



## Investing in HR Software: *How to Get Internal Buy-in*



center of  
excellence  
by Paycor



## Table of Contents:

<b>PART 1: HOW TO GET THE CONVERSATION STARTED</b>	3
Why Paycor?	4
Why Switch to Paycor?	5
The 2 Most Important Considerations	7
Making the Case with ROI	11
<b>PART 2: ABOUT PAYCOR</b>	13
Implementation, Service, Security, Certifications, Paycor Listens	14
Integrations	15
Rave Reviews from Our Customers	16
Pricing	17
<b>PART 3: HOW TO ADDRESS COMMON CONCERNS FROM INTERNAL STAKEHOLDERS</b>	18
CEO/CFO/Controller	20
Procurement	21
IT	22
GMs/Branch Managers	23
Time Supervisors	24
Recruiters	25





PART 1:

## How to Get the Conversation Started



## WHY PAYCOR?

Paycor builds HR software for leaders. Our HCM platform modernizes every aspect of people management, from the way you recruit, onboard and develop people, to the way you pay and retain them. But what really sets us apart is our focus on business leaders. For 30 years, we've been listening to and partnering with leaders, so we know what you need: HR technology that saves time, powerful analytics that provide actionable insights and a personalized support model. That's why more than 28,000 organizations nationwide trust Paycor to help them solve problems and achieve their goals.







## WHY SWITCH TO PAYCOR?

The right HR technology lets you do practically everything more effectively and efficiently from hiring and promoting people to accurately paying them. However, the opposite is also true. Sticking with, or choosing, the wrong HR & payroll provider negatively impacts every aspect of your business.





Take just one example, payroll. If a healthy, growing, dynamic business relies on outdated, clunky payroll, here's what happens:



#### LOST TIME

Many payroll systems require several batches to run one payroll—an enormous time suck.



#### LOST MONEY

Payroll mistakes lead to tax overpayment, fines, or simply overpayment of wages.



#### EXPOSURE TO RISK

The complexities of state and local tax environments make accurate payroll essential.



#### EMPLOYEE DISSATISFACTION

Messing up an employee's paycheck is the worst-case scenario for HR leaders.

Every HCM product your company depends on can help your business succeed or expose you to these four negative outcomes. That's why choosing the right provider is such an important decision.



## THE 2 MOST IMPORTANT CONSIDERATIONS

If you're reading this guide, you want your company to invest in modern HCM technology. To gain consensus among a variety of stakeholders, you'll engage in wide-ranging conversations that touch on nearly every aspect of your business. But if you ever feel lost in the weeds (and as you and your team sit through product demos, you may very well experience this blurry feeling of feature and function overload), keep in mind the two most important things: **it all comes down to technology and customer experience.**



## 1. TECHNOLOGY

**It's important to think through how your HCM platform can scale to meet the changing needs of your business.** There's a lot of competition in HR technology, but typically it boils down to two different approaches:

- **The first approach claims to be an all-in-one or completely unified solution.** But the system is closed off leaving you feeling like you're stuck in a box with no flexibility or integrations.
- **The second type offers a hub and spoke approach,** where they take tack on integrated partners to the core payroll and HR products to fill the gaps, which can lead to a fragmented user experience.

As an HR software user, you have every right to expect the best of both worlds. Ideally, you want a unified experience (meaning you want a single source of truth for all employee data), and you want the flexibility to integrate with carefully vetted third-party technologies that work seamlessly with the core platform; that way, you're always getting the best technology available for your business.





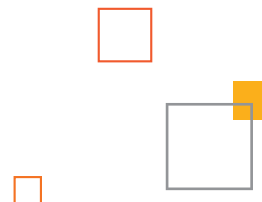


## 2. CUSTOMER EXPERIENCE

The #1 reason why business owners stick with subpar HR software is because implementation can be a painful process, so they're afraid to make the jump to something they know is better. To avoid this fate, expect a best-in-class, elite implementation process, overseen and executed by experts.

- **Expect to partner with subject matter experts** who manage your migration and prioritize training, quality and utilization.
- **Expect hands-on guidance and expert support.** Look for ongoing partnership through the process, especially training targeted to your product suite. Your provider needs to be fully committed to training your organization to be comfortable and confident in the new system.

