syncHR®

A Position of Power

Why focusing on position vs. people based attributes in your HCM software is key to unburdening your HR team and unleashing your company's full potential

The strategic potential of HR

There's a massive transformation underway in human resources. Chief Human Resource Officers (CHROs) and other HR executives are eagerly looking to transition away from their department's traditional support-oriented role in an organization to a more strategic one that directly influences the long-term success of their company.

HR leaders are keen to provide fellow executives the data-driven employee performance insights and human capital planning that produce the business agility a modern enterprise requires to thrive in a highly competitive global market. But too often HR teams are hamstrung by outdated manual processes and low-quality data that make gaining a 360-degree perspective of the company's workforce nearly impossible.

Limited visibility and trust in their company's workforce data results in a constant struggle to maintain appropriate staffing levels across functional teams and to accurately project the company's future headcount — a core component of delivering an accurate workforce plan.

If your HR team is pushing for a bigger say in the long-term success of your company, you'll need to adopt a technology-enabled approach to workforce management that automates many of the most time-consuming HR data tasks, provides easier access to granular data, and accelerates analysis of the current state of your workforce.

The people-based approach is broken

In the Digital Age, business agility is key to remaining competitive and relevant. For CHROs and their supporting teams that means being able to reliably and quickly hire the right people at the right time. But getting to the best talent before competitors is a big lift.

Hiring is already hard.

The average time-to-fill is between 35 and 41 business days[1]

Nearly 60% of job applicants abandon the process because it takes too long[2]

More than 55% of HR execs expect to offer signing bonuses or other incentives to overcome the talent shortage[3]

Turnover can cost between 90% and 200% of a departing employee's salary[4]

There's unprecedented competition for high-quality employees. Research suggests that more than 70% of employers are having a difficult time finding skilled candidates with the right talent[5]. And since HR pros already spend nearly three-quarters of their time on administrative tasks[6] like maintaining records, processing hires and terminations, and other routine but important activities, building an employee roster with seasoned, qualified talent gets even tougher.

[1] "2019 Recruiting Benchmark Report." Jobvite.com. March 2019. [2] Zielinski, Dave. "Study: Most Job Seekers Abandon Online Job Applications." SHRM.org. March 8, 2016. [3] Gregg Schoenfeld, et. al. "Corporate Recruiters Survey Report, 2018." Graduate Management Admission Council. GMAC.com. March 2018. [4] "CONNECTIVITY IN THE HUMAN AGE: Global Talent Trends 2019." Mercer.com. Accessed November 21, 2019. [5] "2018 Talent Shortage Survey." Manpower Group. Go.manpowergroup.com. Accessed November 18, 2019.

FLYING BLIND: visibility gaps kill productivity and potential

Legacy systems and conventional HCM software exacerbate existing challenges for HR. Frequently, CHROs ask for reports on recruiting and other essential HR activities to get a sense of the health of the business and try to align future activities with overarching business objectives, such as hiring ten sales people to reach new revenue targets or adding members to the customer success team to boost customer satisfaction scores.

However, so much of the information about the existing team, vacant roles, and key attributes for those positions is socked away in a variety of spreadsheets, static organization charts, and non-connected payroll systems that makes the decision about how to allocate resources and available funds an exercise in futility.

Compiling that information into a usable report format can take days or weeks, so that by the time it even reaches the CHRO or business executive that needs it the most, the data is outdated and incomplete.

The setup creates massive visibility gaps across the org chart, puts data quality at risk, and limits a team's control over their own information.

Since most HR and payroll systems are built with particular information about position — title, location, pay rate — tied directly to an employee record (as in, the person who presently occupies that position), the position and the person are indistinguishable.

This creates numerous headaches for team members, such as:

- ## Disappearing data

  When an employee is promoted, changes roles, or leaves the organization the employee record is altered or deleted — along with all the information about the role.

- ## Limited visibility into staffing needs or vacancies

  Many teams find that they can't even be sure what roles they have to fill or whether they're hiring for new requisitions or backfills because of a lack of information.

  The data deleted along with an employee record is critical for HR teams to see open or "unoccupied" positions. Without it, they're mostly guessing.

- ## Error-prone processes for updating deleted information

  Compiling data from multiple spreadsheets and systems into a unified single source of truth is time-consuming and fraught with risk of miskeyed entries or other mistakes common to manual processes.

A misplaced decimal point, a misclick on a drop-down menu, or other inadvertent data action can wreak havoc on payroll, recruiting, and training plans.

Dirty or non-existent data can quickly turn from an annoying inconvenience to a competitive disadvantage. Legacy systems centered on employee-level data put companies at extreme risk of severely over or understaffing key roles, struggling to define compensation plans that can directly impact the bottom line, and generally falling behind competitors by missing out on core talent because it took too long to identify open roles.

Only 36%
of job applicants believe job descriptions are accurate and complete.[7]

[6] "HR's Time-Consuming Toll On Your Company." G&A Partners. GNApartners.com. Accessed November 18, 2019.

