



BENEFIT TECHNOLOGY RESOURCES

HR Tech Myths

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Meet the Team



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Who We Are



The **largest** mid-market consulting firm in the U.S.



We are **independent**



We specialize in a wide array of **HR technologies**, including:

- ✓ Payroll Administration
- ✓ HRIS – Human Resource Information Systems
- ✓ Benefits Administration
- ✓ Compliance Reporting (ACA)
- ✓ Time Keeping
- ✓ Performance Management
- ✓ Recruiting
- ✓ Talent Management
- ✓ And More





Top 15 HR Tech Myths



Myth #15



**Vendors Sell Client And/or
Employee Information To
Third Parties**
(example, biometric handprint info)

Myth #15

**Vendors Sell Client And/or
Employee Information To
Third Parties**
(example, biometric handprint info)

DEBUNKED

Facts

- You can contractually **prevent this**
 - Service agreements
- Look for **de-identified info** and how they may use it
 - Benchmarking
 - Analytics
- **SOC audits**

Myth #14

**Cloud Systems Are
Not Secure**



Myth #14

Cloud Systems Are Not
Secure



Facts

- SOC Audits
- Not perfect but benefits far outweigh risks

Myth #13



**Technology Will
Replace HR Team**

Myth #13

Technology Will
Replace HR Team



Facts

- Technology is about automation and streamlining
- It is not WHAT you do... It is HOW you do it
- Skillsets transfer to **more strategic** tasks and roles
- *Total savings of \$19.07 PEPM can be realized through the accuracy and efficiency of complete automation*

https://www.bswift.com/assets/uploads/pdf/secure/bswift_2011_Benchmarking_Study.pdf

Myth #12

**Technology is a
Commodity**



Myth #12

Technology is a
Commodity



Facts

- There are 400+ primary vendors we track – many vendors and many choices
- All HR Tech vendors are not the same
 - Technology
 - Service
- HR Technology can have a major impact in your organization far beyond payroll/HRIS
 - Talent Management for example
- When **tactical** tasks are replaced by technology the more **strategic** an organization can become.

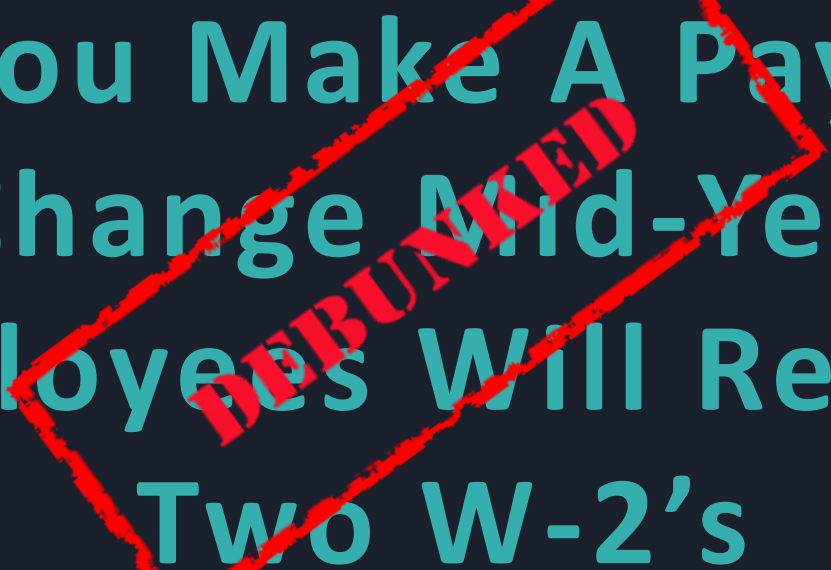
Myth #11



**If You Make A Payroll
Change Mid-Year
Employees Will
Receive Two W-2's**

Myth #11

If You Make A Payroll
Change Mid-Year
Employees Will Receive
Two W-2's



Facts

- New vendor will import Year-to-date data and submit **one W-2**
- New vendor will take over annual and remaining quarterly tax filings
- NOTE – for **mid-quarter transitions**, client will need to recoup tax amounts already held for pending quarterly filings (tax float)
- **Best practice** is to transition with a new quarter

Myth #10

**Large, Brand Name
Vendors Are Large And
Well-known
Because They Are The Best**



Myth #10

Large, Brand Name
Vendors Are Large And
Well-known
Because They Are The Best

Facts

- Some vendors are stuck in **legacy systems** and updating to the latest technology is cost prohibitive
- Some have turned into **sales organizations** rather than technology or service organizations
- Do your **homework** and check references
 - Your own (SHRM, colleagues etc..)
 - Industry resources
 - Your broker

Myth #9



**Vendors Are
Experts**

Myth #9

Vendors are
experts

Facts

- Some vendors ARE experts. Not all
- **Look for a partner** that can offer best practices and be a long-term resource
- Many sales reps may not be familiar with the **nuances and complexities** of HR administration, but they know how to sell the technology
- Insist on a **dedicated team** – you want someone to grow with – that knows the technology
- Rely on your service reps. If they are not providing what you need **request a new contact**

Myth #8

**All of Your Payroll
History And HRIS Data
Will Be Imported With A
New System**



Myth #8

All Of Your Payroll
History And HRIS Data
Will Be Imported With A
New System



Facts

- Year-to-date check data will be imported
- ACA hours tracking - **verify**
- Typically **not** imported:
 - Check history
 - Employee title and salary history
 - Most HRIS data

Myth #7

**Higher Price is
Reflective of Higher
Service/Value/
Functionality**



Myth #7

Higher Price is
Reflective of Higher
Service/Value/
Functionality



Facts

- Some vendors have higher pricing to create a **perception** of quality and functionality
- Many leading vendors are priced competitively
- The **size and complexity of your organization** play a major role in determining the vendors that may be a **best fit**
- The **major differences** we see are around business reporting and the talent management suite
- Deployment method is an important factor to consider (**customization vs configuration**)
- **Discounts** are readily available for most vendors. Do your homework to ensure you obtain the highest discounts available