- **Expect change management support.** For example, the best providers will offer change management resources, education and toolkits to help prepare you and your employees for the transition.
- **Expect best-in-class data security.** Ask tough questions about how sensitive employee data is uploaded into the system and what proactive measures are taken to eliminate the security risks.
- **Expect a broad-based commitment to communication throughout the process.** For example, how will your company's readiness to transition be determined? Ideally, key stakeholders from your company will partner with your HR software provider on a success plan that clearly outlines achievement milestones before your company is handed off to a long-term support team.
- **Finally, expect personalized, ongoing support from your HCM partner.** The partnership doesn't stop at implementation. Your provider should offer ongoing training, learning, and continuing education to help you stay ahead of trends.







## MAKING THE CASE WITH ROI

The right HCM platform will save your company time and money. It will also help you avoid risks, get ahead of problems and seize opportunities, all of which helps protect the bottom line. Make a data-driven case to invest in Paycor by considering these four categories of ROI.

### 1. ROI: TIME SAVED

More than a third of 1,200 HR leaders surveyed by accounting firm KPMG said their current culture is more task-oriented rather than innovative or experimental.<sup>1</sup> That means far too many HR professionals are mired in essential but low-value tasks, like answering the same employee questions day in and day out, or manually updating employee information. **How much time is your HR team spending on tasks that should be automated?**

### 2. ROI: MONEY SAVED

If your company doesn't have a reliable and accurate way to consistently access and use data to make critical business decisions, you're going to lose money. **Does your current HR software help you track, sort, organize, analyze and, most importantly, act on data to streamline operations?**

1. The future of HR 2019: In the Know or in the No. KPMG. 2018.



## We Can Help You Calculate ROI

**How much money and time  
will you save by switching  
providers?**

Answer just a few questions to  
get an idea of how much you  
might be leaving on the table.

**[ROI Calculator](#)**

### 3. ROI: RISKS MITIGATED

Compliance is becoming more of a concern for business owners, especially as remote and hybrid work arrangements complicate the regulatory landscape at the state and local levels. **Could your business sail through an IRS audit at the drop of a hat? Could your HR team quickly assemble, perhaps with just a few clicks, any and all documentation required for an audit?**

### 4. ROI: OPPORTUNITIES REALIZED

The people your business employs, and especially the ones you choose to invest in and promote, are your single biggest competitive advantage. **Does your HR software help you benchmark compensation, project future staffing needs, and maintain a dynamic succession plan so that you're never at a loss for talent when you most need it?**





PART 2:  
About **Paycor**

## MARKET-DIFFERENTIATING IMPLEMENTATION EXPERIENCE

Paycor's high-touch implementation experience was created to differentiate and enhance the customer experience, reduce post implementation issues and call volume.

## PERSONALIZED SUPPORT MODEL

Paycor's personalized support model matches customers with the specialist who has the skillset needed to answer their inquiry.

## SECURITY & PRIVACY

We have 99% platform uptime and support two-factor authentication.  
(For more on Paycor security, [read this.](#))

## CERTIFICATIONS

Paycor is accredited against the following certifications and compliant with these regulations:

- SOC 2 Type 2
- GDPR
- FinCen
- SOC 1 Type 2
- US Privacy Shield

## PAYCOR LISTENS

Whether it's a user group or our exclusive customer community, we use your feedback to enhance our products every quarter.







## OUR INTEGRATIONS

# Streamline Business Operations

Paycor's extensive network of powerful integration partners eliminates tedious administrative work by allowing HR and payroll data to seamlessly transfer. We support our partners and their clients by providing integrations with all the major benefits administration platforms, eliminating the need to manually enter data multiple times.

## TYPES OF INTEGRATIONS

- Accounting Software
- Assessments
- Background Screening
- Benefits
- Benefits Administration
- Compliance
- Compensation Benchmarking
- Employment Verification
- Enterprise Resource Planning
- Expense Management
- Financial Services
- FMLA Administration
- Global Payroll
- Job Boards
- Occupational Safety and Health Administration
- Pay Solutions
- Point of Sale
- Professional Services
- Retirement/401k
- Rewards & Recognition
- Tax Credits
- Time and Workforce Management
- Unemployment Compensation
- Video Conferencing
- Worker's Compensation

Want to know if we integrate with a specific partner, [check out our marketplace.](#)

## RAVE REVIEWS FROM OUR CUSTOMERS

“ The single *greatest benefit* of working with Paycor is the time savings. The solutions are extremely friendly to navigate, and I don't spend hours on the phone with support. ”

– Tiffany K., Organizational Development Manager, Seaway Plastics  
[Case Study](#)

