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7 TIPS TO EVALUATE HR TECHNOLOGY FOR 2022



TABLE OF CONTENTS

3 EXECUTIVE SUMMARY

5 INTRODUCTION

8 TIP 1

Understand the differences in HR tech providers

10 TIP 2

Ease of use matters most for successful adoption

12 TIP 3

HR tech should help you positively impact culture and engagement

16 TIP 4

Choose technology that supports your employer brand and hiring strategy and employees' careers

19 TIP 5

Be audit-ready

22 TIP 6

Do your due diligence

24 TIP 7

Expect a service model as committed to your success as you are

27 CONCLUSION

28 SOURCES

29 APPENDIX I

30 APPENDIX II



Executive Summary

Why read this report?

In a historically tight labor market, your growing enterprise needs every advantage possible to attract and retain top talent. The self-service revolution has redefined the consumer experience, and the modern employee is well acquainted with the convenience and access it provides. Relying on a paper-based or otherwise cumbersome HR system not only frustrates your employees — it pulls the velocity of your business to a crawl. Likewise, the efficiency and accuracy you gain by putting the power of HR data in your employees' hands is exponential.

But even if you know your organization needs to adopt an HR technology provider, it can be tough to narrow down your options.

After all, the challenges of 2020 accelerated the need for reliable, consistent HR tech. Additionally, you need to ensure the provider you choose is just as dedicated to your success as you are.

This will likely raise a number of questions. What are the most important features you should look for? How do you ensure your employees use this new technology? What are the consequences of choosing the wrong option?

These concerns are undoubtedly important, which is why we've assembled this resource. In it, we take a deep dive into seven topics you should contemplate when shopping for long-term, comprehensive HR technology and how Paycom readily addresses each of them.

Key Takeaways

Understand the differences in HR tech providers.

- » Prioritize single-application software for a better, seamless user experience.
- » Gauge how frequently an option is updated for better compliance coverage and consistent improvement.

Ease of use matters most for successful adoption.

- » Look for an option that is accessible anywhere, anytime.
- » Consider how easy the software is to use for your **entire** workforce.



HR tech should help you positively impact culture and engagement.

- » Consider the unique needs of your employees to help secure a long-term solution.
- » Seek an option that allows you to track and monitor your employees' tech use.

Choose technology that supports your employer brand, hiring strategy and employees' careers.

- » Don't overlook the candidate experience and the importance of a robust applicant tracking tool.
- » Elevate your onboarding strategy with tech for preboarding, electronic form completion and early access to learning and development.

Be audit-ready.

- » Effective workforce tech should help you adapt to new legislation and compliance changes.
- » Self-service functionality paired with comprehensive reporting tools help limit your organization's liability and aid your quick response to potential audits.

Do your due diligence.

- » A change in your HR technology has an impact on stakeholders who care about different things, such as executive analytics, HR automation, and manager and employee self-service. Consider all of them before making such an enterprise purchase.
- » Ask a provider for proof of important information, such as their financial history, ISO certifications, business continuity plans, etc.

Expect a service model as committed to your success as you are.

- » Obtain the assurance you need from your provider related to implementation, ongoing customer service and a strategy for your long-term success through their product.
- » Paycom offers HR technology to create a winning workforce. Intuitive and user-friendly, our single software provides the functionality your stakeholders need, and we are committed to providing the service required for your business's prosperity.



Introduction

Even if your business has implemented some useful HR tech, it still needs a comprehensive, agile solution that empowers your employees. But evaluating your options can be daunting. How do you tell what is important beyond the basic feature functionality?

According to *Forbes*, the HR technology market is among the leaders in business software, at more than \$14 billion.¹ While traditional systems focus on core HR and payroll, the growth in this industry is fueled by today's employers demanding more functionality as they struggle to manage engagement, culture and the expectations of a workforce that is diversified and technology-dependent.

