

HR technology:

How to choose the best platform
for your business





TABLE OF CONTENTS

Introduction	3
HR technology options	4
Benefits of carefully choosing HR technology	8
Common HR technology woes	11
Questions to ask yourself before choosing an HR platform	14
Mistakes to avoid when choosing HR technology.....	18
Evaluating vendors and software.....	22
Insperty® Workforce Administration™	30
About Insperty	32

Introduction

As your business grows, so does your human resources to-do list. The right HR technology can help your organization work smarter by automating repetitive processes. It can also support compliance by providing access to resources and guidance on common issues.

Bottom line: When you spend less time on redundant HR tasks, you'll have more time for revenue-generating activities.

In this guide, you'll learn how to determine the best HR technology for your business.



“The \$14-plus billion marketplace for HR software and platforms is reinventing itself. Fueled by mobile apps, analytics, video and a focus on team-centric management, we are seeing a disruptive change in the HR software industry.”

Source: [Forbes.com](https://www.forbes.com)

HR technology options

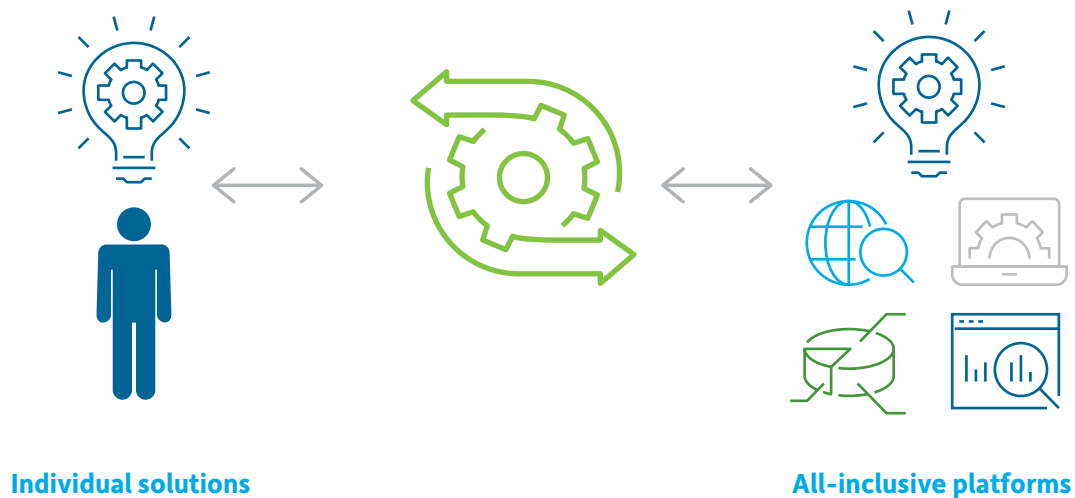
Human resources teams nationwide experience many challenges. Whether you own an auto dealership in Albany or a restaurant chain in Roswell, you're going to have to run payroll, enroll employees in benefits and myriad other HR tasks that come with business ownership. Having the right HR technology in place can make a big difference in the speed and accuracy of the repetitive processes inherent to human resources.

But how do you determine which one is right for your organization?

The first order of business in your quest to find the best HR technology for your company is understanding the different options available. There are two main categories of HR technology options: individual, best-of-breed solutions and comprehensive, all-inclusive platforms.

- **Individual solutions** are usually focused on one process or set of tasks, such as payroll, bookkeeping and accounting, or time and attendance.
- **All-inclusive platforms** integrate a variety of processes and tasks into one comprehensive system, usually referred to as a human resources information system (HRIS) or a human capital management (HCM) system.

Each option has pros and cons you'll need to weigh before determining the best fit for your business.



Individual (best-of-breed) solutions

Pros

- May offer specialized functionality and greater detail with processes that require more analytical depth (e.g., if a manufacturing company needs an enterprise resource planning (ERP) tool that can provide expanded job costing to see the fully loaded costs of an employee's time including their wages, taxes paid, benefits, output, etc.)
- Initial cost for implementation may be less for a single solution than an integrated system

Cons

- Multiple systems and vendors to manage
- Will likely still require manual entry of certain data; even if data is transferrable between individual systems, it's not typically a seamless process
- May require greater technical sophistication (and often extensive "bridging") to effectively integrate disparate systems
- May not be scalable to your needs as your business evolves
- Over time, the true cost for individual solutions can exceed the cost of comprehensive platforms when you factor in maintenance, software upgrades, manual transfer of data between individual solutions that don't interface well with each other, add-on services not included in the purchase price, etc.



All-inclusive (integrated) platforms

Pros

- Increase accuracy and consistency through integrated processes that share information among modules seamlessly; updates and corrections are automatically applied from one module to the next (e.g., if you need to update an employee's benefit election, you won't have to go into the payroll module and manually edit the corresponding deduction).
- Save time and money by minimizing manual data entry and streamlining administrative tasks
- Virtually eliminate the opportunity for errors or duplication
- Improve reporting because data is pulled from a single source and can be tailored to a particular purpose
- Can reduce ramp-up time because there are fewer products to learn with a singular unit/platform
- May represent a lower long-term cost than individual solutions because it's less expensive to maintain and update a singular unit or platform over multiple systems

Cons

- May cost more to implement than an individual solution if it's a highly specialized platform
- Not always the best fit for micro-businesses or even small businesses with fewer than 10 employees

Reasons clients give for choosing Insperty® Workforce Administration™ over other HR technology:

- More customer-focused
- Integrates seamlessly with back-office processes
- Adapts to their organization
- Lower recurring costs than similar competitor products



Understanding the big picture

If your business requires industry-specific labor and scheduling capabilities, such as ERP job costing, an individual, best-of-breed solution might be warranted for that particular area of your HR operations. Otherwise, you'll probably find that a comprehensive, integrated HR platform is a better option for reducing your administrative burden and improving your overall efficiency. The best HR platforms usually allow for some level of integration with any individual solutions you may already have in place.



