

Guide to taking HR digital



Contents

Traditional HR is falling short	3
Digital HR can yield company-transforming insights	6
The old HR day vs the new HR day	9
Online HR Perks	11
Burn your spreadsheets (and your paper sheets)	12
Transformed recruitment and onboarding	14
A new way to manage performance	15
Access benefits and new ways to be paid	16
AI assistance to take you into the future	17
About Employment Hero	18

Disclaimer:

The information in this article is relevant as at 22 May 2023, and has been prepared by Employment Hero Pty Ltd ABN (11 160 047 709) (Employment Hero). The views expressed herein are general information only and are provided in good faith to assist employers and their employees. The Information is based on data supplied by third parties. While such data is believed to be accurate, it has not been independently verified and no warranties are given that it is complete, accurate, up to date or fit for the purpose for which it is required. Employment Hero does not accept responsibility for any inaccuracy in such data and is not liable for any loss or damages arising either directly or indirectly as a result of reliance on, use of or inability to use any information provided in this article.

Traditional HR is falling short

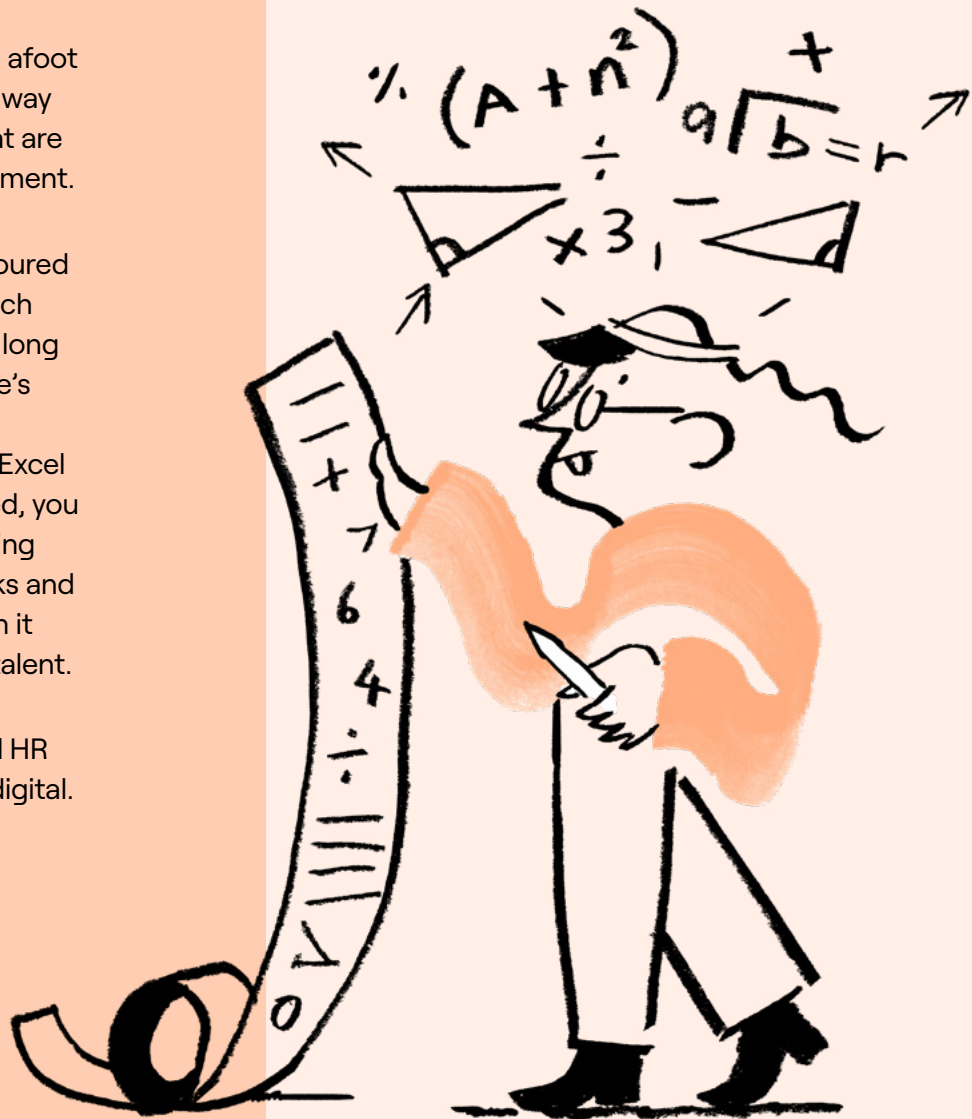
In a 2019 report, [The Future of HR](#), two-thirds of HR professionals said the sector was undergoing a digital transformation. Despite this, only 40% had a roadmap to approach this new working style.