If you are an HR professional, you are likely familiar with the constant battle to successfully attract, engage and retain top talent. However, even the most proficient HR team will have trouble focusing on this while wielding cumbersome, unintuitive technology. And the challenges of ineffective tools have been further compounded by a recent wave of resignations, tightening the labor market to a historic degree.²

It can be overwhelming to navigate the successful recruiting, retaining and serving of your diverse workforce amid a landscape that has recently proved just how much it can change. You may even be frustrated and worn down by the demands that define the modern worker.

However, these needs are justified, and many employees are willing to make sacrifices for a better experience. For example, in a survey of 1,000 U.S. employees conducted by OnePoll and commissioned by Paycom, 67% of employees expressed a willingness to take a pay cut for technology that is twice as good as what their company currently provides. Incidentally, the same percentage doesn't believe their company prioritizes the digital transformation.³



67%
of employees would be willing to take a pay cut
to have software and tech that's twice as good as
what they have now

Providing better technology that employees will actually use produces a reward entire organizations can reap. Heightened employee usage can ensure greater transparency, accuracy and ownership for your workforce, which in turn builds long-term trust. Given your employees will presumably know their own data best, their ability to self-serve many of their HR tasks – including running their own payroll – boosts data accuracy, mitigates compliance risks and leverages technological investment, empowering HR to shift its focus toward strategies and goals that drive your business forward.

For employers and executives open to changing the status quo, this can be an exciting time for your organization. Fresh perspectives drive innovation. And according to Steve Jobs, **“Innovation is the only way to win.”**

If winning to you means better understanding your workforce, leading a transformation in culture and engagement, adopting technology that scales with your organization, or attracting and retaining the talent needed to grow your business, consider the following seven tips for evaluating HR tech:



employees don't believe their company prioritizes digital transformation



TIP 1: Understand the differences in HR tech providers

To attract and retain a tech-native workforce, HR must automate and streamline the processes that affect employees. Paper forms are unacceptable. Entering the same contact information into different applications — such as a **benefits portal, time and attendance tool or learning management system** — is cumbersome and inefficient. So much so, in fact, that employees interviewed in Paycom’s survey claimed too many logins was the top reason they avoided using their organization’s HR tech.

The goal should be to consolidate your workforce applications into one easy-to-use, employee-driven platform. The technological interactions between your employees and your company must be intuitive and helpful or they can negatively impact your employer brand and your ability to attract and retain talent, in addition to creating administrative burdens and reporting nightmares for HR and payroll departments.

Options that provide employees more ownership of their data can streamline your HR department’s functions while still providing mechanisms that help ensure this boost in efficiency doesn’t come at the cost of reduced accuracy.

Employees maintaining their own time and attendance and submitting vacation requests are virtually a given for most businesses; employee-driven payroll represents the next step of self-service by empowering your workforce to see, verify, confirm and act on their pay without modifying their wage.

We recommend adopting **one workforce solution** that simplifies and supports *all* employee, manager and HR functionality. However, not every single-solution provider operates the same way; therefore, it is important to know exactly what you are getting when you make this type of buying decision.



SINGLE-SOURCE VS. SINGLE-APPLICATION SOLUTIONS

Modern interfaces have evolved tremendously in presenting a visually pleasing front end to a convoluted back-end solution for HR technology. Understanding the differences in how software is developed and supported can go a long way in eliminating future headaches and the risk of deploying HR tech with the potential to alienate employees, implement infrequent updates, increase security risks and chip away at your ROI.

- » **PARTNERSHIP PROVIDERS** *partner* with other vendors to offer full-service functionality. This requires the integration of several products and lacks a single source for support. Integration is messy, takes up IT resources and often provides inconsistent and inaccurate reporting data when systems don't sync correctly. It also can require multiple logins to third-party programs for users.
- » **ACQUISITION PROVIDERS** *acquire* technology instead of developing software organically. They may have a full suite of services, but because the programs were not built to work together, they likely operate in different programming languages. Because the back-end integration is so difficult to maintain, new software developments and enhancements are often nonexistent. The user experience may be cumbersome with a high learning curve, and reliable, comprehensive reporting is typically difficult to obtain.
- » **SINGLE-APPLICATION PROVIDERS** *develop* all software functionality to work together in one convenient program so the workflow is seamless. For example, applicants can enter their contact information when they apply, and it populates throughout the system when they are hired. The automatic data flow applies to employee changes, payroll and every other piece of information entered into the system. It's entered once and it's done.