Myth #6



**I Know What I Am
Doing, And Don't
Need Help**

Myth #6

I Know What I Am Doing,
And Don't Need Help



Facts

- Do you have:
 - **Homework** done on the market?
Always changing and evolving
 - **Budget?**
 - **Timeline?**
 - All **stakeholders** involved?
 - **Executive** buy-in and approval?
 - An HCM Systems **Strategy**?
 - Change Management **Strategy?**
 - Communication and Rollout **Strategy?**

Myth #5

**I Can Deploy New
Technology And Build
Around My Current
Processes**



Myth #5

I Can Deploy New
Technology And Build It
Around My Current
Processes



Facts

- Technology is a tool to **streamline and improve your processes**, but is not fully customizable to match your needs exactly
- No system is **perfect**
- **Be flexible** and open to best practices from the vendors

Myth #4

**My New HCM Can
Be Up And Running
Within 90 Days**



Myth #4

My New HCM Can Be
Up And Running Within
90 Days



Facts

- Most HCM implementations are **phased**
 - Core payroll/HRIS
 - Time & Attendance
 - Benefits Administration
 - Recruiting/Applicant Tracking
- **Each phase takes 30-90 days**
- **Enterprise deployments** can be significantly longer (customization vs configuration)

Myth #3

**A System With One
Single Database Is The
Way To Go**



Myth #3

A System With One Single
Database Is The Way To
Go



Facts

- Most systems are **not** truly a single database (backend integrations)
- **Advantages** of single database:
 - Reporting is easier
 - One point of entry
 - No need for integrations (SSO, EDI, API etc.)
- **Disadvantages** of single database:
 - Typically less robust ancillary modules which means less overall automation

Myth #2



**Benefits Administration
Can Go Live In
Conjunction With Open
Enrollment**

Myth #2

Benefits Administration
Can Go Live In Conjunction
With Open Enrollment



Facts

- **Extremely risky approach**
- OE is the biggest benefits event of the year and this approach does not allow for training, testing and troubleshooting **in advance**
- Building EDI's in a new system (or changing carriers) is a complex and **time-consuming process**
- Recommended deployment is **well in advance** of OE, for use with new hires, and status changes (90 days)

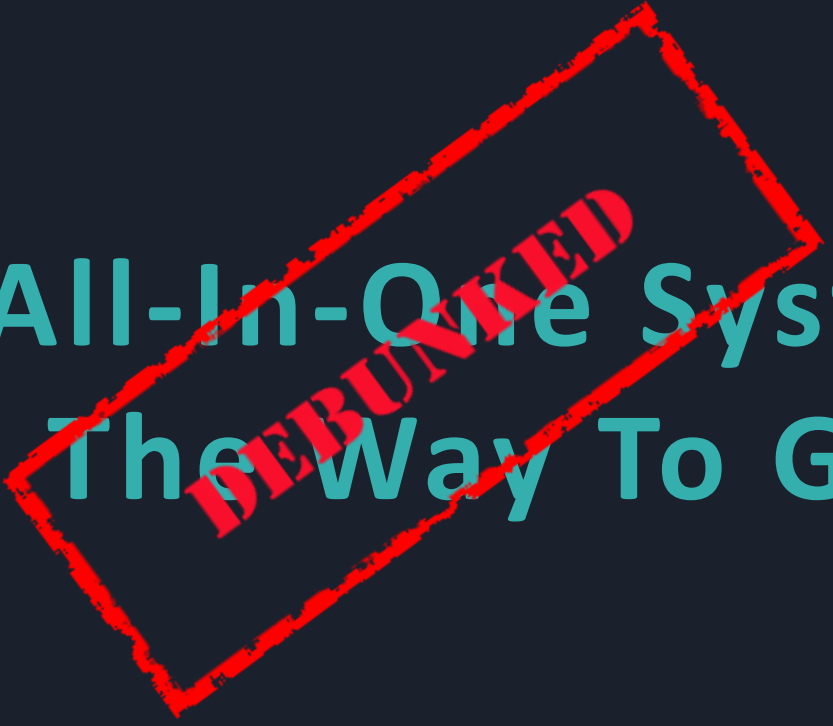
Myth #1

An
All-In-One System Is
The Way To Go



Myth #1

An All-In-One System
Is The Way To Go



Facts

- Most vendors are experts in their core functionality
- **Generalists** in everything else
- **Benefits Administration** typically first module broken out
- **Talent Management** is the second
- **Integrations** are extremely common and much easier than in the past (SFTP, API)

What is Benefits Administration?

ENROLLMENT TOOL

- Online enrollment
- Data keyed by enroller – entered electronically
- Flat file feeds for OE only, then ongoing files can be deployed – typically takes longer than most vendors that specialize in this.
- Very basic reporting
- Limited support of credits (wellness, tobacco etc.)

TRUE BENEFITS ADMINISTRATION

- Online enrollment
- Ongoing file feeds
- Custom file feeds
- Ongoing payroll integration
- Advanced reporting
- Comprehensive Voluntary/Ancillary product enrollment, premium calculations etc.
 - SSO for EOI processing
 - Dependent verification
- Defined contribution support
- Typically standalone/point solution

An overhead view of a business meeting around a wooden table. Five people are seated, engaged in discussion. There are two laptops, several documents including one titled 'CO-MONITORING SPACES', a calculator, coffee cups, and small snacks on the table. The scene is dimly lit, creating a professional and collaborative atmosphere.

THANK YOU

