RIZING

Building the Right Team to Support Your HRIS Solution

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Redefining the Workforce of Today

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Sustainability, flexibility, agility. These are all the words that have become a common part of every business plan. Human Resources professionals are leaders in creating business success through operational efficiency — efficiency that not only results in cost effectiveness but ensures a business's capability to thrive through uncertainty. For human resources professionals, it's not just about implementing modern technology… it's equally about adopting best practices and processes that spur long-term business agility and flexibility to grow.

Application managed services (AMS) create a work environment where innovation and growth are nurtured, where disruption is planned for and managed, and where sustainable operations are a natural outcome. By removing constraints on internal staff, AMS deliver experiences that matter to all employees.

The most important thing: this isn't a concept for tomorrow. The workforce and the workplace of today demand a redefinition of what we work on, how we work, where we work, and why it's all done.

Innovation in Response to a Changing Business Environment

Becoming comfortable in our everyday jobs isn't a bad thing; there's predictability and trust in knowing what your job is and in executing the same processes over time. But more often than not, comfort prevents change. And change is imperative to long-term growth.

In our HR careers, we have learned that work is never really "done," making it easier to put off certain tasks to the next day. To truly be on top of things, we need to be several steps ahead. We need to see what's coming and be able to respond to it.

Here is where HRIS technology — an investment intended to improve responsiveness to change — can become a challenge because it's always changing as well. No longer can organizations put together a capital project and software implementation plan, execute on it, and relax. An HR software implementation and ongoing solution management now require more refined strategic perspectives, long-term visions, and change management. To grow our businesses, we know we must do more than enter transactions into a database and run payroll.

PREDICTABILITY: RESPONDING TO THE UNFORESEEN

The great pandemic taught us many things about how we can improve our business operations. One of the biggest lessons learned is that the business world doesn't really have a say as to when that disruption occurs.

The reality is, there are many looming unknowns that disrupt work all the time: natural disasters, economic turbulence, technological innovations. Our usual processes don't always cut it during these times, even when it's critical that HR and payroll functions continue smoothly as if nothing happened. If anything, these times of unpredictability make it even more critical to employees that paychecks and benefits are reliable.

Well-supported and engineered application managed services give your business a backbone – a way to continue operations anywhere anytime.

Professional AMS come with disaster recovery plans of their own, backup plans for servers and communications and talent. Sustainability in light of disruption is managed.

DAY TO DAY SUSTAINABILITY

**We say it all the time: people are our most valuable resource.
In your workplace, how sustainable is the way your manage your resources?**

It's easy to get caught up in the job and neglect employees' changing needs and expectations from their employers...but it's also imperative to prioritize these needs and expectations. That's what makes the job market competition at an all-time high.

Many people around the world took the time during the pandemic to reflect on workplace purpose. And with new remote jobs being posted every day, opportunities that didn't exist in the past are being created for knowledgeable candidates. In a world where job hopping has been greatly destigmatized, it has never been more difficult for HR professionals to attract and retain diverse and well-rounded talent.

