important business activities
- Ensuring staff are appraised in an appropriate and timely manner

Impact & benefits

HR practitioners and management obtain a range of benefits from improved visibility. Rapid access to headline data – KPIs - and the deeper analytics uncover trends and patterns that are invaluable in assessing the performance of individuals. It also improves the ability to better plan productivity and for the business to meet its compliance obligations.

- Better visibility of absence – see who is in and out
  - › Enables better resource and workflow planning for planned absence
- Identify absence trends and any patterns to absence and sickness periods of individuals and workgroups
  - › Personnel document visibility Identify documentation gaps in employee records to ensure compliance with employment law
  - › Identify training needs where certification has not been achieved

A good HR software solution provides instant access to important data

3. Administration reduction – streamlining with self-service

What is it?

A good software solution reduces the amount of effort required from admin by enabling employee self-service. Compared to a manual approach, a self-service software solution means responsibility for routine admin ceases to be concentrated on HR practitioners and is shifted on to each individual employee.

HR self-service enables employees to perform housekeeping of their personal information as well as directly accessing frequently requested information without the need to query HR admin:

- Maintain their own information including profile and documentation

- Instantly understand their holiday leave entitlement

- See the leave planned for their team or for others that may impact their leave request

- Instantly request leave

- See company public holidays

- See their record of sick days

- Reference outcomes of appraisals and performance reviews

Impact & benefits

For both HR practitioners and employees, employee self-service provides excellent hard and soft benefits. The fundamental principle that supports this is that self-service empowers employees and in the same stroke gives time back to management and administrators. Key points include:

- Employees maintain their own profiles and documentation
  - Permission-based security enables appropriate access to be configured for each employee or employee group to carry out housekeeping

- Frees up HR practitioners
  - Eliminates responsibility for HR practitioners to perform a range of routine HR admin processes which soak up time

- Shows employees are trusted
  - Demonstrates employees are trusted and valued by allowing them to access and maintain their personnel records

- Provides employees with 'HR awareness'
  - Employees are able to understand their HR performance in the context of their team and against company-wide HR benchmarks

Why choose SMB to help you transform the efficiency of your HR process?

In this guide we've discussed three primary benefits of using a well-designed, purpose built HR software solution to transform process efficiency. We are a better choice because SMB is HR software built specifically for the needs of HR practitioners.

SMB is designed with businesses like yours in mind. The leaders of our team have 'been there and done it' – founded start-ups and felt the growing pains. We understand the issues HR throws up for small to medium businesses.

We believe HR management software should be simple to use and intuitive as well as employee-centric, secure and compliant. So, we created a solution that ticks all the boxes.

The easiest way to see how SMB helps you transform HR process efficiency, just click here to register for out free 14 day trial.

To find out more please visit us at **www.smb.co.uk**, email us at **sales@smb.co.uk** or if you would like to talk, simply call us on **0844 409 6710**.

HR performance in the context of their team and against company-wide HR benchmarks