Single-application solutions automate a vast number of HR processes to improve productivity, accuracy, compliance and reporting and enable the instant access to feedback and information that employees expect. With single-application providers like Paycom, everything HR and employees need works together within one database to provide the best experience for your workforce.



TIP 2: Ease of use matters most for successful adoption

A 2017 HR.com survey found that among all aspects of self-service software, employees care most about ease of use.⁴ The importance of this accessibility is echoed in our survey, as **77% of employees stated they get frustrated with outdated workplace technology.** If your plan is to implement or optimize HR tools to drive key initiatives and bolster employee usage, it's going to be very difficult if your people cannot or will not use it. However, consumer-grade, self-service mobile apps can help alleviate this frustration, especially if they are continually updated to better address future obstacles.

Considerations for successful employee adoption* include⁵:

- » Is it accessible at any time, from anywhere, via any device?
- » Is it intuitive enough to use that it doesn't require training?
- » Can one login allow access for all employee functionality through a single app?

**See Appendix I for a complete list.*

Typically, employee self-service is owned by HR as part of an overall HR technology purchase, but concerns of other key stakeholders should be considered:

EXECUTIVES

- » How easy is it to pull the analytics needed to make critical business decisions?
- » Is there a dashboard that can be monitored daily from a mobile device for important insight on head count, turnover, overtime, etc.?
- » How comprehensive is the reporting for companies with multiple locations or business entities?
- » Is there a measurement tool that provides a breakdown of your ROI as it relates to HR tech?

MANAGERS

- » How easy is it to approve employee time sheets and time-off requests?
- » Can they easily create employee schedules?
- » Can they assign goals and track employee progress?
- » Can they quickly open job requisitions, see applications as soon as they come in and actively participate in the hiring process through applicant tracking tools?
- » Can they monitor their teams' hours worked?
- » Can they initiate employee change requests without having to go to HR?
- » Can they do everything from their phone?

HR EMPLOYEES

- » Will they be able to stop manually entering and updating employee data by empowering your employees and managers with self-service tools?
- » How many HR processes can be automated that currently require multiple systems and paper forms?
- » Which compliance requirements that rely on the accurate tracking and reporting of employee data can be automated?
- » Is there a dashboard that enables you to easily track employee usage and identify areas for improvement?

HR technology is an enterprisewide buy that can have a positive economic, functional and cultural impact on your business. Without it, manual processes can bog down your workforce and reduce engagement as well as increase costs — at an average of **\$4.70** per point of data entry, according to Ernst & Young's 2021 report.

To experience the full ROI, HR tech must be easy enough to use that your *entire* workforce will embrace its adoption. Paycom is committed to providing the functionality to meet the needs of stakeholders across your organization in one easy-to-use application.



TIP 3: HR tech should help you positively impact culture and engagement

Whether your organization has 200 locations nationwide or employs thousands of remote workers, mobile technology is the communication conduit for bringing everyone together. Paycom offers an employee self-service tool for the convenience of its clients' employees that is designed with the workforce in mind.

EMPOWERMENT

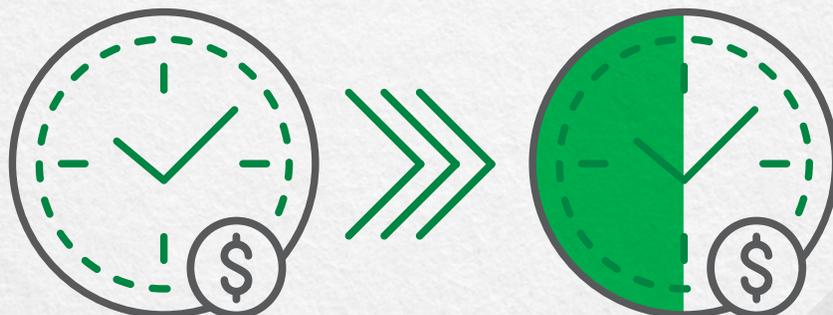
Engaging HR tech can encourage your workforce to own their data and provide them with meaningful insight through the power of self-service. The most comprehensive HR solutions will introduce this as early as recruitment and onboarding, enabling new hires to upload their own employment documents, complete their needed tax forms and accomplish any other steps your business requires.