Fast forward one year and COVID forced a lot of those very businesses to embrace digital, and fast.

Now, in 2023 there are new technologies afoot - AI and machine learning are paving the way for new technological breakthroughs that are filtering their way through to HR management.

HR is an area that's steeped in time-honoured structures. HR existed long before the tech boom and pre-dates any digital roles. As long as modern companies have existed, there's been an established way to complete HR tasks. But if your business is still stuck in Excel spreadsheets or even worse, paper-based, you are making your lives harder. You're wasting valuable human resources on menial tasks and likely falling behind the competition when it comes to finding and retaining the best talent.

When we admit how outdated traditional HR is, it's not hard to see the value in going digital.



Paper is way past practical

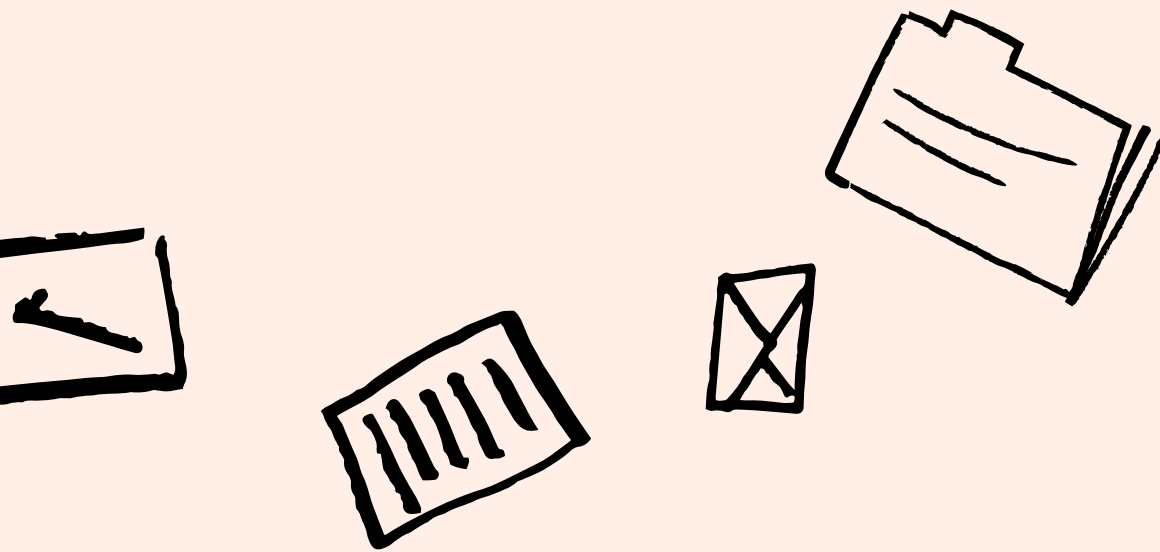
Whether your team is embracing remote work or only using the office on an ad hoc basis, paper forms are simply not practical in the modern office. Of course, mailing forms around is not reasonable, nor is expecting your employees to take time out of their working days to visit the office space simply to sign a document. Paper forms are slowing you down and costing your employees' time which ultimately means costing your business money.

Physical filing also doesn't cut it anymore. Organising papers upon receiving them and then needing to rifle through cabinets to find them? What a time suck.

