TOMORROW'S PEOPLE

AN HR TECH TALK

TOP TIPS FOR NAVIGATING HR TECH IMPLEMENTATION CHALLENGES

Ever wondered why some HR technology implementations seem to hit the ground running while others stumble and fall? HR Technology is a mission critical system that can significantly impact an organisation's efficiency, productivity, and overall operational success. But, according to a Global Human Capital Trend report by Deloitte, 32 percent of HR Tech projects are significantly over budget, 42 percent are rated as not fully successful or failed after two years, and more than half miss the deadline for implementation.

So why does this happen and what can we do about it? Let's dive into this a bit more.

Common Reasons for Failure:

1 Lack of Clear Goals and Strategy: We've all been there. The excitement of new technology can sometimes make us rush into implementation without fully understanding its implications or aligning it with our business objectives. This can lead to a mismatch between the technology and the organisation's needs, resulting in wasted resources and unsuccessful implementation.

2 Inadequate Planning and Resourcing: Without proper planning and enough resources, organisations will likely face delays, cost overruns, and resistance from employees, all of which can lead to the failure of the implementation.

3 Overemphasis on Technology Over Outcomes: It's easy to get caught up in the features and capabilities of the technology and lose sight of the outcomes it's supposed to achieve. What are the problems we are trying to solve with this technology?

4 Poor User Adoption: Let's face it, if the technology isn't user-friendly or doesn't meet the needs of the employees, it's likely to face resistance. This can lead to low user adoption rates, which can ultimately cause the implementation to fail. Has it been designed with your employees in mind?

Top Tips for Success

1   Align Technology with Business Goals: By aligning the technology with business goals, organisations can ensure that the technology provides value and supports the organisation's strategic objectives as well as solving the problems that the business is facing.

2   Focus on Employee Experience: The more seamlessly the technology fits into the employees' workplace experience the higher the chances of its adoption and success. This should start from the very beginning of your journey - involve your employees from the outset. Ask them what they want and need. Get them to test the system and listen to their feedback!

3   Strong Partnership between HR and IT: Both departments need to work together to ensure that the technology is implemented correctly and meets the needs of the organisation.

4   Champion Your Culture and Values: The HR project needs to work under the values and mantra of the business goals as a whole. Every interaction with a system is a brand experience. The HR technology should reflect the organisation's culture and values, and should support the desired employee experience.

In Conclusion

The successful implementation of HR technology requires a strategic approach that aligns the technology with the organisation's business goals, focuses on user experience, and fosters a strong partnership between HR and IT. By avoiding common pitfalls and following these top tips, companies can significantly increase their chances of successful HR technology implementations. This will not only improve operational efficiency but also enhance the employee experience, leading to higher employee satisfaction and productivity.

Remember, it's not just about the technology. It's about how we use it to create a better, more efficient, and more satisfying employee experience.