Once kick-started, the right HR tech should carry this ownership into other regular actions. For example, Paycom's **Beti**[™] is an award-winning, industry-first, employee-driven payroll experience that enables a user to view, verify, approve and interact with their paycheck before it is deposited into their account. When employees are entrusted with this responsibility, it can boost the confidence they have in your organization.

And this trust is increasingly important. A study from the American Payroll Association found that 69% of employees live from paycheck to paycheck.⁶ The advent of employee-driven payroll provides never-before-seen clarity, allowing your workforce to plan ahead and help ensure their financial stability, limiting external stressors that can damage productivity.

More power in your employees' hands can translate to heightened efficiency overall. For the corporate accountant of an insurance provider, Beti drove down the time it took for payroll by nearly 50%, illustrating how awarding employees more agency can lead to greater momentum for your organization overall.⁷

**BETI HELPED REDUCE THE TIME
NEEDED FOR PAYROLL BY NEARLY *50%***





PRIORITIZE COMMUNICATION

Set your expectations high for workforce software that opens the door to communication opportunities. Most organizations already use an employee self-service tool, but very few do so to its full potential. Can your employees open an app to watch a 30-second video from your CEO, thanking them for their service and recognizing a co-worker's big win, such as through **Paycom Learning** in tandem with **Documents and Checklists**? That could be significantly powerful and motivational in helping a workforce know their CEO cares and notices the work they do. An American Psychological Association study found that employees who feel valued report high levels of engagement, satisfaction and motivation to do their best work.⁸

ASK FOR FEEDBACK

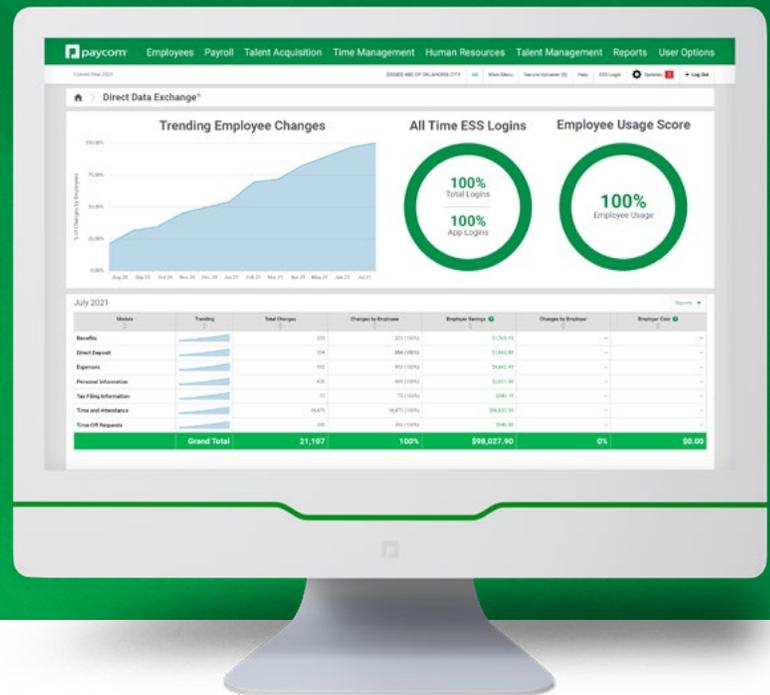
The C-suite, managers and HR can't just talk about open-door policies; they must ask for regular feedback and be prepared to *use it*. Most of your employees are used to an online environment in which they regularly are asked to rate and review products and services. Pulse surveys they can complete on their smartphone, tablet, laptop or desktop computer will encourage completion rates.

