



**HOW MUCH IS YOUR
OBSOLETE HR TECHNOLOGY
COSTING YOU?**

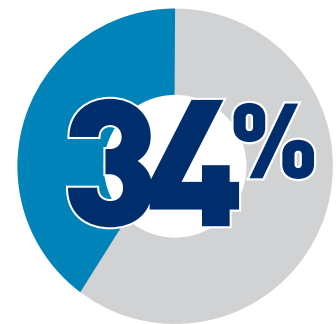
Introduction

When it comes to making a sale, reporting on internal trends, or solving a customer problem, every second counts. And if your people are relying on slow, outdated technology, you are putting your employees and your customers at a significant disadvantage.

With slow outdated tech, your employees experience:

1. More time working through administrative tasks
2. More requests to HR, IT, and payroll
3. Delayed assistance in customer service
4. Poor communication throughout the organization

Of course, technology helps your people do their job, but did you know that it also has a significant impact on engagement, retention, and productivity? If your employees can't rely on their technology and a majority of workflow processes remain manual, it will leave them feeling frustrated and unsupported. Without the tools needed to properly complete their job, employee resentment will rise and engagement will fall.



By now you may be asking yourself if technology can really have this kind of an impact on your business and your employees, and the answer is a resounding **yes**.

Making the investment in a comprehensive solution that doesn't skimp on any areas of HR, payroll, or talent management is one of the biggest steps you can take toward avoiding the risks discussed above. Otherwise, consider the alternative—without the technology your people need most, **you could be unknowingly throwing away millions of dollars each year due to lost employee productivity.**

Read on as we discuss the different areas of business that are impacted when you don't invest in the right technology.

■ The True Cost of Poor Technology

No manager is thrilled to see their employees distracted or simply doing the bare minimum. It's expected of your people to be productive during their allotted schedule. But what if your employees aren't the cause of the distraction? What if they are unable to stay focused and complete their responsibilities due to outdated technology?

Many organizations forego making the proper tech investments, and even more neglect tracking their investments to see if they are wasting money or seeing a positive return. Yet poor technology leads to lost productivity across all areas of the organization, such as **communication, project completion, and customer service**. So, what happens to your bottom line when technology lets you down? Let's dive deeper into each of these areas.

What Are the Hidden Costs of Slowed Communication?

If you work in the office, then it might seem that communication between employees is easy. But how is the communication for employees who work remotely or on-the-go? Ineffective communication tools can negatively impact your employees and lead to decreased productivity and retention.

These days, the odds of your employees all working in one building, or even one city, are slim. It's not uncommon to have employees working from home and on-the-go, alongside those working in a traditional office setting. And the trend of remote employment is only going to continue to grow. Gone are the days of posting important memos on a bulletin board, and while emails are great to spread valuable information, they're not always the best tool to use for immediate communication. While this problem may seem minor, it can actually have a major impact on your employees' productivity.

Whether it's collaborating on a time-sensitive project, finalizing details for an event, or trying to bounce new ideas off each other, your employees can't be waiting for responses when customer service and profits are on the line. There is a clear disconnect in how employees are communicating with each other.

If there is a need for more connectedness, then there is a good chance employee engagement is suffering. Industry leaders have identified the need to focus on connectedness at work, and many have already begun to adopt instant messaging tools, such as Slack, Skype for Business, and Google Hangouts, to provide a platform for better collaboration, video conferencing, and audio calling. These tools give your employees the access they need to communicate quickly with each other. After all, the longer it takes to get in contact with someone, the longer it takes to get things done.

The employee experience drives the strategy behind Ultimate Software's "people first" solutions. That's why we have partnered with Slack. The Slack app for UltiPro is designed to allow users to seamlessly interact with UltiPro without needing to enter a passcode first or interrupt their work. Key features of the Slack app for UltiPro include viewing time-off balances, entering employee notes, and providing feedback to direct reports, with the option to include it in performance reviews.