In tandem with the psychological effects of the pandemic, employee expectations from their employers are higher than they've ever been before, and that's set a new minimum standard for Human Resources professionals to meet. There's increased attention required to managing employee experience, health and wellness, performance with purpose and diversity, equity and inclusion (DEI).
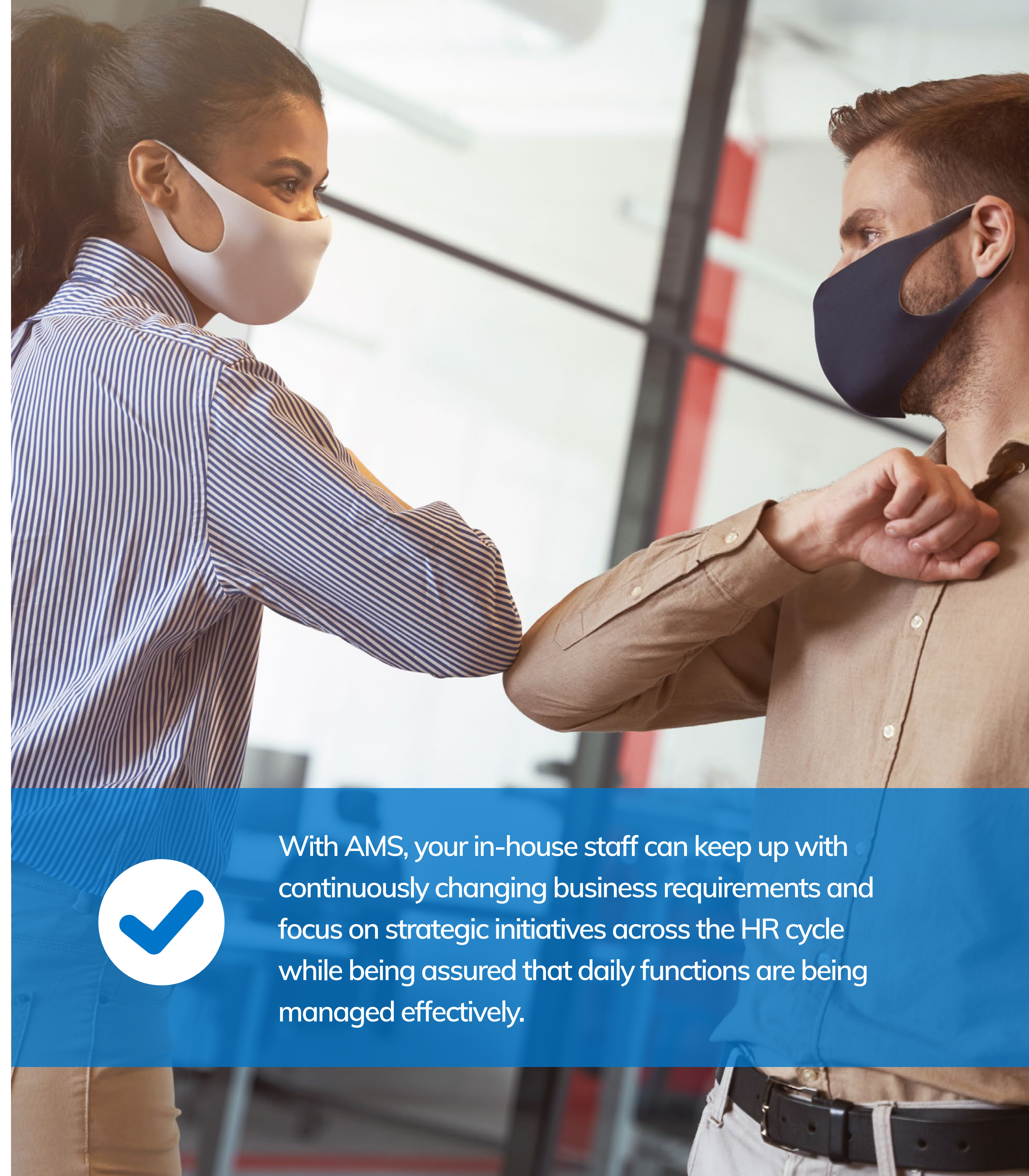
With AMS, your in-house staff can keep up with continuously changing business requirements and focus on strategic initiatives across the HR cycle while being assured that daily functions are being managed effectively.

70% **of millennials** said they **would quit** their jobs **due to poor technology experiences**.

10,000 **baby boomers** turn 65 every day, **retire**, and take with them a wealth of knowledge.

Even pre-pandemic, average **employee tenure** faced a drastic **decline** of **15** to only **4 years**.

+7M **jobs** have recently been **posted online**.

New Expectations from HR Professionals Bring New Challenges

New trends in HR bring in new HR challenges. And that's why companies rely on great HRIS solutions — for flexibility in changing depending on what direction your company is going in at any given moment.

However, many companies invest in technology or enhance existing technology without actually thinking about how to make employee work lives better. Ask yourself, what can I do to make our business level-up? If you're trying to undergo an HR transformation, you have to get out of the details and evaluate your higher holes. What are your weaknesses and what is the most practical way to fortify them?

Understanding the challenges that come with new expectations from HR professionals can help you evaluate how to foster the best possible work environment for your HR team and your broader employees.

01

USING CLOUD TECHNOLOGY TO BECOME STRATEGIC VERSUS TACTICAL

The day-to-day work of an HR professional has transitioned from processing paperwork to nurturing employee development and experience. Less time is spent on administrative tasks and more time is spent on making strategic decisions. This – in addition to a changing workforce and a remote workforce — has motivated more and more companies to use cloud HRIS technology to free up time in their day-to-day roles that can then be re-focused on strategic vision and roadmap.

02

OUTSOURCING AS THE NEW WAVE OF COLLABORATION

We used to think of outsourcing as completely handing something over to an external agency, as shipping something off to another team in another part of the world never to be touched again. To us at Rizing, and to many partners, outsourcing has transformed into the most innovative form of collaboration. It's about filling in the gaps to fortify your pain points, not outright running your system for you.

This support development has empowered companies to have more variability in how they manage their processes and technologies with either fully in-house, outsourced through an agency, or by collaborating with a long-term strategic partner.

03

HR GETTING TOO DEEP INTO THE DETAILS

Companies often dive in too deep too quickly and overcomplicate their initial HRIS set up. Having an HRIS that's too complex can actually become a weakness; no matter how great the solution is, it needs to be built well to be effective. Mapping out a solid foundation that aligns your product and your processes is key. You can always add layers. Those who are first time SAP SuccessFactors users might even seek professional advisory to ensure the solution is built in a way that can grow with the company over time.

Simplification is key, and it will allow your HR team to stay connected with your company's highest objectives without getting caught up in the details. It's better to start with a simple solution that works than a complicated system that serves no one.