“ The transition to Paycor was seamless. We love the look of the system, there's so much *more functionality* than before, and our employees find it very easy to use. ”

– Ashley B., Vice President of HR, Pure Dental Brands  
[Case Study](#)

“ We chose Paycor because we have similar core values. They are always *open and honest*. ”

– Crystal W., Vice President of HR, AMFM  
[Case Study](#)

“ It's important to find someone with the same cultural fit. Paycor *treats us as a partner*, not a client. ”

– Robert S., Director of Finance, Detroit Zoo  
[Case Study](#)

## TRUSTED USERS AND THIRD PARTY VALIDATIONS



★★★★★ (4.45/5)



★★★★★ (4.35/5)



★★★★★ (4.1/5)

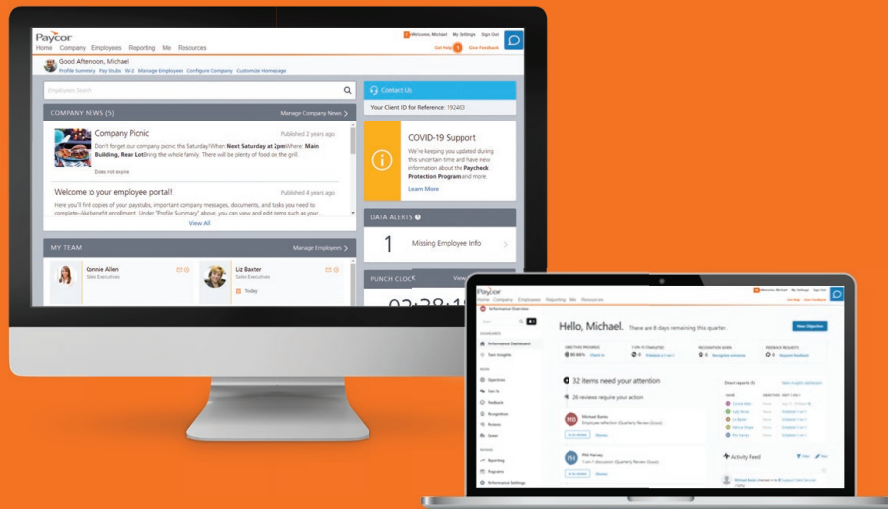


## Paycor Pricing

Paycor offers competitive pricing on our award-winning HCM platform. More than 28,000 organizations trust Paycor as their HR technology partner.

### WANT A QUOTE?

It's easy. First, select the HR products you think your business needs. Then we'll provide you with a quote based on your current needs. [Get Pricing](#)







PART 3:

## How to Address Common Concerns from Internal Stakeholders



How do you communicate the urgency of switching to a modern, effective HCM platform? It all depends on who you're talking to. And because HCM affects every aspect of your business, you'll have to talk to a lot of people.

**In this section, we'll give you advice on the top-line messages you can communicate to your key decision makers.**

- CEO/CFO/Controller
- Procurement
- IT
- GMs/Branch Managers
- Time Supervisors
- Recruiters





## How to Address Common Concerns:

### CEO/CFD/Controller

#### IF THEY SAY...

**HR tech is all pretty much the same and the ROI just isn't there. You end up paying more for bells and whistles.**

#### YOU SAY...

**Actually, the ROI is there.** An outdated HR system is like a leaky boat. Clunky, inefficient technology costs us more money in the long run. A new HCM system will give us a holistic understanding of our workforce. And by taking advantage of powerful HR analytics, we can be way more effective at business planning. We'll get deep insight into benchmarking, turnover, and our biggest expense, labor costs.

Here is a partial list of some of the cost savings we can expect:

- Leaner HR department operations
- Fewer hours spent on tactical, repetitive data entry
- Fewer errors as a result of integrated functionality (i.e., data entered once will seamlessly flow into other parts of the system)
- Better employee retention
- More precision around payroll, time and benefits
- Reduced recruitment costs
- Reduced or eliminated benefits overpayments



### We Can Help You Calculate ROI

**To get closer to real ROI numbers, try our ROI calculator.**

Answer just a few questions to get an idea of how much time and money your organization can save.

**[ROI Calculator](#)**







## How to Address Common Concerns:

### Procurement

#### IF THEY SAY...

**We can't afford an investment of this size just for the benefit of the HR team.**

#### YOU SAY...

**A new HR platform will streamline the way we do business and save us time and money.**

For example, imagine if we had a single source of truth for all employee data. That means no more logging into multiple systems. No more manually updating spreadsheets. We could make one change to an employee record and that information is updated everywhere. The less time our employees spend on manual processes, the more time they have to learn new skills, take important training and upskill.