Survey technology within self-service software helps signify to employees that they matter and you care how they feel and what they think. You can use the insight you gather to identify any issues and obstacles that harm your ability to engage and retain your people. For more specific inquiries, you may look for a solution that can allow your employees to easily ask questions and route them to the appropriate party. Paycom's **Ask Here** tool not only allows them to do that within the same app, but also stores the answers to common questions, allowing HR to easily see what concerns employees the most. This also enables employees to see the answers to questions they've asked before without directly involving HR.

TRACK ADOPTION

The ability to view employees' use of your HR technology can provide you with powerful insight into their behavior and engagement without the need for specific action on their part. Paycom offers **Direct Data Exchange**[®], a powerful analytics tool that enables you to easily see your workforce's tech use while measuring the efficiencies gained by it. Tools such as this can help you identify the exact impact your chosen software has and chart a course toward greater engagement.

Direct Data Exchange led the New England Patriots to save over \$3.2 million.



In fact, Direct Data Exchange led the New England Patriots to save over \$3.2 million:

“It is our scorecard and our road map. We see where we have deficiencies. I don't think a lot of HR professionals necessarily have the access, certainly not the real-time access to data like payroll utilization, hours, overtime, tax liability – all of that's available. So you become a very credible resource of meaningful metrics that really impact the business,” said the senior vice president of HR for the New England Patriots.⁹

FOSTER LEARNING AND DEVELOPMENT

Research shows learning and development are a top driver of retention in your workforce. Employees are engaged when they know their purpose, can track their performance and have the resources to develop the skills and job knowledge required to succeed. Paycom is among the best workforce technology that offers employees self-service access to talent management tools such as on-demand learning courses, training paths, goals and performance evidence. With a tool like **Paycom Learning**, you can build a professional development track built to your organization's unique needs through the ability to edit and implement assignments, lessons and modules.

Many employees may apply to your organization for a job, but they will likely stay for a career. Ensuring your HR tech allows you to deliver engaging and topical professional development can give them a reason to envision a long-term journey with your business.



TIP 4: Choose technology that supports your employer brand, hiring strategy and employees' careers

The labor market continues to challenge employers with an escalated battle for talent. A lot of focus centers on the employee experience, which truly starts when they're still a candidate. The best technology will provide the tools you need to brand your online recruiting and application processes and shepherd the candidate's journey into your organization.



MAKE APPLYING EASY

Today's tech-dependent culture has no patience for cumbersome application processes. Wherever an applicant finds you, it should be intuitive for him or her to apply for one or multiple positions within your organization. Make it easy for applicants to enter and upload their information and get confirmation you received it.

Make sure your HR tech includes a comprehensive talent acquisition suite, which enables applicants to readily track the status of their application and connect directly with a recruiter throughout the entire hiring process.

WIN WITH EFFICIENCY

You know how important it is to move quickly when you have a job opening — not only for the productivity of your business, but also to avoid losing applicants in the hiring process. Your workforce technology should include a robust tool like Paycom's **Applicant Tracking** — which streamlines job requisitions, posts to top job sites, schedules interviews and initiates offers. According to an MRINetwork recruiting study, lengthy hiring practices are the main reason companies are unable to keep top candidates engaged and, ultimately, accept an offer of employment.¹⁰

Specific features such as knockout questions and streamlined job board management can make a big difference to recruiters in the speed in which they can fill positions.

Additionally, as a single-application solution, Paycom offers the ability to check for potential tax credits and run background checks from within its HR technology, which is a major time-saver. Furthermore, relevant information pulled from an application automatically flows through the rest of the software, eliminating the need for data re-entry. Onboarding is also a critical component of hiring, and when you can automate that process, it's a win for everyone.



ENSURE RETENTION

Attracting and integrating new employees is one thing, but the most effective HR tech will give you the tools you need to help keep them. Look for a solution that allows you to easily implement initiatives for career development. In the same manner, an exceptional tool will help you effectively manage change as the need arises.

