
Getting the most from your Cloud-based HCM

How an expert AMS partner can power HR transformation

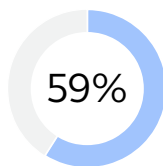
February 2022



alight

No matter how advanced your HR technology may be, standalone is never the answer. When your company has successfully implemented a Cloud-based HR solution it's easy to think the hard work is done. Not so fast. When you're responsible for ongoing performance and successful outcomes, go-live is just the start of the journey.

According to an Alight pre-pandemic study of 271 global companies, 59% failed to achieve measurable business value from software-as-a-service (SaaS) investments.



OF 271 GLOBAL COMPANIES SURVEYED

59% of cloud-based HR projects failed to achieve measurable results

Why? Oversight in structure, measurement, and evolution of

Good Cloud migration partner

Stakeholder investment

Realistic expectations

Right skills on-demand

Innovation and differentiation

Employee experience

Change management

Measurable KPIs

“

The pandemic taught us that fast access to accurate and highly actionable HR and payroll data can be business saving. However, the function of this dissipates if regular maintenance updates, upgrades and new features and modules are not kept up-to-date”

A well-designed HR platform has been future-proofed to ensure your colleagues continue to benefit from the latest HR and payroll processes. Your responsibility, or that of your appointed application management services (AMS) partner, is to keep system updates administered and plan for how technology will help your business evolve.

Routine and incidental maintenance are equally important. Further on we present the business case for outsourcing your AMS, which is essentially outsourcing the task of monitoring, maintaining, and optimizing your business applications to a specialist.

Depending on your SaaS agreement, it's likely some or all platform enhancements are included in subscription charges. Not keeping the platform up-to-date directly diminishes the optimum benefits your colleagues and business can expect from your HR transformation investment. At some point, accountability for the success of the investment will be required.

Once your Cloud solution has gone live, experience shows five major issues overlooked by firms.

Ask yourself:

1. Do you have adequate room for change management?
2. Knowledge to manage complex integrations?
3. Capacity to set up proper roles and ensure system security?
4. Enough focus on end-user adoption?
5. Skills to ensure compliance?

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The pandemic served to highlight the importance of application management. The efficiency of cloud HR and payroll platforms (in fact any cloud platform) directly impacted success of managing a suddenly dispersed workforce.”



5 Cloud-based HR system-management pitfalls to prevent

1. Ensure adequate provisions for new feature adoption

Cloud does not mean maintenance-free. It takes time and specific skills to keep your HR system optimized. User disruption should be kept to an absolute minimum. Most HR platform providers, including SuccessFactors and Workday, rollout scheduled updates.

Task requirements for system optimization:

- Tracking new releases and release notes
- Reviewing mandatory features
- Assessing and applying optional functionalities
- Evaluating the effect of these on current processes
- Adopting and testing
- Ensuring minor updates, fixes and patches are integrated

2. Know how to manage complex integrations

Your Cloud HR platform should be linked to all existing third-party systems and data sources. This **might** include finance applications and job boards. This **will** include enabling any modifications needed to make the systems adapt to your environment.

3. Establish proper roles and ensure system security

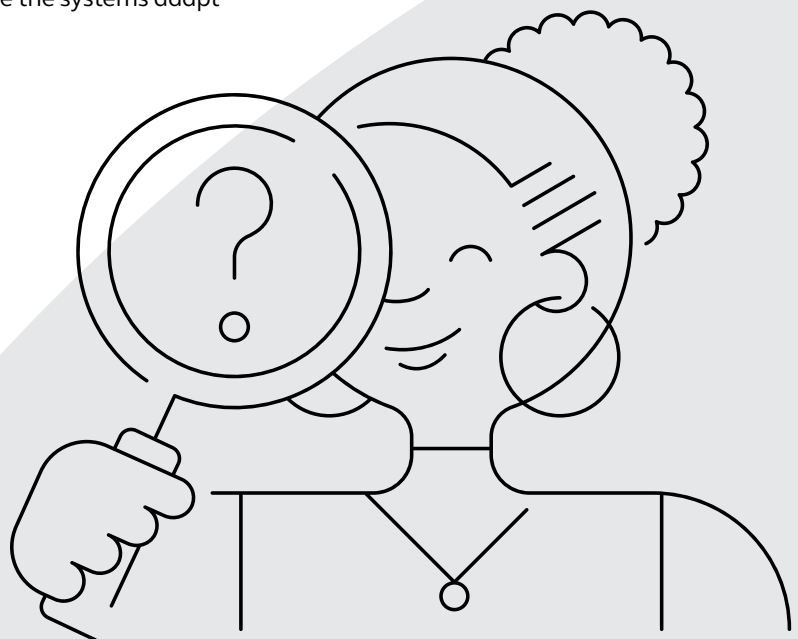
Users will have differing access rights through the system. These have to be configured to ensure access to the right HR data at the right time. Setting up rules and permissions takes time. Data security integrity can be compromised if not done correctly. The system will also require continuous security monitoring, reports, and procedures, plus regular audits.