Human error is inevitable with manual processes

Human error in HR can be a real pain for everyone involved. When details are manually entered into systems from paper sheets, the chances of making a mistake are high - and this can be costly to your business and staff. Say someone incorrectly enters a staff member's student loan details and their payments are missed throughout the year. Maybe there's a mistake in making sure all relevant employees receive their needed policies. These minor errors can be costly to your staff and business.

Doing things the old way can also pose a considerable risk to your information security. Swapping personal HR details via paper or email can leave huge gaps for information to end up in the wrong hands.



Everything is all over the place

If you're trying to manage your business's HR with your own tools, it's likely there's no easy and central location for you to access everything. You'll always be juggling multiple digital files and folders. Even if you've adopted a level of digital within their HR processes, you could still be fiddling with time-consuming and outdated processes that aren't opening you up to benefit from the plethora of great tech coming to the HR space.

Doing anything strategic takes hours or days

Want to put together a snapshot of your retention rates over the last five years? Maybe it would be helpful to pull a report of previous candidates to identify recruitment trends. With traditional HR, you're going to be looking down the barrel of a long process to source this information. This valuable information will probably go unregistered simply because of the time needed to find it.

Businesses resistant to the digitising of HR can risk being left behind and losing their competitive edge amongst other businesses.

What's worrisome is that as the significant change we are in continually speeds up the pace of change, one or two years in this digital age might compare to a decade or two in the analogue era. You can fall perilously behind before you realise what's happening.

ROBERT BOLTON

Head of People and Change
Center of Excellence, [KPMG UK](#)

So how do we take HR digital? The answer is by using an HRIS.

HRIS stands for **Human Resource Information System**. An HRIS is a system that streamlines all of traditional HR's clunky processes. A cloud-based software, an HRIS is a paperless way to manage every aspect of HR, from recruitment and onboarding to [employee engagement](#) and admin, from anywhere. Access tools such as feedback, surveys, and reward & recognition amongst more.

Sound good?

Let's walk through some benefits.



Digital HR can yield company-transforming insights

Data hasn't historically played a powerful role in HR. As this role has often been incredibly administrative, with many hours dedicated to repetitive manual tasks, creating considered strategies hasn't always been possible. When you automate and digitise repetitive and time-wasting tasks, you open up the potential for strategic thinking. Detailed people analytics are suddenly at your fingertips, giving you statistical backing to make positive changes in your organisation.

According to [McKinsey](#), mastering people analytics can trigger an 80% increase in recruiting efficiency, a 25% rise in business productivity and a 50% decrease in attrition rates.

So what are some numbers that can help you do this?



An applicant tracking system (ATS)

With so many businesses partaking in the ongoing talent war that's come off the back of The Great Resignation and the embracing of hybrid and remote working, an ATS ensures you keep up with who's out there.

You can post to many job boards all at once, with the click of a button, and monitor their progress through each stage of your hiring process. Especially useful if your interview has multiple stages and includes different stakeholders.

Staff recruitment and retention rates

One of the most pertinent HR responsibilities, digital HR can help you see clear recruitment and retention rates. Look deeper into durations of employment, numbers of applicants, first-year attrition and quality of hire.

Diversity and inclusion rates. How many people in your team are from diverse backgrounds? What is the gender split of the business? Are people from different backgrounds being nurtured into senior roles? Is there parity in wages across team members? Recording and interrogating this data is key to ensuring parity in your business.

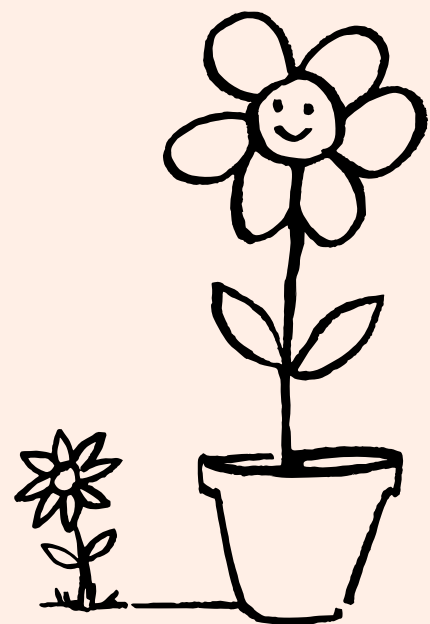
Employee wellness and happiness

We know that the happier teams are, the more productive they are. There are so many things that you can do to affect employee wellbeing. Still, before you invest time and money, it's important to do a temperature check on how your employees are feeling and what area of wellness they may seek help in.