Your organization's success will likely raise the need for additional personnel, but the stability and control over your growth may rest on the shoulders of the staff you already have. In a report from *Harvard Business Review*, it was found that more than 60% of a business's future roles can be filled by current employees, provided they have access to adequate programs.¹¹

Paycom can help you harness your business's upward momentum with a suite of powerful development and position-related tools. Through the **Position Management** tool, you can construct a library of positions with their necessary competencies and wages as well as track your workforce's development through a dashboard that is as intuitive as it is accessible. In tandem with this, this tool enables you to see your organizational hierarchy, allowing you to tie attributes to a position in your company rather than an employee. It also automatically updates companywide position changes and drives down the risk of discrepancies as employees move through your business.



TIP 5: Be audit-ready

Emerging legislation and regulatory changes can yield potential vulnerabilities for your organization. **Without an effective system for addressing and implementing new requirements, adhering to new requirements can be time-consuming at best and potentially damaging at worst.** Fortunately, the right HR technology can help ensure you remain compliant without sacrificing productivity.

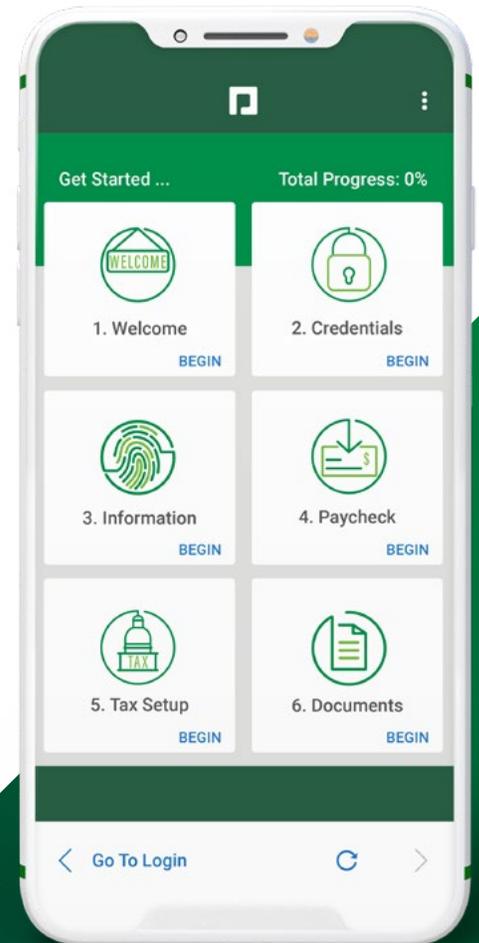
COMPLIANCE AWARENESS

Keep an eye out for solutions that make it a point to stay updated in tandem with changes to compliance so your HR team can focus on making sure your workforce understands their implications, rather than manually verifying if your system can address them. Routine audits can carry a heavy price for an unvigilant organization, and the last thing you need is software that compels you to conduct your own *tech audit* whenever a review is on the horizon. When looking for comprehensive HR solutions, be mindful of options that at least consider the following possible audits:

- » Consolidated Omnibus Budget Reconciliation Act
- » Affordable Care Act
- » Family and Medical Leave Act
- » Occupational Safety and Health Administration
- » American Rescue Plan Act

Paycom's **Government and Compliance** tool can help you stay on top of these laws, as it is continually updated to accommodate new legislation. In the event you need to provide data in response to an audit, Paycom offers the functionality to consolidate and print reports in the government-required format.

“I don’t have to worry about compliance aspects like I did before,” said the HR director of a financial services provider. **“I know where to find everything for every single employee. I know that the system’s going to remind me of expirations of work authorizations or FMLA or whatever the case may be.”**¹²





CLOUD STORAGE AND ANALYTICS

Additionally, software that offers secure, cloud-based storage can help ensure any employee documentation needed for audit or litigation is immediately accessible. This can also help prevent the risk that natural disasters and security breaches present when important HR data is kept physically on-site and offline.

“I’m not worried about having an audit. Everything is stored in Paycom, so there isn’t really anything that we have to keep outside of that,” said the HR manager of a plastics manufacturer.¹³

And a robust, insightful reporting tool can help you track employee usage of your tech, allowing you to see where possible compliance blind spots may linger. Paycom’s Direct Data Exchange, for example, allows you to track companywide engagement through an intuitive dashboard so you can quickly identify any risks and address them accordingly, well before an auditor comes knocking.