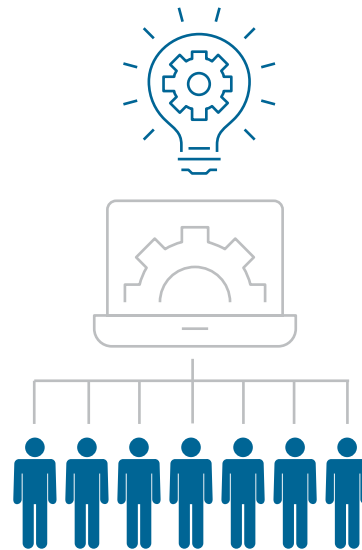
Helpful tip: If you're currently using a specific individual solution, ask platform providers what data can be imported to their system and what will still need to be done manually.



Benefits of carefully choosing HR technology

Choosing the best HR technology for your business is an important decision, and one that deserves careful thought and attention. It takes time to find the right fit. Rushing through the selection process can lead to more headaches and expense down the road. You'll have to spend more time and money looking for another solution if you don't get it right the first time.

Instead, be thorough during the evaluation phase. Dedicate the time and resources necessary to find and implement an HR technology system that works for your business. As a result, you'll be able to move forward with the implementation of your chosen solution with peace of mind and buy-in from all stakeholders.



Some of the benefits of carefully choosing HR technology include:

1 Scalability

Where the company is right now may not be where it is in five or 10 years. The right technology will be scalable as your business needs change over time. It will grow with you and be flexible enough to adapt to different situations.

- Are you planning to open more offices?
- Would you like to expand your product line or service offerings?
- Do you have a large number of employees planning to retire in the next few years?

2 Increased productivity and profitability

Time is money, and nowhere is that more true than when employees spend hours each month on repetitive HR processes that involve manual data entry. The good news is, a comprehensive, all-inclusive solution automates most of those processes, increasing productivity and accuracy, while streamlining your HR operations on a grand scale. That means your HR team and entire workforce will have more time to dedicate to growth initiatives, which is a win for everybody.

3 More informed decision-making

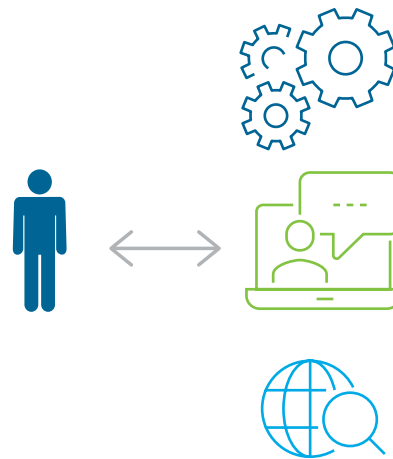
Convenient access to payroll, as well as HR and workforce analytics, from a single touchpoint empowers you to make informed business decisions and forecast future needs.

4 Employee self-service

Providing employees with online access to their pay stubs means greater efficiency and fewer interruptions for your HR team. Imagine the possibilities once everyone is free to concentrate on initiatives to grow your business.

5 Less opportunity for error

When employees have to manually enter or transfer data between systems, the likelihood of mistakes increases. Duplication errors and omitted information aren't only problematic – they can also be costly in terms of time and money spent to correct the issue. An integrated, all-inclusive platform will minimize errors since the modules representing different HR functions communicate seamlessly with each other. No more entering information multiple times.



6 Better organization

With all your HR data at your fingertips, you'll spend less time looking for files and more time checking things off your to-do list. Welcome to a more efficient, modern way to run your human resources department.

7 Strategic operations

You can't work on your company culture, or improve and innovate your business, when you're bogged down with endless HR tasks. By facilitating the tactical aspects of your HR operations (e.g., running payroll, tracking time and attendance, calculating PTO, etc.), a comprehensive technology platform will enable you to become more strategic (i.e., plan for your business's future).



Helpful tip: Make sure you allow enough time to weigh all your options and choose a system that will serve your business well for years to come.



Companies with newly upgraded human resources management systems (HRMS) spend 22 percent less on HR per employee.

Source: Bersin by Deloitte



Common HR technology woes

You've reviewed the types of HR technology available, as well as the benefits of carefully choosing the best option for your business. Now, it's time to take a closer look at what brought you here in the first place: You want to make your HR operations more efficient. Identifying your business's HR pain points is the first step toward understanding what you need in an HR technology solution.

The list below includes some of the most common HR technology woes. Read through them and try to recognize which ones apply to your organization. You'll have a chance to drill down further on your specific pain points in the next section (questions to ask yourself).