04

INNOVATION STAGNATION

As your company grows, your solution should be growing with you. But in a world where innovation happens so quickly, many HRIS solutions are built around outdated processes making it almost impossible to innovate.

Getting to the next level of business innovation and adapting to a changing business environment requires root cause analysis. Engaging with employees has become both a new challenge as well as a new opportunity to learn more about what they would like to see from your company, and where they need more technological support. But the challenge here is incorporating releases with intention; how does this feature alleviate an existing pain point or make my employees' user experience better?

All of these pieces come together in building out your strategic roadmap. And remember roadmaps aren't static — just like company and employee goals, they can change over time.

05

"MAKING THE MOST" VERSUS ACTUALLY MAKING THE MOST OUT OF YOUR INVESTMENT

If your product and processes don't align, or if your product is built around outdated processes, it will be much harder to reap the benefits out of your investment.

Figuring that out the best structure and seeing it through the lens of your company's objectives and strategies change requires proper solution management. Oftentimes, a company will have one or two SAP SuccessFactors experts in-house who know a few modules inside out. And proper solution management requires having the right expertise behind your solution.

In order to *actually* make the most out of your investment, you need proper solution management which requires the right resources.

Building the Right Team to Support Your HRIS Solution

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Without the right team, even the best HRIS solution on the market won't help you.

The tough news is finding the right team to manage your HRIS solution is a challenge, and the team will look differently for every company. The good news is, there are many different approaches in managing processes and technologies, making it realistic to find an optimal and most importantly sustainable approach.

FILLING IN YOUR KNOWLEDGE GAPS

Skilled application managed services (AMS) teams work for your organization because they are experts in particular functions that create the HR business cycle. Outsourcing is defined as services or functions being farmed out to a third party. With AMS, you're not farming out anything and forgetting about it, you're building a partnership to fill in your knowledge gaps.

Yes, they execute transactions. But they also become part of your management team, providing key performance indicators, identifying opportunities for streamlining, examining opportunities for innovation, and having the capabilities to take your HR functions to the next level. With AMS, you have access to an entire team of experts that will help you gain maturity in your own system.

An AMS center of excellence is focused on one thing:

Keeping your HR processes running at optimal capacity so you don't have to worry about tools, processes, and integrations. They enable and empower integrated functions and an end-to-end understanding of your HR business cycle.

A SUSTAINABLE SOLUTION TO HRIS MANAGEMENT

SAP® SuccessFactors® delivers continual innovation – but that's only good if you have the time to read about it, become an expert, and build a roadmap for aligning the solution to your longer-term goals.

Many companies try to manage their SAP SuccessFactors solution fully in-house. But like we said before, this requires having a product expert that administers each module of SuccessFactors you use. While having this expertise in-house is optimal, companies can't necessarily afford to have a rep on staff for every module all the time.

What happens when you add a brand-new module that no one has learned yet? Or when an employee leaves the firm or moves onto another role?

BUILDING A STRATEGIC PARTNERSHIP

The beauty of engaging with a strategic partner lies in the fact that you can stay as hands-on or off as you'd like, and you don't have to give everything up. You can keep autonomy while allocating priorities to a group of experts who serve as an extension of your team. You can also play strategic partnerships to your advantage if your partner has a global team because you have access to talent resources all around the world.

What if you had access to the right expertise to guide you through system innovation?

Application managed services provide the opportunity for your team to get out of the back office and into the thinking seat by not only help you run transactions but by knowing your business and being able to contribute to your growth and innovation objectives. They will be partners with your in-house team.

Application Managed Services with Rizing

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Many businesses pause their HCM transformation after their cloud technology deployment. However, release updates and functionality improvements happen frequently. These features can be very beneficial when managed well but can become a burden without the right support. At Rizing, our experience is your advantage.

Our dedicated team of application experts can supplement your workforce with post go-live support, monitor your utilization of SAP systems, help you leverage new features, and propose ways to optimize your cloud investment.

During our unique client onboarding experience, we work hand-in-hand to create a seamless transition through three vital steps: prepare, transition, and support where we ensure knowledge is transferred, governance is established and tools and services are ready to launch.

Your specified client engagement manager and team will work to address your exact needs with our flexible contracting options – from system configuration to transactional payroll support to monitoring third-party integrations. Our global team of experts can support any of your HCM needs including SAP SuccessFactors adjacencies like Workforce Software, Nakisa, SpinifexIT, and more.

From SAP On-Premise to SAP SuccessFactors, we've got you covered

- Dedicated partnership promotes your ability to manage your SAP environment's entire lifecycle — wherever you are in it

- Flexible support options ensure long-term sustainability and give back time to HR to focus on strategic endeavors

- Proven global delivery model brings leading practices and tools to help you realize operational and strategic objectives

- Reduced risk as we handle your processes and monitor your integrations and interfaces

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