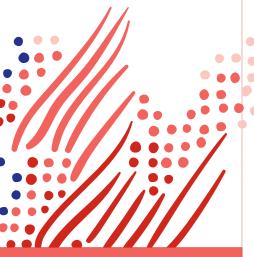# Tips for evaluating new payroll and HR providers

Your payroll and HR systems cross every functional area in your company and are used by every employee. The right human capital management (HCM) solution can connect your people and workflows in a way that supports your daily operations, enables strategic growth across your organization and empowers employees, which leads to greater engagement.

Tip 1: Start with the end in mind.

Before you look at system features, take the time to define what you want to accomplish, change and improve so you can identify a solution that best meets both current and future potential needs. Look at the key initiatives coming from senior leadership and consider the role that technology might play in achieving success. HCM providers that perform a thorough needs assessment of your company to ascertain your current state and strategic goals can more effectively help you plan for implementation and adoption.

Tip 2: Consider your organization's culture and unique needs.

If you have operations spanning multiple jurisdictions, states or countries, your payroll and HR needs are more complex. You may need multilingual systems and support. You may need to administer multinational payroll, or serve a workforce made up of different types of workers with different pay preferences and levels of HCM needs. You definitely need a vendor who can stay on top of changing regional guidelines.

Tip 3: Prioritize security and privacy.

Security and privacy of employee data is critical to the success of your business. Be sure the vendor you choose views it as one of their highest priorities. Know how your organization's data will be stored, transferred and backed up, but also pay attention to how the vendor handles fraud and business resilience issues.

Tip 4: Look for a robust implementation model.

After core functionality, look for a provider with a successful implementation record. A robust implementation plan will get you up and running efficiently and provide support to your employees to keep things running smoothly.

Communications and change management will be key to helping your team throughout the implementation process. Do you have an effective change management strategy in place? Do you have an executive sponsor and a network of change champions? Does your provider offer leading practices on change management and communications to help you effectively position new technology in your organization?

Tip 5: Plan to optimize adoption.

Successful adoption of your new solution requires adequate preparation of your people, systems and data. You can often leverage the experience of your vendor and their client network to find the best practices for your situation.

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Bring your people into the journey — and start early. Gaining stakeholder buy-in for solution purchase is critical in the beginning stages of a project. As you move through implementation, preparing end-users through change management, communications and training will help ease the transition for all levels of employees and greatly improves your chances of successful adoption of a new solution.

Tip 6: Set yourself up for long-term success with the right service plan.

A payroll and HR solution is only as strong as the support model behind it. When selecting a new provider, make sure the level of ongoing support is adequate for your needs and will support anticipated growth, as well as flexing to meet changes in your workforce, regulatory and compliance requirements, and emerging business trends.

Investigate the service contract and ask questions. Will you have a dedicated service team with deep domain expertise? Will you have strategic advisors who can provide insights, ideas and leading practices? Are there opportunities to leverage a vendor's client network for learning?

Tip 7: Leverage data for a competitive advantage.

Data can power better HCM decision-making, from optimizing scheduling to developing competitive compensation packages. To truly make your data work for you, look for a vendor that can help evaluate your data analytics needs and apply the insights generated to support your organization's growth. Best practices include a centralized data set for all HCM metrics, configurable analytics for custom insights, industry-wide data for benchmarking, and predictive analytics for modeling and forecasting.

Tip 8: Evaluate both a vendor's history and investment in the future.

At the enterprise level, you want to partner with an established vendor whose technology and service model will support your ongoing needs. In addition, you may want a provider who values innovation and demonstrates commitment to evolving solutions

to address new business challenges. The process of vendor evaluation and implementation is not something you want to repeat more often than necessary, so look for a provider who can take you into the future.

Tip 9: Look for an HCM partner who can help evolve your people strategy.

The functionality of your payroll and HR system should support employees through every step of the employee lifecycle. Not all providers offer the same level of talent support. The right solution can provide tools and strategy to help your HR team foster engagement and maximize recruitment, performance and development.

Not all providers offer the same level of talent support, but you may want to consider the following. Does the solution offer a positive experience throughout the hiring process to help attract and engage in-demand talent? Can the technology make it easier to enable programs, from development to career mobility, that help reduce turnover and foster ongoing employee satisfaction? Will your talent acquisition team be equipped with recruitment practices to remain competitive in the continuously tightening labor market? Will you have access to rich, real-time data across your HR and talent processes to help inform and adjust your approach?

The right payroll and HR technology offers so much more than administrative capabilities. Take your organization to the next level with a provider that leverages HCM expertise, data analytics and technology support to help transform your organization and drive strategic growth.

To learn more, contact your ADP representative or visit ADP.com/mid.

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