- 1 Disparate systems that don't easily communicate with one another**

Using several different systems, rather than a single application or platform that manages everything, can be problematic. Typically, systems bought and implemented separately won't be able to communicate seamlessly with one another – or without incurring additional costs. That means you'll likely have to spend more money or deal with a clunky process to transfer data between systems. In some cases, you may even have to manually transfer some of the data.
- 2 Specialized IT or HR knowledge needed**

HR software that requires extensive or exceptional knowledge to operate it can be more trouble than it's worth. A comprehensive system that integrates multiple processes and functions is ideal, but it shouldn't be so complex that you have to hire and retain specialized, “unicorn” employees to manage it.
- 3 Out-of-the-box limitations**

HR systems with out-of-the-box functionality are great, in that they're usually turnkey and convenient. But when a system's features are so limited that they don't allow for some level of customization, it can be difficult to organize data in a way that works for your business and allows you to put the information to use. This can be especially challenging when your business is growing.
- 4 Limited storage**

If your HR system's storage capabilities don't grow with your business, you'll probably end up paying to upgrade or customize your software to be able to store all employee data within the system. This can add up to a major expense over time, especially if your business is consistently growing.

5 Disruptive upgrades

When software providers deploy updates at their convenience, your system may go down or you may lose valuable data. You're at the mercy of your provider's schedule, which can create chaos for your HR team and your entire business.

6 Limited reporting capabilities

Some HR technology systems provide reporting packages or modules that include only a standard set of reports. As your organization grows, so does your need for custom correlation of data and reporting. If your platform or software doesn't allow for customization, it will likely become an issue as your business evolves.

7 Lack of automation

Since most HR operations involve repetitive processes, it makes sense to automate as many as possible. Chances are, you're probably already using some type of system to facilitate one or more of your HR processes. You may be reading this e-book because what you're currently using isn't working as well as you'd like. Or maybe you're still manually entering and transferring data across systems.

8 Staying compliant with employment laws

The laws that govern employment are always evolving. Keeping up with regulatory changes to existing legislation can be a full-time job in itself. Most business leaders don't have the time to devote to understanding the complexities associated with topics like paid sick leave, especially when there are state-specific laws that come into play. Outdated or limited HR technology may not provide access to the resources and guidance that a more robust system can offer.

A word of caution: If you're relying on clunky, disparate systems that don't seamlessly communicate with one another, it leaves a lot of opportunity for human error under even the most watchful eye. Mistakes can be costly, draining your business of additional time and resources to correct them.





About one-third of companies that are using on-premise HR solutions plan to migrate to the cloud in the next 12-18 months. Part of the reason for this is the increased responsiveness of cloud vendors.

Source: HR Technologist



Questions to ask yourself before choosing an HR platform

When considering purchasing technology products and services to facilitate your HR operations, it's best to answer some [basic questions](#) about your organization before you begin your search. The following list is a good place to start.

1 What are our greatest HR inefficiencies and frustrations?

Before you begin your search for an HR technology solution, you first need to determine your most important drivers for making a change. What isn't working or could be better? Talk to employees who are "in the trenches" of your organization, the ones who handle your HR tasks day in and day out. As mentioned in the previous section, they're vital to the process of identifying inefficiencies and evaluating solutions.

2 What are we doing on a weekly, biweekly or monthly basis that we feel is a waste of time?

Drill down even further on question No.1 when talking to your HR team members.

- Ask for their opinion on tasks that are a recurring time suck for the department.
- Listen to the feedback you receive, and try to identify activities that are taking more time than they should.

This can help you uncover even more areas of inefficiency and opportunities for improvement. Just because a process isn't causing blatant errors doesn't necessarily mean it's efficient.

3 What are we doing well?

Don't overlook the things you're doing right in your organization. Make sure whatever technology you implement facilitates what is already working and doesn't create new problems where they didn't exist before.

4 What are the top three goals we hope to achieve once the software is in place?

It's like the old Yogi Berra saying, "If you don't know where you're going, you might wind up someplace else." Likewise, if you don't know what your organization is trying to accomplish by acquiring new HR technology, you may end up with a system that doesn't address all your needs.

- Do you want to implement a paperless onboarding process?
- Would you like to decrease your payroll processing time by 25 percent?
- Are you hoping to integrate your time tracking and payroll?

Talk to all the stakeholders to ensure your HR goals and objectives are aligned with the organization as a whole. Whatever your organizational goals are, they hinge on the HR processes that keep your business moving forward. A good technology platform can lessen your administrative burden, so you have more time to focus on growing your business.

5 Based on the answers to questions 1-3, what are our most pressing needs (must-haves)?

Prioritizing is imperative. The inefficiencies that cost your business the most time and money should be your greatest priorities, a.k.a. your needs or must-haves. For example, if onboarding new employees and running biweekly payroll are currently your biggest challenges, then paperless onboarding and customizable payroll processing should be must-have features for the software or platform you select.

Note: Define how you will measure improvement once your new HR technology is in place.

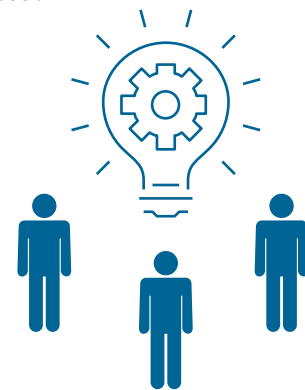
6 What are our wants (nice-to-haves)?