After you go in informed, you can also use these analytics to track your progress and prove a [return on investment](#).

Performance and goals

When you're trying to grow your company, you need to know that your staff are working well and in alignment with business objectives. Using a digital HR platform can help you track your team member's performance and ensure regular progress towards their goals.



Data reporting and analytics

If you've got a series of policies, procedures and other learning new staff need to undergo during their onboarding, keeping track of it all can be a nightmare, especially at scale.

You can easily access dashboards that help you understand the certifications or policies your staff have signed or achieved. You can keep a close eye on employee data, including employee attendance, leave liabilities, employee happiness and more.



The old HR day vs the new HR day

So what would digitising HR look like for your day-to-day? How would it transform the HR role? Let's have a look at what two days might look like side-by-side.



TRADITIONAL HR DAY

9:00 AM

Sorting through a bunch of email requests from the team, prioritising and addressing the most urgent issues.

10:00 AM

Manual tasks that might include employee personal information data entry, preparing onboarding documents and contacting employees regarding important compliance documents you have not yet received.

12:00 PM

Meet with a new employee so they can sign their employee documents. They've left information about their super fund at home so you can only partially process their paperwork. You make a note to follow up about it later in the week.

1:00 PM

You silence your phone and emails to take a well-deserved lunch break.

2:00 PM

Someone stops by to talk about an internal conflict that they say has been going on for a few months now. You talk through the issue with them before trying to consult their direct manager. Their manager has not been meeting them regularly, so the issue has gone unchecked and there is no paper trail to follow.

3:00 PM

Sorting through your in-tray of employee forms and documents. It's almost time to audit your employee visas so you start the manual process of checking dates.

4:00 PM

An allocated hour of strategic work. You gather information on employee start and end dates to write a report on retention, sorting through paperwork and entering details on a spreadsheet.

DIGITAL HR DAY

9:00 AM

Sort through a couple of email requests and messages, plan and prioritise for the day ahead.

10:00 AM

Call a successful applicant to notify them of their employment. Create an account for them on your digital HR system and deploy the pre-prepared onboarding pack complete with personal information requests and policies to sign and training modules relevant to someone in their team. They sign their contract from a mobile app and have it back to you within 30 minutes.

11.30 AM

Run a one-click employee Visa check to confirm they're all up to date.

11.35 AM

Run a one-click check to see who has not yet completed their compliance documents. The system will automatically send them a reminder so there's no need for you to do this.

11.40 AM

You have new roles to fill, so you create a new job ad (with AI assistance, if you'd like) and then post this on multiple job boards from a single submission on your ATS. At a glance, you look at how other candidates are moving through the recruitment pipeline.

1:00 PM

You catch up with a colleague over a lunchtime walk.

2:00 PM

A staff member stops by to talk about an internal conflict that they would like an update on. You talk through the issue with them before consulting their manager, who has a clear paper trail of the employee's experience documented in the HR system over weekly meetings. You reference this to understand the employee's situation and create actionable next steps.

2:30 PM

You spend the afternoon brainstorming for a strategic HR project. You want to be informed by real data so you click around your HR platform to pull some handy reports that can elaborate on staff retention, performance and engagement (with ease).

Online HR perks

Now we've looked at how the digital HR day makes your life easier, let's go into more detail. There are loads of specific tasks in your day-to-day that stand to be simplified. Interested? Great, let's get into it.



Burn your spreadsheets (and your paper sheets)

When you're working in HR, you're dealing with a truckload of information daily. It might come in through filled-in forms or random emails sent at all hours. You might need to enter the information in many spreadsheets. It's a problem.