[7] Starner, Tom. "Survey: Applicant quality continues to plague employers." HRDive.com. July 27, 2016.

Clarity, transparency, and visibility with position-based data

As strategic workforce planning takes on new importance and urgency to account for global workforce changes, businesses must approach the entire HR function differently. That means approaching HR data differently too.

HR in the Digital Age

57% of enterprises plan to invest in technology to speed up talent acquisition[8]

66% of millennials expect to leave their jobs in 2020[9]

78% of employees would stay at their jobs longer with a more defined career path[10]

54% of C-level execs say they have more unfilled positions than ever[11]

Businesses with greater workforce diversity **70% more likely** to expand their market reach[12]

In particular, they should seek new ways to consolidate all their employee-related data — budget, headcount plans, salaries, and department structure — into a single data repository for easy access and greater transparency. More importantly, they should find position control software solutions that enable them to manage workforce data from the position level rather than at the employee level.

That is, in an age where employee turnover rate routinely reaches 15% annually[13], HR and payroll teams should not be forced to manually recreate entire records and databases every time someone is promoted or churns.

Instead, a position-oriented approach to workforce data brings much-needed clarity, transparency, and stability to an otherwise chaotic situation after an employment event.

By storing position and employee data separately and linking them together, crucial information about a particular position remains in the database — accurate and current — even if an employee leaves.

Specifically, a position-first workforce data approach means HR leaders and other executives can:

- **Bridge finance and HR operations**
  with on-demand headcount budget or staffing plan adjustments based on open/filled job requisition and historical labor cost trends

- **Gain instant, real-time insight**
  into current staff levels, budgets, and plans without sifting through spreadsheets or multiple systems

- **Easily compare organization and financial plans**
  with actual hiring events and expenditures

This approach spares overburdened HR and payroll teams from having to manually recreate position and employee data repeatedly. More importantly, the persistence of the data also brings greater visibility into the current state of the business along with historical context, enabling teams to uncover and quickly capitalize on new staffing and business opportunities.

A modern HR tech approach for the modern enterprise

SyncHR is leading the charge in modernizing and revolutionizing human resource operations in the Digital Age.

The innovative position-based architecture manages both position- and employee-specific data separately, and simultaneously, to empower HR and finance executives with the data access, transparency, and accuracy they need for more efficient operations and better support for company objectives.

[13] "Job Openings and Labor Turnover Survey." United States Bureau of Labor Statistics. https://www.bls.gov/. September, 2019.   [14] Baker, Mary. "Gartner Says Only 20 Percent of Employees Have The Skills Needed For Both Their Current Role And Their Future Career." Gartner ReimagineHR Conference. September 6, 2018. [15] "Employee Engagement Series, 2017." Kronos, Inc. and Future Workplace. Kronos.com. January 9, 2017.   [16] Moran, Courtney. "35+ Impressive HR Statistics You Need to Know in 2019." G2.com. January 7, 2019.

The seamless data integration and automated workflows enable HR and payroll teams to eliminate redundant and inefficient workforce management tasks to save time, money, and frustration.

The easy access to updated and accurate data gives leaders across the company greater immediate insight into turnover rates, vacant positions, and other critical staffing metrics in real time. It also enables deep-dive comparisons between their budgeted headcount and compensation to what they'd planned at the beginning of the year or after a shift in the business from events like a merger or acquisition — all from a single platform.

With SyncHR, users can quickly add new department, division, location organization structures using a future date to proactively build out and update human capital needs. Plus, they can track hiring or staffing demands on a regular basis — even daily, if needed— leading up to and going past the date for a continuous snapshot of the general health and progress of the business.

By emphasizing a position-based architecture, SyncHR protects organization charts from completely collapsing as people enter and leave. Critical position data remains, even as employee data might change with terminations and transfers. Controlling and projecting headcount becomes easier, onboarding and termination is more efficient, and financial planning is more accurate.

In an era defined by a demand for agility and data-driven insights, HR and payroll teams will play an increasingly important role in helping their companies reach their business goals. HR's transition from a traditional cost center to a strategic business unit is a massive undertaking and evolution of a critical business function.

The shift requires not only a new mindset and understanding of HR's role in the company but also a complete reconstruction of the processes, data, and tools CHROs and other leaders rely on to help their companies succeed.

Over 66%
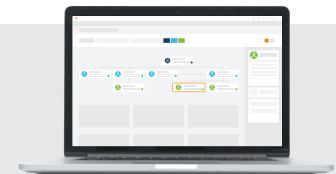of executives feel they cannot compete if they are not "significantly digitized" by 2020[14]

Nearly 20%
of HR leaders say their tech is too manual and detracts from their ability to act strategically to fix big problems[15]

There are more than
80 HCM solution providers
and 21 types of HR software[16]

Contact us today

to learn more about how **position management software** can eliminate blind spots in your organization and enable faster, more efficient human capital management operations.

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