Your must-have features will help you function more efficiently, but why stop there? Think about the features that aren't critical right now but would help your business run optimally. These nice-to-haves are often the difference between being good and being the best. If customizable payroll processing and paperless onboarding are your must-haves, your nice-to-haves might be applicant tracking or an integrated performance management system, or myriad other less pressing features.

Buyer beware: Don't get caught up in the "bells and whistles." Focus on your must-haves first.

7 Who will be involved in the evaluation and decision-making process?

Assemble a vendor/software selection committee made up of key stakeholders who can help you weigh the pros and cons of prospective providers and solutions. Be sure to include representation from every area of your organization that will use the software in some way. Also, decide how selection will take place. Will everyone have a say or just certain committee members? Who will oversee implementation and manage the ongoing relationship with the vendor?



8 What's our budget?

You wouldn't start shopping for a car without first deciding how much you have to spend. The same strategy should hold true when you're looking for HR technology to purchase for your business. Knowing your price point will help you determine which vendors and platforms are within your range, and which ones aren't. This can help you narrow down your top contenders faster without wasting time on options that may not be the right fit for your company.

9 How will we measure our return on investment (ROI)?

The best way to accurately determine ROI for the technology you purchase is to consider both direct savings and improvements. Direct savings are usually easier to quantify since they're based on concrete figures, such as the number of man hours saved by automating processes and data entry. The key is to identify the areas in your organization that should experience direct savings as a result of HR technology, and then follow through on making the changes necessary to realize those savings. Direct savings can help offset the cost of implementation and, if they're significant enough, may even make it cost neutral.

Although generic improvements that result from HR technology can also positively impact your bottom line, they're often difficult to quantify. If your decision to buy technology is based largely on less tangible goals, such as hiring "better" people, having "more engaged" employees or making "better" business decisions, you'll need to define a clear strategy for making these things happen.

10 When do we want to have a system in place?

Set a realistic timeline, and be sure to consider factors like:

- How long it will take you to compare HR software options and choose the best one for your business
- How much time the selection committee/decision-makers will be able to dedicate to the evaluation process
- The milestones or stages of your process, along with the time frame for each (e.g., initial research in January, comparison of vendors and software in February and March, product demos for final 2-3 contenders in April, etc.)
- How long it will take to implement the new HR technology once you reach a decision
- Whether you have the budget for such a major purchase this year or will need to work it in for next year instead (e.g., consider your procurement protocol and fiscal calendar)

Insperity-serviced 401(k) plans* have more than:

- 3,000 businesses using them
- 90,000 employees participating in them
- \$3 billion saved in them for employees' retirement



* Data licensed from the 401(k) Averages Book. All rights reserved.



As companies change, it is imperative that their systems keep up with the transformation. Nowhere is this more critical than in human resources.

Source: [The Wharton School of the University of Pennsylvania](#)



Mistakes to avoid when choosing HR technology

Searching for the right HR technology for your business can be overwhelming, but it doesn't have to be if you avoid some [common mistakes](#). Here are some of the most critical ones to help guide you.

Mistake #1:

Focusing solely on price

Price is important, but it shouldn't be the only factor in your decision. Keep in mind the following:

- Compare apples to apples: Don't just focus on one or two aspects of a solution. Take into account all of its features and functionality, and the total cost for everything you'll need. This will make it easier for you to compare different solutions and systems that have different pricing models (a la carte vs. flat fee).
- Saving time equates to saving money: When you decrease the number of hours employees spend on HR tasks each month, you're able to dedicate more time to growing your revenue and your business.
- Expand your definition of cost: The total price may be more than the initial or monthly cost. Will you have to pay extra for W2s or payroll, or does one flat fee cover everything from five to 50 payrolls? What about maintenance and upgrades? Peel back the layers and really look at what each solution's price package provides.

Mistake #2:

Overlooking what you're doing right

You're probably familiar with the old saying, "If it isn't broken, don't fix it." By the same token, if it isn't broken, don't break it. Identify the processes and procedures that are working well within your HR operations and make sure that any technology you implement facilitates these roles, rather than creates new problems that previously didn't exist.

Mistake #3:

Not reading the fine print

Don't be blinded by proposals that promise the moon for a low upfront price. A vendor with a lower implementation fee could end up costing you more if you have to pay extra for services that may come standard with a competitor. Understand what's being offered in the proposal, so you can detect any "hidden costs" before you sign on the dotted line.

Mistake #4:

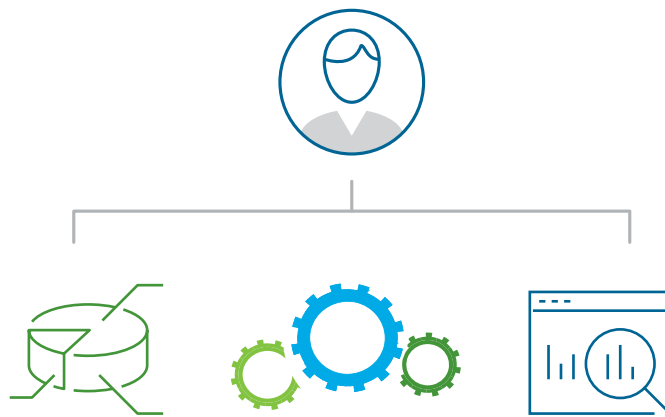
Looking for a one-size-fits-all comprehensive HR technology solution

Know that there is no such thing as you go into your search, and look for the solution that best serves your most pressing needs in a cohesive way. For example, if your business requires ERP-level job pricing, you probably won't find a single, all-inclusive HR technology platform that allows for such highly specialized functionality in one specific area. In this case, you may need an individual solution specifically for your resource-planning needs, and an all-inclusive, integrated platform for everything else.