## How to Address Common Concerns: IT

### IF THEY SAY...

**Our systems hold a lot of sensitive personal data, and we have very high data security standards. How can we be sure all that information will stay safe?**

### YOU SAY...

**Yes, data security is a primary concern, so we need to expect the best from our provider. Here's what "the best" looks like.**

First, data in the cloud and secure, offsite storage (and automatic backups) means employee information is always safe and accessible. The IT department will control all functions and user permission levels, helping to ensure proper data access. The system will also have multi-factor authentication (MFA), a dedicated risk assessment team, Google Authenticator, data encryption, threat detection and vulnerability scanning.

Most importantly, we want a provider that goes well beyond a simple checklist of security features. We want a provider that has their financial and security controls annually audited by a national third-party firm against the SOC framework. An SOC report gives us the opportunity to objectively evaluate the effectiveness of our provider's data control strategy for physical, financial and technical security, as well as other business-critical operations.





How to Address Common Concerns:

## GM/Branch Managers

### IF THEY SAY...

Getting a new system is going to disrupt our day-to-day. And no matter how great the new software is, people have to actually use it. It's got to be worth it.

### YOU SAY...

**Look at it this way: outdated, clunky HR software is more expensive to maintain than investing in something that works.**

The typical HR department is stuck using cobbled-together technology that they work around instead of work with.

We want to recruit and hire high-quality people faster. We want to retain them. And we want to develop in-house talent. Our HR platform is either helping us do that or it isn't (or it's making it harder).

Training staff, especially frontline managers, to use the new HR system is important. We'll need to select a provider that has a plan to roll out the new platform and ensure everyone's up to speed. Ongoing personalized support is a must-have as well.





How to Address Common Concerns:

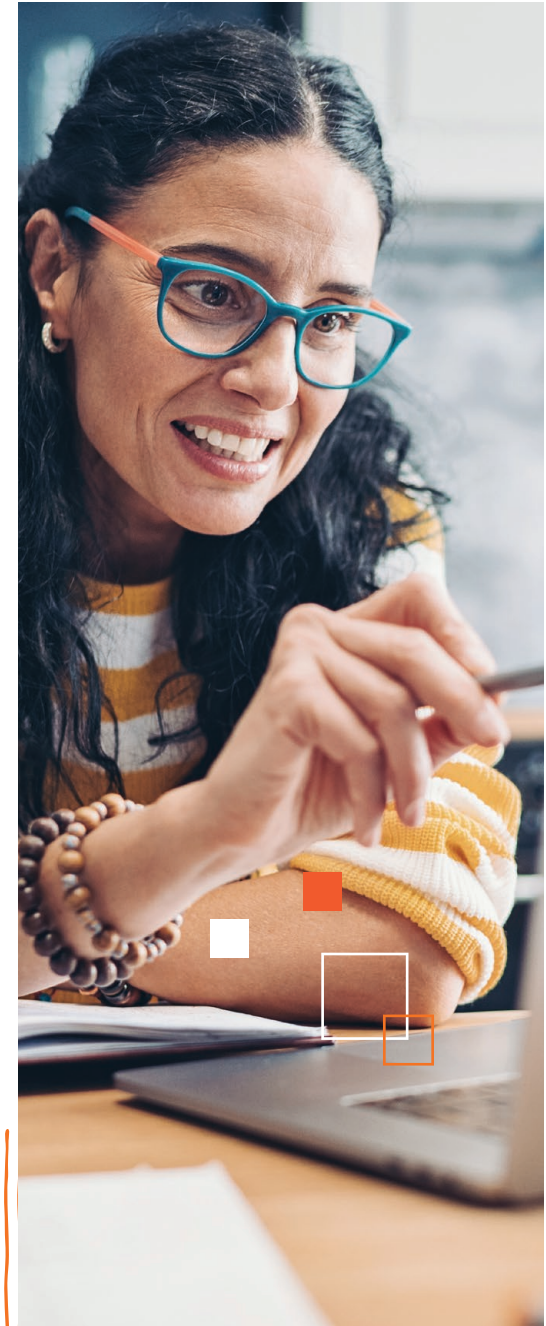
## Time Supervisors

### IF THEY SAY...

How long will it take me to approve time every day?