Let's start with **leave management**. Processing and tracking leave requests correctly can be the difference between a functional workplace where everyone gets their chance to take time off to recharge... and total chaos. Every employee will move through the leave cycle, and with each day off comes the need to have requests checked against other leave plans, approved by direct managers and passed on to payroll. Forms that are passed between several hands under many time constraints can become an incredibly laborious task to stay on top of.

There are also ever-changing employee **personal details**, like:

- Bank details (+ superannuation funds, loan repayments)
- Home addresses
- Contact details
- Certifications and licenses
- (+ their possible expiry dates)
- Signed policies

Operationally, HR may also be required to document many employee movements from tracking shifts, schedules and attendance. Those spreadsheets are looking stacked. And this isn't even touching on performance management or recruitment and onboarding (we'll get to that later).

If keeping track of this information wasn't challenging enough, introducing widespread remote working has dialled up the difficulty. Although we know that the benefits of remote working are many, it has made the movement of paper documents impossible and the possibility of an HR manager drowning in emails much more likely. No thanks!



What are the HRIS solutions?

Online leave management allows you to step back from this frustrating process completely. With cloud-based programs, employees can digitally submit their leave requests, which will notify their direct managers. The direct managers can judge their leave submissions against others in a purpose-built calendar before approving or declining the request. You notify HR and payroll of the exchange and you're done.

Staff get the leave they want with HR and managers fully abreast of the situation, with a clear paper trail for full transparency between staff.

HRIS platforms also house employee details in somewhat of a self-service system. Employees have full access to their own details and can change these themselves at any time. Moved house? Changing names? Swapped banks? A digital solution not only means that you're not having to handle this information anymore, but it also stores the information in one easy-to-use source of truth.

Especially if you employ casual or shift staff, timesheets can become a huge time suck when you're relying on physical documentation. With an HRIS employees can submit their own timesheets daily or weekly from their mobile app. As a business owner or HR manager, you can easily view these submissions. You will receive a push notification when you have a new timesheet to review and you can approve from anywhere.



Transformed recruitment and onboarding

Any HR manager will agree that recruitment and onboarding are among the most complex parts of their roles, especially if they're working in a quickly growing business or going through waves of hiring casual staff.

Recruitment is such a time-consuming task. According to Indeed, According to the [Society of Human Resource Management \(SHRM\)](#), the average recruitment process is 42 days in duration! First, you have to create the position description and identify specifications before promoting the heck out of the role to get it in front of as many qualified eyeballs as possible.

It's a Catch-22. You want to promote the role well so that you get lots of candidates applying to have a great selection of choices, but you can also find yourself at the bottom of a mountain of CVs. Scanning each one to put together a preliminary shortlist can be a day's work.

Once you have your shortlist, move many candidates through first-round, second-round, or even third-round interviews. Between each one, you have to gather and circulate notes and feedback.

When you finally decide - doing the tough job of letting someone know they didn't get the role, but the awesome job of letting someone know that they got the role - the big job of onboarding begins.

Feeling tired yet? We know we are. There must be an easier way.

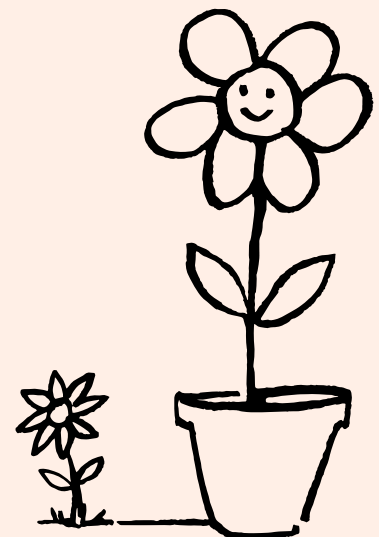
What are the HRIS solutions?

An Applicant Tracking System (ATS) is the recruitment technology built into the Employment Hero HRIS. We knew that a top-tier candidate only stays on the market for about 10 days, so keeping processes as streamlined as possible won't only take extra work off your plate, it can help you secure the best talent.