Mistake #5:

Thinking HR technology is a cure-all

HR technology is a valuable tool that can help make your HR processes flow more efficiently. But it won't solve any underlying issues that may need to be addressed. At the end of the day, your HR processes are only as good as the policies and procedures that define them. Consider examining your current protocol as part of the HR technology evaluation. You may want to focus your HR technology search on vendors equipped to advise you on these issues, beyond simply providing software.



Mistake #6:

Getting lost in the bells and whistles

Before you ever begin your HR technology search, it's important to intricately understand your processes. Process modeling can help you establish your list of must-haves and nice-to-haves. These are your objectives. Rank them in order of priority and stick to them. Otherwise, it's easy to get distracted by the "bells and whistles" and lose sight of your priorities. Getting the big things right is always your top priority.

Mistake #7:

Making a rushed decision

Take your time and do your due diligence. Don't feel pressured to make a decision before you're ready. Compare a variety of options and then narrow them down to two or three that meet your criteria. Once you've narrowed down your options, drill down on the features and benefits of each system and measure how they stack up against all your needs and wants.

Mistake #8:

Not getting buy-in from “end user” employees

Involve the employees who will ultimately be using the HR technology solution to help you decide. They're intimately aware of your business's HR pain points and are better able to help you determine whether or not a proposed solution will resolve them.

Mistake #9:

Not requesting references from existing clients

One of the best indicators of how well a vendor would serve your business is how well they're serving other businesses right now. Ask if you can contact existing clients, preferably those in the same industry as you, to speak with them about their experience. This will help you understand the strengths and weaknesses of a prospective vendor or software, and how they might impact your organization. Pay attention to red flags such as unresponsive service or software glitches.

Mistake #10:

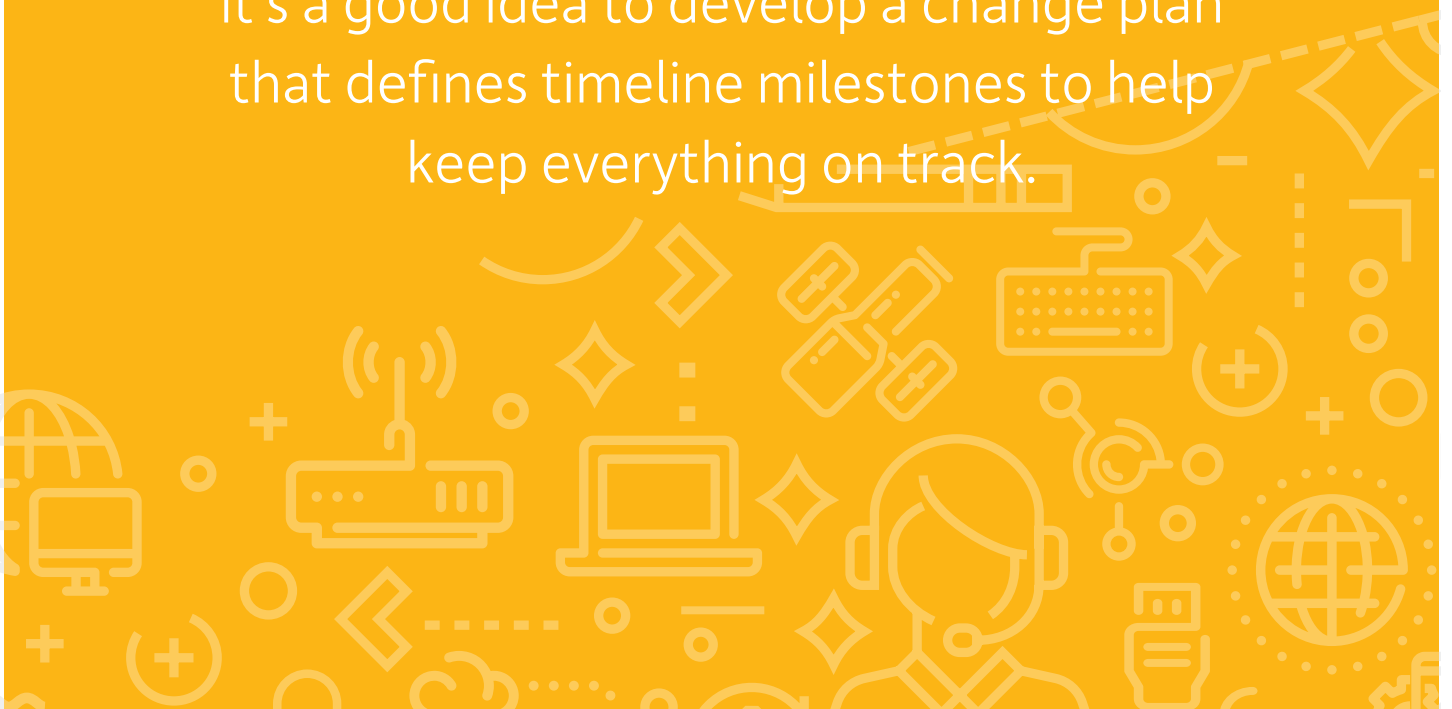
Not asking vendors enough questions (or not asking the right ones)

This isn't the time to be timid. Before you invest your business's hard-earned funds in an HR technology solution, it's important to make sure it's the right one. Formulate questions based on your business's HR needs and then find out how well a particular solution delivers in each area. The upcoming section titled “Evaluating vendors and software” provides a list of questions, along with a sample buyer's checklist, to help you determine what to look for in a prospective provider and solution.