### YOU SAY...

**Yes, let's talk time!** We need a time system that connects with our HR and payroll systems, so you don't have to do duplicate data entry. Plus, you're putting a lot of work into scheduling and making sure all employees are set up correctly. That's a huge amount of administrative time! Instead, we need a system with built-in templates that automatically assign time codes and wages. We need self-service features so employees can find someone to cover their shifts on their own, without your help. And we need a mobile app that lets you approve timecards and paid time off directly from your phone.





## How to Address Common Concerns:

### Recruiters

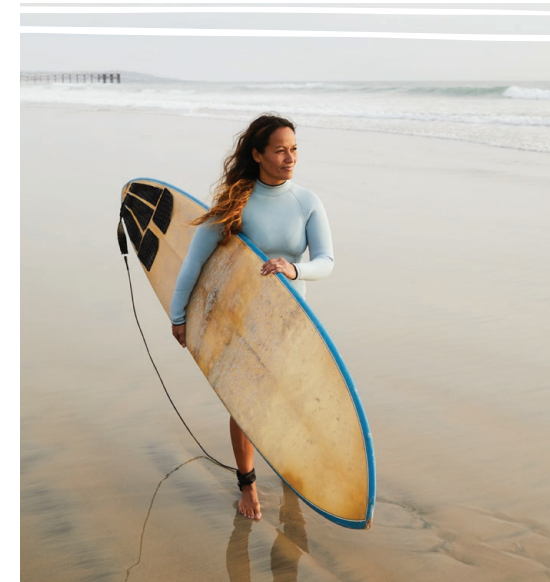
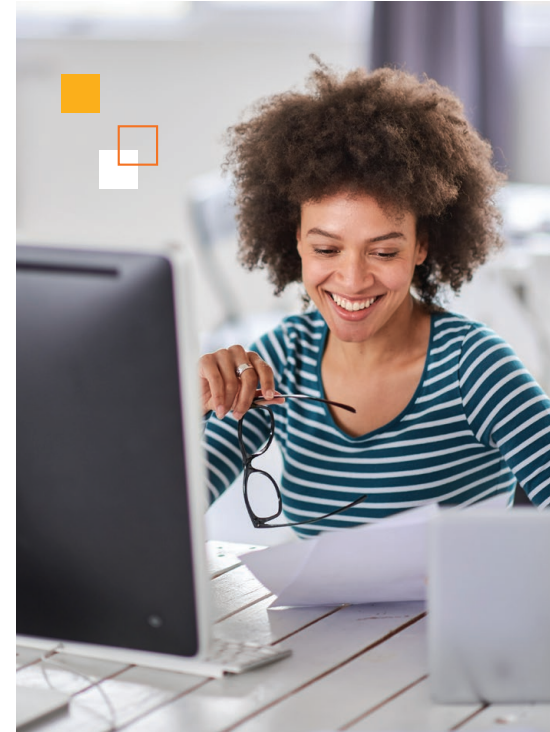
#### IF THEY SAY...

**All recruiting software is the same. It's not about the technology, it's about the human interactions.**

#### YOU SAY...

**Yes, recruiting is a personal, high-touch endeavor, no doubt.** But the way we recruit and hire talent is changing fast, and our technology needs to keep pace. You're seeing it daily. The way candidates apply for jobs is changing. They don't want to upload a resume only to find out they're going to spend the next 45 minutes filling out an application... with the same information. And they're using mobile devices and tablets (not just computers) to apply. To keep pace with the changing recruiting landscape and strengthen your ability to find top talent, you have to break down those barriers by enabling applicants to apply from anywhere, on any device, at any time.

Newer technology can help you track KPIs like time-to-hire. It can also help you quickly analyze where the best candidates are coming from and find bottlenecks in the hiring process. And because you can customize the system to your workflows, the recruiting software works with you, not against you.



## About Paycor

Paycor builds HR software for leaders. Our Human Capital Management (HCM) platform modernizes every aspect of people management, from the way you recruit, onboard and develop people, to the way you pay and retain them. But what really sets us apart is our focus on business leaders. For 30 years, we've been listening to and partnering with leaders, so we know what you need: HR technology that saves time, powerful analytics that provide actionable insights and a Personalized Support Model. That's why more than 28,000 organizations nationwide trust Paycor to help them solve problems and achieve their goals.

**LEARN MORE AT [PAYCOR.COM](https://www.paycor.com)**

**CALL 844-981-0040**