An ATS can save you time at every point of recruitment by automating administrative tasks. Starting with job posting - there are plenty of job boards out there, many of which can help you get the qualified candidates you need - but all of them have different posting mechanisms and even with a dash of copy-paste this takes time. Our ATS and candidate management systems enable you to post to multiple job sites with a single submission. We integrate with scores of Job boards including (but not limited to) SEEK, Indeed and Jora.

All applications then flow directly into the ATS, giving you a centralised place to review. From here you can track qualified candidates, add notes about important skills, build shortlists and schedule interviews. During the interview process, whoever is involved can leave their thoughts and feedback about each candidate on the platform.

After moving your candidates through a clearly laid-out pipeline, you can flick the successful candidate over to a staff profile within the platform. In a matter of minutes, you can send them employee contracts, policies to acknowledge and onboarding details - giving your candidate an exceptional employee experience from the second they accept the role!



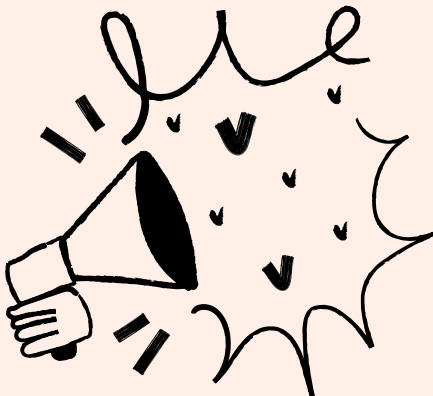
A new way to manage performance

Every business owner knows that high-performing employees are their greatest asset. If you have a team of employees striving to meet their goals, we can safely predict that you're more likely to have a successful business. But how can you effectively measure your team's performance?

So we know that writing goals down give individuals a much better chance of achieving them, but did you know that following up on goals and progress is just as important? Or that aligning an employee's goals to a business aim is another critical practice?

A great way to keep up with the documentation of goals, follow up on progress and ensure alignment is to keep a complete digital record. By keeping track of everyone in the company, you can quickly take a temperature check of your progress towards growth, and identify any critical issues as they arise. By housing these details online and making them public to your whole team, you can nurture a culture of transparency and accountability on all levels of your organisation.

Without a digital record, it's up to your HR department to separately check in with each manager of the company and manually register individual goal progress - a process that's not really reasonable for a busy HR manager!



What are the HRIS solutions?

Have you heard of the OKR goal-setting model? Used by leading companies worldwide (we're talking Google, Netflix, Deloitte) Objectives and Key Results (OKRs) are a scalable and transparent way to help your team strive towards their goals.

With Employment Hero, the OKR goal-setting model is built into our platform, a clear and easy digital record of the goals of your whole organisation. This allows you to check in on the progress of your team's goals in a matter of minutes, and identify where help is required.

The OKR process also encourages staff members to break down their goals into manageable, achievable items that they can reflect on weekly with their managers.

Learning and development is another way to help your staff members grow their skills to achieve their goals. Before online learning, you might have to seek specific learning bodies before organising and paying for different training sessions as required.

With an online Learning Management System (LMS) you can develop your people and your business by creating customised learning paths. Upload your own content or choose from thousands of pre-made learning courses and create courses for your teams. Select who from your team should complete the learning and assign the courses to them all from within a platform.

After moving your candidates through a clearly laid-out pipeline, you can flick the successful candidate over to a staff profile within the platform. In a matter of minutes, you can send them employee contracts, policies to acknowledge and onboarding details - giving your candidate an awesome employee experience from the second they accept the role!

Access benefits and new ways to be paid

A great way to build advocacy from your employees is to reward them beyond bonuses and praise in the workplace (although we know they help). A strong benefits package is a great way to stand out from your competitors, and retain top talent.

From gift cards to healthcare and beyond, benefits are a great way to keep your employees happy and engaged.

While we're sure you have great and loyal employees, they work for money. We all do! And sometimes being paid once a month, or bi-weekly isn't fast enough. If there's an unexpected bill or their favourite band just announced a new tour that they need access to their next paycheck for, why shouldn't they be allowed to access it? Well, now there's a way around that too.