Faster isn't always better. Beware of solution providers that guarantee successful implementation with unusually fast timelines (e.g., under two weeks). Also, it's a good idea to develop a change plan that defines timeline milestones to help keep everything on track.

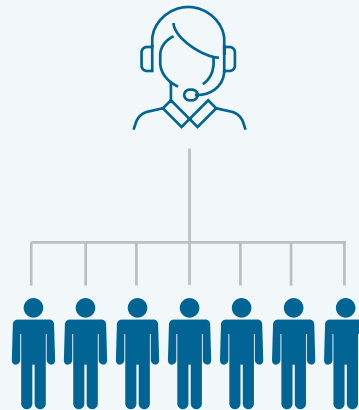


Evaluating vendors and software

There are some important factors you'll need to consider when looking at prospective vendors and software. These include cost, level of service, vendor expertise and experience, just to name a few. Knowing what vendors offer in these critical areas will help further define whether or not they will be able to meet your organization's needs.

Here are a few key questions you'll want to ask vendors regarding their service and software:

- What's the cost, and what does that include? Also, more specifically, what's the cost per payroll cycle?
- Do you offer a flat fee (single-price invoicing) that covers everything, or will we have to pay extra for additional services after implementation?
- Is your software or platform cloud-based? Is it scalable as my business grows?
- What level of technical or HR expertise will we need to have internally to use the software or platform?
- What's your system's runtime capacity? What percentage of the time is it down?
- Do you provide dedicated technical support and access to HR specialists who I can contact for help when I need it?
- How often do you upgrade your software? Is this included in the price?
- How are software upgrades delivered? Are they planned for non-business hours, or will they regularly interrupt my operations?
- How will you help us keep compliant with evolving employment laws?
- What is your speed of delivery/time frame for implementation?
- Can you provide a product demonstration so our HR team and other stakeholders can see firsthand how it works?
- Can we interview your implementation and support teams to get an idea of how well we will work with them?
- Can you provide references from some of your current clients, especially any that are in the same industry as us?



Developing your buyer's checklist

You've identified your greatest HR pain points, along with your primary goals, budget and timeline for implementation. You've established your needs and wants. You've also created a list of questions to ask prospective vendors about their software and the service they provide. Now it's time to turn your must-haves, nice-to-haves and vendor questions into a checklist to guide you in your evaluation process.

This will help you vet prospective vendors and software, and give you a rubric for comparing the different options. It will also help you stay focused on the features you truly need. Otherwise, it's easy to get caught up in the sales pitch and lose track of your priorities.

Your checklist should include:

- Broad HR functions or categories, such as onboarding, payroll and tax administration, time and attendance, etc.
- Specific features needed within each broad category (must-haves), such as employee self-service paystub access, multi-state tax filing, detailed reporting, etc.
- Nice-to-have features you don't absolutely need but that would be a great bonus, such as applicant tracking, performance management and benefits administration, etc.

Note: When making your checklist, be sure you use something to distinguish nice-to-haves from must-haves. It could be as simple as putting an asterisk next to them or listing them separately.



Here's a sample checklist to get you started:

VENDOR

Reputability

- Number of years in business ____
- Good standing with current clients
- Certifications/credentials _____
- Client references

HR service and support

- HR specialists available to provide assistance as needed
- Speed of delivery (time required for implementation)
- Speed of system (number of clients on system____)
- Service level agreement (SLA)
- Online resource library accessible 24/7 (forms, checklist, guides, sample job descriptions and employee handbooks, etc.)
- Product demonstration available
- Implementation team available for pre-purchase interview

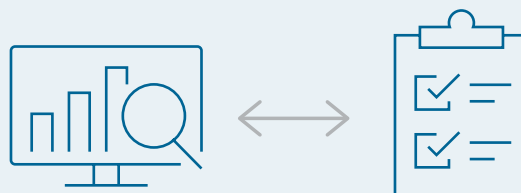
SOFTWARE

Overall functionality

- Dedicated technical support team (vs. call center support)
- Scheduled maintenance and upgrades (advance notice so downtime does not affect business)
- Compliance support (software updated as laws change)
- Cloud-based platform/solution
- Scalable to fit business needs
- Average runtime (percent of time down)
- Mobile accessibility (app available for devices)

Modules (components) included

- Onboarding
- HR administration
- Payroll
- Time/attendance
- Expense management
- Training/learning
- Recruiting
- Performance management
- Benefits administration/enrollment
- HR resource library/portal



Payroll

- Proven accuracy (percent accuracy rate on first/subsequent payrolls)
- Multi-layered security (limited access)
- Employee self-service (online paystub accessibility)
- Garnishment tracking and calculating
- Depth of experience (# years of payroll expertise _____)
- Error alerts (before processing)
- Support through dedicated specialists
- Multi-state tax filing
- Sufficient storage capabilities
- 24/7 access

HR administration

- New-hire reporting
- PTO accruals
- Self-service
- Job history
- Salary management
- Training management
- Performance management
- Single record per employee

Onboarding

- Paperless
- Single platform for onboarding and compliance docs
- Automated forms and processes (wizard-based)
- Auto-generated emails
- Electronic signatures

Pricing

- Within budget (total price: \$_____)
- Flat fee/single price-invoicing (total price inclusive w/no extra fees for additional payrolls or W2s, etc.)

