Top 10 Questions To Ask When Choosing HR Software and Services
10 Questions To Ask When Choosing HR Software and Services

The purpose of this guide is to serve as a checklist for HR professionals who are considering changes in HR software and services to support their growing HR needs.

1. Employee Functionality
   - Do your employees have self-service capabilities for updating personal information, accessing company resources, and other key actions?
   - Are configurable workflows available for employees, managers, and HR administrators to manage their own tasks?

2. Flexibility and Scalability
   - Is the system flexible to your company’s evolving needs and will it scale with growth?
   - Can you manage information on multiple platforms and devices, i.e. mobile, etc.?

3. Corporate and Governmental Compliance
   - Does the system support compliance for corporate guidelines as well as state and federal regulations?
   - What resources are available that assist HR in ensuring compliance?

4. Payroll and Tax Filing
   - Are systems in place that support tax compliance at the state and federal level?
   - Does the system allow for complete integration of tax filing practices—from calculation to filing and depositing all payroll taxes?
5 Benefits Administration
- What are the capabilities for managing and facilitating employee benefits?
- Can the system manage your organization’s ACA compliance strategies?

6 Reporting Capabilities
- How robust are the reports—both standard and customizable?
- Can reports be combined between various HR functions, such as payroll and core HR functions?

7 Talent Management
- Are there features available that contribute to the strategic growth of the company, such as applicant tracking, onboarding checklists, and performance management functions?

8 Time and Labor Management
- Does the system have the ability to handle your company’s evolving time and labor management needs?
- Does it allow robust reporting for time and attendance?
- Are there capabilities available that make payroll easier for both regular and overtime hours?

9 Training and Support
- Does the vendor provide training on the systems for all levels—HR administrators, managers, and the C-level? How much does training cost?
- What does the support function look like? Are there limitations to support?

10 Technology For the Future
- Is the HR software using the most up-to-date technology?
- Is it scalable for future growth?
**The Guide To Getting Started: Simplified 5-Step Process**

1. **Establish Criteria To Assess**
   Conduct a gap analysis: where are new systems and processes needed most?
   - Need to have features
   - Want to have features

2. **Determine Core and Strategic HR Functions**
   Core functions (time and labor, payroll, benefits, compliance, HR):
   - What do you have to have?
   - What would you like to have?
   Strategic functions (talent management, performance, engagement, recruiting, learning and development):
   - What do you have to have?
   - What would you like to have?

3. **Determine User Requirements**
   - Who will use it? HR administrators, managers, employees, C-level?
   - How many total users in the company?
   - How will capabilities differ between employees?

4. **Think About the Future**
   - What capabilities will be needed in 12 months? 24-36 months?
   - What functions are scalable and flexible for growth?

5. **Select the Right Vendor**
   Consider these four things:
   1. Features
   2. Flexibility
   3. Scalability
   4. Security

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