4. Focus on maximizing end-user adoption

People are resistant to change. For optimal HR system adoption, technical and operational end-user support is essential, as is support and management of automated processes. Lack of primary support is a big reason why self-service solution implementations fail.

5. Have the skills to ensure compliance

Legislations impacting your employees change frequently including security standards, workforce and tax mandates, and corporate governance. Your system has to adapt to each one. The more countries you have employees in, the more changes required.



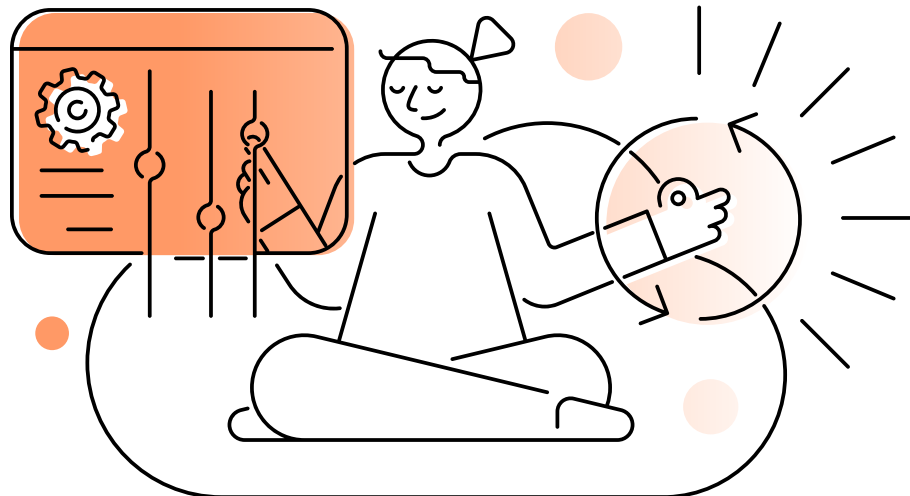
How can the 5 Cloud HR system-management failures be avoided?

The most cost-effective way to get the most value from your investments is to outsource the management of your cloud HR platform to an AMS partner.

Further to vendor-led updates, the right partner will offer additional services and innovations to your cloud HCM if within their scope of capability. The breadth of additional service offerings for most platforms is what helps Alight stand apart from other partners.

With Alight AMS, you can expect:

- Flexible services delivery — scaling with your business
- Risk control — managing the technical administration of HR applications and monitoring for legal changes
- Continuous auditing — ensuing day-to-day compliance
- Service levels agreements (SLAs) — bringing contractual certainty and tangible, measurable results
- Reporting and analytics — integrating all data sources, providing a complete picture of your global workforce
- Global user support — technical and operational support from more than 30 service delivery locations
- HR expertise — access to skilled partner colleagues with extensive knowledge of all standard industries, and relationships with the key HCM vendors
- User experience assurance — continuous review for enhanced user experiences
- Dedicated Enablement Manager — a certified team member as your single point of contact
- Tenant assessments — health check of your platform with diagnostics and benchmarking to ensure your configuration is optimized as your needs change
- Release management support — to take on the workload of bi-annual feature releases and ensure your organization adopts all complimentary functionality
- The vault — access to exclusive Alight content POV reports, pre-defined configurations, thought leadership content, webinars/ videos, etc.

