



The HCM Uprising — Changing How Companies Operate

A high-growth market

Traditional payroll service applications are rapidly being replaced by new human capital management (HCM) solutions that integrate multiple business functions into a single source. One of the fastest-growing innovations in the industry is the adoption of cloud-based technology. HCM applications in the cloud are proving to be much more cost-effective, with companies experiencing faster processing, reduction of support demands and accessibility from anywhere, anytime through desktop, laptop or mobile devices.



It's not just payroll anymore

Small and mid-sized enterprises (SMEs) — those with 50 to 1,000 employees — are clamoring to purchase HCM systems with a more comprehensive infrastructure. Dave Dawson, CEO of Infinisource explains, “Customers no longer view payroll as a singular utility, but rather as a platform on which they can run their businesses and engage their employees. There are many platforms out there, but the most pressing issues are: the affordability of the SaaS deployment model, shifting employee demographics, demand for anytime access and the ever-changing regulatory landscape. Our goal has been to design a process that enables the customers, not make them dependent.”

HCM technology provides enhanced data

HCM technology provides an unprecedented comprehensive view of a company's workforce without the need of running multiple reports across separate systems. This provides better information to those who need it, when they need it. HCM technology provides four core components that integrate as one: Benefits, Payroll, Time and Labor and Human Resources. Payroll is the constant that all SMEs require, but with increasing regulation, SMEs are seeing the critical need to have the other components consolidated into a single solution.

Robust reporting enables customers

Having all the data locked up behind a complex reporting engine that few individuals can use, does little towards the objective of driving data accessibility to the frontline. One of the key features of HCM technology for the SME marketplace is to employ a reporting system that is truly drag and drop.

“Employers are reaping huge benefits from deploying HCM technology,” states Todd La Fever, President of Technology for Infinisource. “But the key to a successful HCM deployment is the accessibility and usability of the analytics by supervisors, HR staff and executives.”

La Fever points out that a primary objective in the development of Infinisource's HCM technology, iSolved, was to ensure its reporting system allows users to easily create reports that consolidate numerous data points and execute complex calculations, without manual intervention, additional costs or the required ability of crafting SQL statements.

Going mobile and engaging the individual

Engagement is a buzz word thrown around in a lot of HR forums, but increasing employee engagement is a desirable outcome for all employers. HCM technology can help drive engagement with mobile apps that deliver HR and payroll data anytime, anywhere employees need it. But mobile HCM apps can also provide benefit information to the employees, facilitate benefit enrollment, time and labor tracking, time off requests and more. Giving employees the ability to self-service various transactional activities saves human resource staff time, and improves employee satisfaction.

A success story - going from payroll to HCM

Similar to SMEs nationwide, a dental supply company was using a combination of other systems to manage its HR and payroll, leaving no recourse but to seek outside services to manipulate their data, and to generate and manage reports. They spent countless hours and substantial consulting fees trying to get the desired results. Seeking a resolution, they switched to a comprehensive HCM technology, enabling the company's staff members to easily produce precise, detailed reports instantly, resulting in reduced errors, workload and expenses.

Partnering with regional Service Bureaus to deliver HCM

Payroll service bureaus generally focus on providing their services to local or regional employers, delivering exceptional service that cannot be matched by the national behemoths in the HCM space. However, operating with outdated technologies or separate, non-integrated systems can seriously hamper the growth efforts of these service bureaus, especially when trying to attract the business of larger companies. Infinisource CEO Dawson notes, "An exciting momentum shift is happening in the HCM marketplace. We are meeting the evolving needs of the SME by partnering with high-growth regional service bureaus to offer iSolved HCM technology to their customers. This business model provides SMEs with the exceptional service they want, delivered on the robust HCM platform they need. We call this model the iSolved Network. This unique solution enables burgeoning regional service bureaus to provide localized, outstanding white-glove service."

The future of HCM

Dawson sees the land rush of companies towards HCM solutions continuing for quite some time, notably due to

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CEO of Infinisource

the constantly-evolving compliance landscape. Dawson adds, "Infinisource invests significantly in research and development to ensure its HCM technology leads the industry and is always developing new compliance functionality. Infinisource's iSolved platform already integrates the four key components of HCM, but will be releasing additional components that complement the core system. We want to help our partners focus on growing their business while maintaining ultra-high quality and ensuring that the end-user customer has a spectacular experience."

Infinisource's iSolved HCM provides SMEs with the technology that has historically been available only to larger companies. With iSolved, employers have a comprehensive solution with single entry data management that enables them to run their businesses efficiently. ■