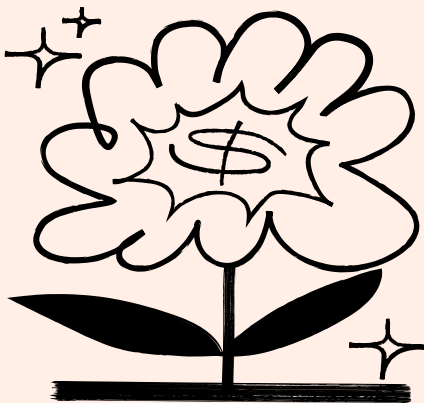
What are the HRIS solutions?

If you're based in Australia, then you get access to complementary employee compensation packages with free access to Employment Hero's perks and benefits, powered by the aggregate buying power of over 300,000 users.

Your lucky employees can also access a portion of their earned wages in real-time without having to wait for the next pay run. Perfect for unexpected one-off expenses, with no need for payday loans.

Our Super App - [Swag](#) helps both the employer and employee make the most of the employment lifecycle. From job searching to getting paid, or from job posting to employee engagement and support, our app is pushing the boundaries when it comes to building great employer/employee relationships. Swag is redefining what it means to be employed. Our app rolls work and wages into one superapp for your employees. When you offer employment - we'll bring the benefits.

Unfortunately, the difference in employment law across seas is making it harder for us to roll these features out globally, but we're working on bringing similar perks to other territories including Malaysia, Singapore, New Zealand and the UK.



AI assistance to take you into the future

As much as we try not to get brought into all the menial tasks, there's still a lot of admin in HR. Whether that's planning your next 1:1, writing a series of announcements or even writing up the next batch of job descriptions to plaster over job advertising boards. It's hard to avoid minor tasks taking up an entire day's worth of productivity a week.

Sometimes your team can't help these tasks mounting up and stealing a lot of valuable time. Your HR team's time is an asset - especially when it can be spent on more strategic thinking around improving processes or building the business.

That ability to forecast the future, come up with timelines and ultimately be able to make a larger impact on the business will also help keep your team engaged with their position. The future of HR is having a seat around the proverbial table, making vital business decisions regarding your people and growth.

So how can we help your team free up that time?

What are the HRIS solutions?

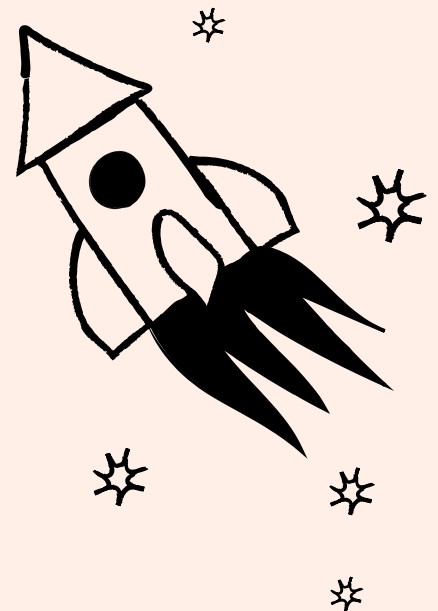
An HRIS is a tool that is ever-developing, and right now we're working AI into our tools to help you better hire, praise and retain your employees. You can save time with job descriptions, scheduled meetings, happiness surveys, 1:1s and more. We see AI as an enhancement that helps your HR team become more important, giving them more time for strategic thinking and business development.

Generative AI is already helping teams complete day-to-day tasks much faster than ever before.

Need to create a bio for a new employee who's type-shy? Well, get them to send through some bullet points and have AI write one up for you.

Need to keep a candidate in the loop regarding their job application? No fuss, AI can help you tailor messages and automate alerts. Struggling to word employee feedback in the right way? AI will draft you 16 different responses all highlighting the same issues... if you'd like.

The HRIS of the future is going to help take you out of the stone age and into an ever-productive future.



WORK EASY

The smarter way to manage people, payroll and productivity. For SMEs with big ambitions.