ADDITIONAL FUNCTIONALITY

Performance management

- Integrated data
- Customizable questions
- Goal tracking
- Email alerts
- User-friendly (wizard or other assistance tool)
- Simple sorting and reporting

Time and attendance

- Automated
- Labor allocation
- Detailed reporting
- Alerts/time fraud controls
- Simplified scheduling and monitoring
- Overtime/PTO timekeeping
- Self-service time punching
- ACA tracking

Benefits administration

- 24/7 access
- Employee self-service enrollment and management
- Online benefit plan summaries
- Automated payroll deductions

Affordable Care Act (ACA) compliance

- Single point for employee data
- Dashboard with overview of ACA eligibility
- Employee message generation
- ACA forms on demand
- Assistance with annual 1095-C forms
- Simplified data updates (for employee, dependent or benefit)

Reputation and experience matter

Consider vendors' reputations and experience as part of your evaluation, not just their capabilities. You want to do business with a vendor that aligns well with your organization's needs and values. That's why it's important to do a deep dive into their background and incorporate answers to the following questions into your buyer's checklist.

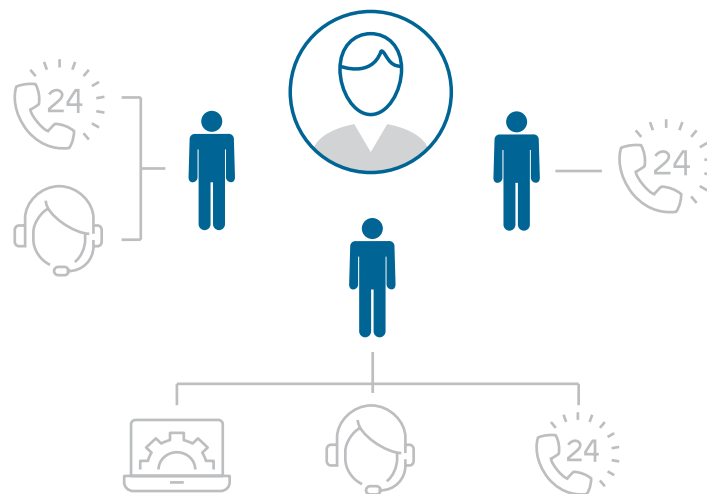
- How long have they been in business?
- What are their credentials and certifications? Are they a true HR technology solutions provider, or just a small accounting firm that happens to offer payroll services?
- What are other companies saying about them, in particular their existing clients you interviewed?

Newer vendors won't have the experience a more established vendor can provide. They may offer you a lower price as a trade-off for their lack of experience.

Understanding the different levels of support

There are varying levels of support offered from one vendor to another. Basic technical support is usually handled by call-center agents and is often limited to software functionality and issues. An account manager would be the next level up, and they typically provide generic answers to common problems that don't require specialized knowledge. While these are good to have, they are no substitute for a professional HR advisor who has the expertise to guide you on best practices for your specific challenges. Get a clear understanding of the level of support each vendor provides **before** making any purchase.

With Insperty® Workforce Administration™, you get a comprehensive, integrated HR technology solution backed by the service and support of experts who understand your challenges and are there to help you overcome them.



Vetting vendors

Once you've got your checklist ready, it's time to start considering vendors. Begin by making sure prospects can help you achieve the top three goals you established earlier, at a price point within your budget. Eliminate right away any that can't deliver on your most basic criteria.