“Last time I had a request for an audit, I think we gave it to them the same day, and we passed with flying colors,” said the co-owner of a delivery company utilizing Paycom.¹⁴



TIP 6: Do your due diligence

You obviously care about your company's employee experience or you wouldn't be reading this white paper. An important responsibility of being a great employer is protecting your employees' sensitive information, and the right HR tech can help you do that. HR technology can hold a variety of highly confidential data, including bank account information, Social Security numbers, medical reports and other data you are legally required to safeguard. You should know to whom you plan to grant access.

Do your research on your potential vendors to find the one that has the functionality you need and the assurances you require.



Request proof for the following questions* you should ask of potential HR technology providers:

- » Do you have a long history of profitability and financial success?
- » How many clients do you have, and how large is your geographic footprint?
- » What are your procedures for data storage and handling?
- » How many different apps do you and your employees need to download to complete all HR tasks?

**For a more comprehensive list of questions, see Appendix II.*

The more control a provider has over its offering, the more reliable its answers should be. If it licenses someone else's product or partners for any piece of a solution set that you potentially would use, you should verify the partner's stability and security procedures as well. Your workforce expects the technology you provide will be secure and keep their data safe.

As a publicly traded company, Paycom provides information about its finances and operations on its investor relations website at investors.paycom.com.



TIP 7: Expect a service model as committed to your success as you are

Successful workforce technology adoption requires buy-in across your organization. The best software will often operate seamlessly, but setup and unexpected, company-specific hurdles may require your tech provider's intervention. How equipped is your potential vendor to help you lead a smooth implementation of its product across all stakeholders and serve as a partner that provides support throughout your relationship? And can you be certain of its commitment if a portion of its service is facilitated by a third party? Use the following questions to gain better insight on the type of service you can expect.



IMPLEMENTATION

- » Does it outsource implementation or provide it as a service?
- » Who leads the implementation process?
- » How involved is the salesperson who sold you the product(s)?
- » Does the company provide a single, capable and dedicated specialist?
- » Is there a detailed implementation plan?
- » Who will configure your new system with your data?
- » What resources are available to train HR users, managers and employees?
- » Do you have to pay for training?
- » What communication resources are available to get employees excited about the switch?

Ultimately, the right HR tech for your business will only need to be implemented once, but the advantages it brings should last forever.

ONGOING CUSTOMER SERVICE

Your HR team will likely be the users reaching out to your provider for help. Their ability to get what they need when they need it can greatly affect their ability to serve your workforce. Poor customer service from your HR tech vendor can result in a poor employee experience with HR. Consider addressing the following questions:

- » What resources does it provide for training beyond implementation?
- » Will you have a dedicated point of contact or call-center support after implementation?
- » Can you contact one person for any question, or do you have to contact different people depending on the product, e.g., time and attendance support, benefits support, payroll support?
- » If you have to call for an urgent issue, will you be able to talk to a person immediately or be channeled through an automated phone system?
- » Can you contact a list of references to verify the HR tech provider's answers?



CONSULTATIVE CARE

As your business changes, your HR technology needs may change, too. But you want to be able to provide your employees a long-term solution in their workforce software. Research the following to see if your potential vendor will be the best fit for you and your employees now and in the future.

- » Does your potential vendor offer representatives to help you implement best practices in the use of its technology?
- » Can it help analyze your needs and offer additional solutions or changes in processes?
- » Will it proactively follow up with you to verify your usage and satisfaction with your technology purchase?
- » How often does it enhance its product? (Ask for a specific number of software releases in the past year.)
- » How quickly can it implement sudden, compliance-driven updates regarding employment law?
- » Does it take development requests from customers? If so, how are they prioritized?

Paycom takes a different approach to customer service in order to provide our clients the support they need to be successful. You have dedicated teams throughout implementation as well as a multitude of free training resources, including instruction and a dedicated specialist with expertise on all aspects of our software. There is no automated phone system to go through when you call, so your payroll and HR teams can get immediate assistance. Ensuring you have had a successful adoption and providing best-practice advisement are the responsibilities of client relations representatives, who help Paycom’s software scale with the size of your workforce as your needs evolve.