These tools can be used for collaborating or to keep engagement high by creating a "fun" chat to keep your team connected regardless of everyone's location. Companies that adopt these kinds of communication technologies and leverage them to help keep everyone on the same page—and the customer in mind—will be better positioned to help businesses scale and increase ROI.⁴

What Are the Hidden Costs of Manual Processes?

When discussing the future of work and technology, it's nearly impossible to avoid the topic of automation. At its full potential, automation can improve the lives of both employees and your customers.

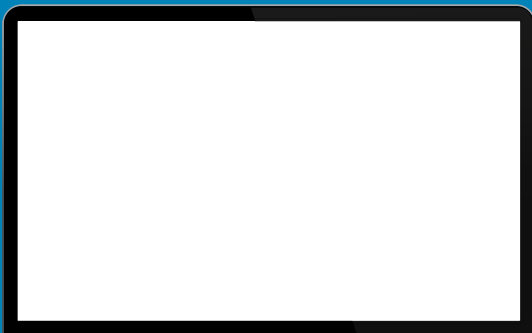
Automation for your organization

The thought of artificial intelligence (AI) and automation may seem scary, bringing up visions of robots replacing people. In reality, **only about half of the activities—not jobs—carried out by workers could be automated.**⁵

Take documentation as an example. Across all areas, the average employee file contains about 24 different documents, and each document can include several pieces of paper.⁶ At this volume and scope, it's easy to see how countless hours disappear to managing paper employee files. The time it takes an employee to find one file can cost you in customer response time or slow down other processes. And imagine how many times a day HR and payroll teams have to stop what they're doing to find a document or answer a request. In fact, new research shows that 41% of HR professionals' time is spent on "transactional activities," 40% on "talent and people," and 19% on "workplace and work."⁷

Automating your workflows can drastically improve processes. A recent study revealed that 43% of all workers want access to the latest technology, but that's not necessarily the number-one characteristic of the ideal workplace. 52% of employees want to work where processes are always improving.³ From automating workflows to role-based access, these technologies and tools can give employees and HR/payroll more time in their days to make strategic decisions and help contribute to your company's overall success.

Payroll automation can help you reduce payroll processes costs by as much as **80%**, according to the [American Payroll Association \(APA\)](#).



Automation for your customers

Automation extends beyond your employees and HR departments, especially in a customer-service world. Currently, in a 6-minute customer service call, 75% of the time is devoted to agents doing manual research, with valued customer interaction time at an abysmal 25%.⁸ Spending so much time on manual research leads to less meaningful customer conversations, employee fatigue, and reduced customer satisfaction. By investing in AI, you can save your customers and your employees time to give everyone more time back in their days.



UltiPro® Employee File Management enables you to actively manage HR documents from a central location enabling compliance, security, and speed. From simplified HR tasks to accessing employee files regardless of location, having a comprehensive solution can help your HR department spend less time on administrative tasks and more time focusing on strategic decision-making. Employee File Management can help automate your filing solutions to reduce the amount of time spent doing administrative tasks each week. Rather than tracking down paper files or a piece of information from multiple systems, you can easily manage documents to create, store, and share files from one secure place, that is accessible whether in office or on-the-go.

UltiPro® Employee Case Management changes the way HR provides employees with information by enabling employees to send requests to HR, which is then automatically routed to the right person in HR based on a workflow you configure for your organization. You can even limit access and visibility to cases based on the user's role to securely manage employee data. Employee Case Management lets you route and track employee requests easily to increase efficiency.

Best-in-class HCM solutions will have organizational charts with every employee's email and phone number, allowing easy access for important information regardless of where employees are. While you don't want the HR department to become inaccessible, you can provide employees with their essential information with role-based access. This frees up critical resources for when they're most needed, such as when an employee relocates or goes on maternity leave. Giving your employees role-based access to payroll information, schedules, and other pertinent information can reduce the amount of requests submitted to your HR and payroll departments. Not only can employees get their questions answered faster, but it frees up time for your HR and payroll departments to focus on more strategic planning.

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