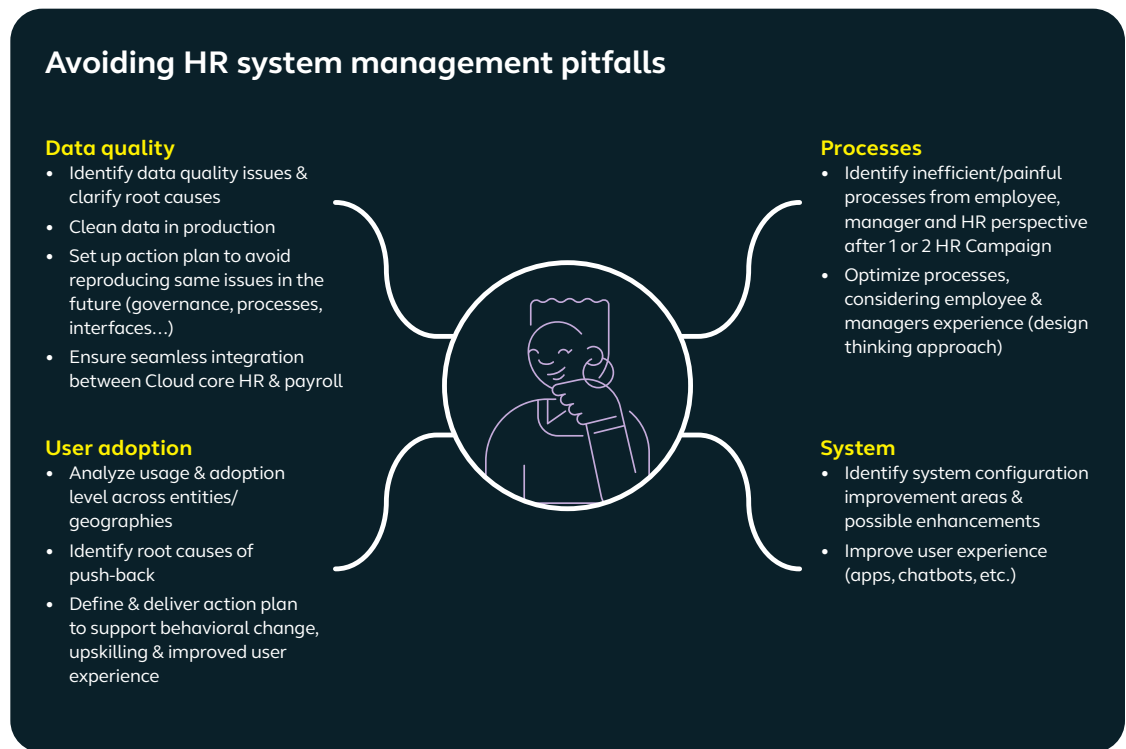


How AMS negates the consequences of HR system management failure

Continuous improvement, optimization and maintenance take time. Time you don't have. A comprehensive AMS partner will offer an aligned resource to work as an extended member of your team to fill resource gaps.

The net effect includes potential cost savings and efficiency gains when modernizing HR and payroll processes.

Your AMS partner is contractually obligated to keep HR systems and processes optimized.























Technology alone won't transform your HR and payroll systems.

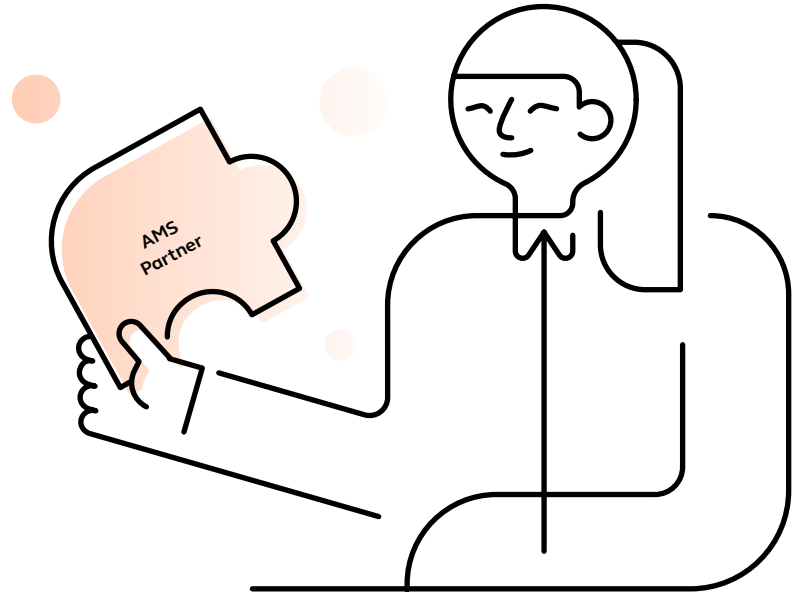
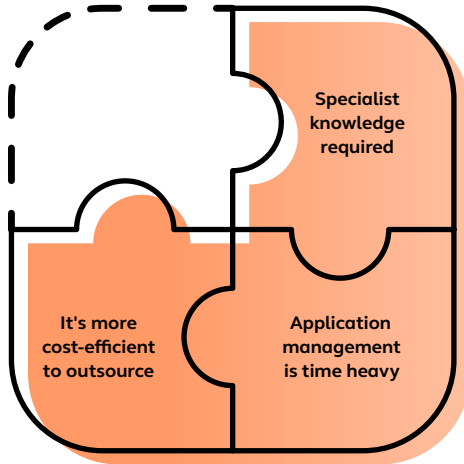
The huge advantage of cloud technologies is their ability to continually evolve. However, this doesn't just happen. The software has to be kept up-to-date, maintained, and new features and functions added and / or integrated with vendor updates and wider company system updates.