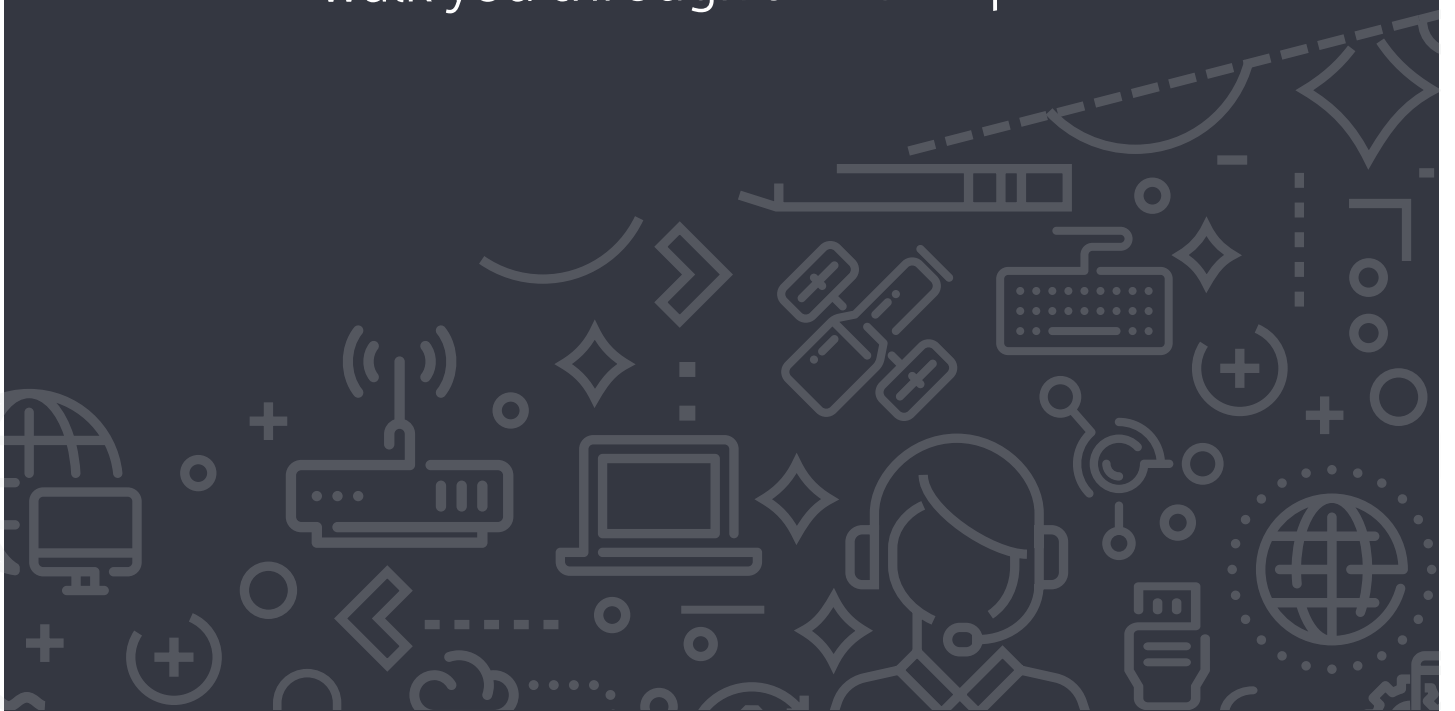
Get granular in your analysis of prospects and software that make the initial cut. This isn't the time to cut corners. You'll need to research providers and solutions thoroughly to understand their true capabilities. Determine your top two or three contenders and revisit your checklist. How do each of them measure up against your must-haves and nice-to-haves?

Your final decision will likely come down to a side-by-side comparison that allows you to see which option adds the most value to your organization. Keep in mind that the best HR technology systems are those that automate most of your repetitive workflows while allowing for human insight and decision-making with any manual steps.





When setting up product demos with vendors, be sure to ask them to include scenarios with use cases relevant to your business. For example, have them walk you through a PTO request.



Empower your business with Insperity's comprehensive HR technology platform

Developed by an HR services provider in business since 1986, Insperity® Workforce Administration™ automates HR processes and integrates business functions from a single source. Because it scales with your business, our comprehensive payroll and human capital management solution can help you become more efficient – and stay that way.

Here's how:

Precise payroll and tax administration

Save time and minimize risks with complete, accurate and timely payroll and tax reporting. We'll help you navigate the complexities and provide your workforce with self-service access to pay stubs.

Convenient paperless onboarding

Streamline the entire onboarding process and avoid multiple data entry. Your new hires (and the environment) will love it as much as you do.

Streamlined HR administration

Improve your workflow with a cloud-based platform that allows you to input, store and report a variety of employee data. From new-hire reporting to PTO accruals and performance management, you'll have everything at your fingertips when you need it.

Hassle-free time and attendance

Easily collect, track and report time. Our fully automated system includes self-service punching and error alerts, with features that facilitate labor allocation and scheduling.

HR on demand and dedicated tech support

Keep your business informed and compliant with our handy library of forms, checklists, HR guides, job descriptions, employee handbooks and training videos. You can also call or email your technical support team directly any time you need help. No impersonal call center here.



Optional add-on features and solutions

Grow your business with the HR technology platform designed to grow with it. As your needs evolve, we can provide you with additional features and solutions, including benefits administration, ACA compliance, applicant tracking, insurance and retirement services and more.

Transparent billing

Not only is our HR technology platform all-inclusive – so is our price. You won't have to worry about hidden costs because our single-price invoicing covers your most vital processes and tasks, regardless of how many payrolls you run.



**Are you ready to empower your business?
Contact us today to learn how Insperity can help.
Call 800-465-3800 or visit insperity.com**

ABOUT INSPERITY

The American dream lives among those who start, staff and grow good businesses. These are the people Insperty serves. Running a business at speed requires HR mastery. That's the value we provide. Unlike the automated data processors, only Insperty follows through on the promise of a true HR partner. With our comprehensive co-employment, payroll, and HR software solutions, we cover all the details. Let us show you why we believe Insperty can be the best decision for every American dreamer — now and forever.

YEAR ESTABLISHED

1986



CLIENTS/EMPLOYEES

Insperty serves 100,000+ businesses with more than 2 million employees.

We serve businesses with employees from 5 to 5,000



Publicly traded on NYSE under ticker symbol NSP



2016 REVENUES

\$2.9 BILLION

61 offices across the United States with 2,600+ corporate employees

CPEO

Insperty has been designated a certified professional employer organization (CPEO) by the IRS*

* The IRS does not endorse any particular certified professional employer organization. For more information on certified employer organizations go to www.IRS.gov.

Want to learn exactly how your business can benefit with Insperty?

Call **800-465-3800** or visit insperty.com