“Make the switch. I’ve worked with almost every payroll company out there. Paycom is the most innovative in the market.”

—benefits administrator of an insurance provider

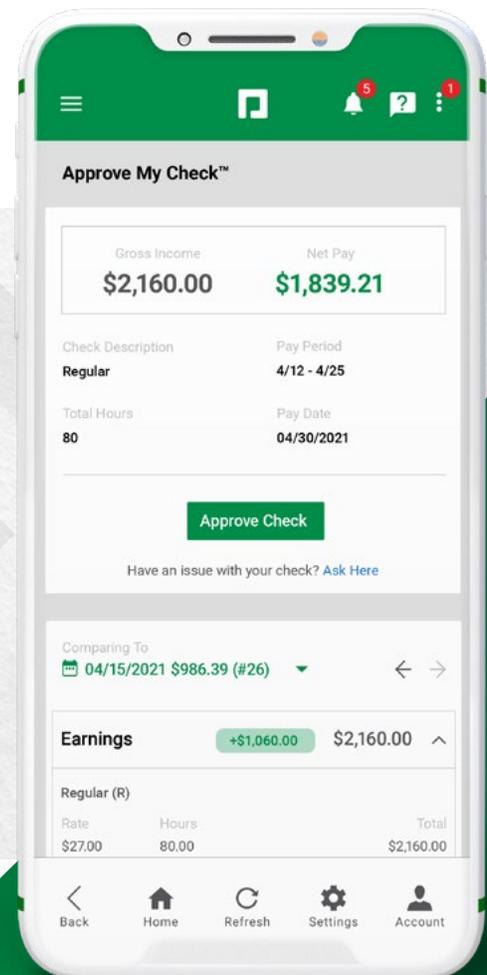
Conclusion

Today's workers will not settle for outdated and cumbersome technology. You want an HR and payroll software provider as committed to cutting-edge functionality as the tech brands your employees use daily. After all, if your HR solution is unable to successfully engage your employees, can you confidently agree it was worth the investment?

Paycom offers the security, adaptability, service model and comprehensive, single-application functionality recommended in this white paper. Request a meeting and we can help you make this important decision not only for the generations in your workforce today, but also for those to come.

When you deploy the right HR tech, you don't just receive a return on your investment — you gain a steadfast partner dedicated to the prosperity of your organization and its employees. And the best option for your organization may be closer than you think.

Learn how Paycom helps businesses streamline the entire employee life cycle at [Paycom.com](https://www.paycom.com) or call 800.580.4505.



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Appendix I

Considerations for successful employee adoption:

- » Is it accessible at any time, from anywhere, via any device?
- » Is it intuitive enough to use that it doesn't require training?
- » Does it allow employees to easily view their time-off accruals, request time off, preview their paycheck for errors and ask HR questions that are automatically routed?
- » Can one login allow access for all employee functionality through a single app, including:
 - » onboarding forms (electronic I-9s, W-4s)
 - » pay vouchers and W-2s
 - » time clocks/time sheets, work schedules
 - » accruals and PTO requests
 - » contact information
 - » expense reports
 - » company documents
 - » benefits information and enrollment
 - » goals and performance reviews
 - » employee directory
 - » internal job postings
 - » on-demand learning courses and training paths
 - » surveys
 - » company messages

Appendix II

Questions for HR providers that require proof:

- » Do you have a long history of profitability and financial success?
- » Are you insured for at least \$100 million?
- » How many clients do you have, and how large is your geographic footprint?
- » Do you undergo SSAE 16/SOC 1 audits of internal controls?
- » Are your quality management processes ISO 9001-certified?
- » Are you ISO 27001-certified? (This certification is the gold standard for data security, and “ISO 27001-compliant” is not the same thing.)
- » Can you provide documentation on the security of your technology infrastructure?
- » What are your procedures for data storage and handling?
- » What is your business continuity plan?
- » What are the data protection features within your software (secure logins, audit trails, 256-bit data encryption, custom user access, etc.)?
- » How many different apps do you and your employees need to download to complete all HR tasks?

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