An interesting study just prior to the pandemic demonstrated the consequences of running a modernized HR platform without measured and audited application management. Without KPIs, the readings were far lower than they were perceived to be.

HR Cloud journey — perceived maturity levels Expectations vs reality

	Expected	Reality
Better employee experience	65% 	39% 
Real-time data and dashboards	61% 	44% 
Shift towards becoming a strategic HR	61% 	28% 
Better data and workforce insights	60% 	40% 
Easier to use, less training needed	59% 	35% 
Increased HR tech innovation	59% 	32% 
Ease of updates and new releases	59% 	38% 
Lower cost of ownership	59% 	33% 
Consolidated view	57% 	48% 
Other	3% 	4% 

Top 3 reasons to outsource AMS



1 Specialist knowledge required

Specialist knowledge of different domains is required, but not 100% of the time, especially once the bulk of each stage of a transformation project is done. Specialist skills are also expensive, and talent hard to retain.

With an AMS partner these skills are an extension of your team, and at a fraction of the cost of hired staff.

2 Application management is time heavy

To properly manage your cloud HR environment, resources must be available around the clock, especially for time sensitive cases. Unless you already have a dedicated app management team, resources can be underutilized and generalist IT staff pulled off key projects to support the process.

With an AMS partner, all the necessary skills are available as required.

3 It's more cost-efficient to outsource

It's expensive to hire and maintain the skills of specialist teams to look after your applications. The skills need refreshing with each technology innovation.

An AMS partner takes responsibility for upskilling your specialist team so your people can focus on streamlining your applications and increasing efficiencies — saving resources and reducing operational costs at the same time.

Additional solutions to meet your goals — which best addresses your needs?



Application support

AMS support desk

- Urgent production support issues and technical questions with response time agreements
- Modifications of 16 hours or less

Aligned resources

- Domain specific
- Guaranteed weekly hours commitment
- Resource(s) that know your business

Packaged managed solution

- Integration monitoring
- Testing services
- PMO services



Enablement

Module enablement

- New module roll-out (i.e. learning, expenses)

Business initiative support

- Discrete one-time T&M projects (i.e. M&A, plan redesigns, global roll-outs)

Release management enablement

- Feature release support with optional feature enablement and end user communication support



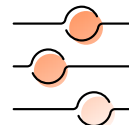
Optimization

Assessments

- Operational, tenant and integration assessments leveraging our experience to maximize your investment
- Provide best practice guidance and recommendation to optimize business processes, increase user adoption and realize your business case

Change management

- Targeted engagement, communication and training to drive user adoption of newly optimized features/functionality



Transformation

Advisory

- HR business process transformation
- Delivery Model design

Analytics and automation

- Diagnostics
- Automated testing tools

The business case for outsourcing AMS to a specialist firm

1. Round-the-clock management, maintenance, monitoring and reporting of your digital HR environment
2. Optimized end-user experience, at all times
3. Continuous access support services and rapid ticket resolution
4. Your people process running to optimum efficiency
5. IT free to focus on innovation

Ready to start the transformation?

Visit Alight's Cloud Optimization page to learn more about how AMS can accelerate your ROI.

[Learn more](#)

About Alight Solutions

With an unwavering belief that a company's success starts with its people, Alight Solutions is a leading cloud-based provider of integrated digital human capital and business solutions. Leveraging proprietary AI and data analytics, Alight optimizes business process as a service (BPaaS) to deliver superior outcomes for employees and employers across a comprehensive portfolio of services. Alight allows employees to enrich their health, wealth and work while enabling global organizations to achieve a high-performance culture. Alight's 15,000 dedicated colleagues serve more than 30 million employees and family members. Learn how Alight helps organizations of all sizes, including over 70% of the Fortune 100 at alight.com.

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