

Preparing to Evaluate HCM Solutions

Your Guide to a Successful Vendor Selection



As human capital management (HCM) technology and strategy has evolved, the process of evaluating HCM providers has become more complex. Yet, the opportunity to deliver strategic workforce optimization for your organization is now within your reach. It's time to consider how to transform a complex and cumbersome task into a strategic process that helps move your organization closer to achieving your business outcomes.

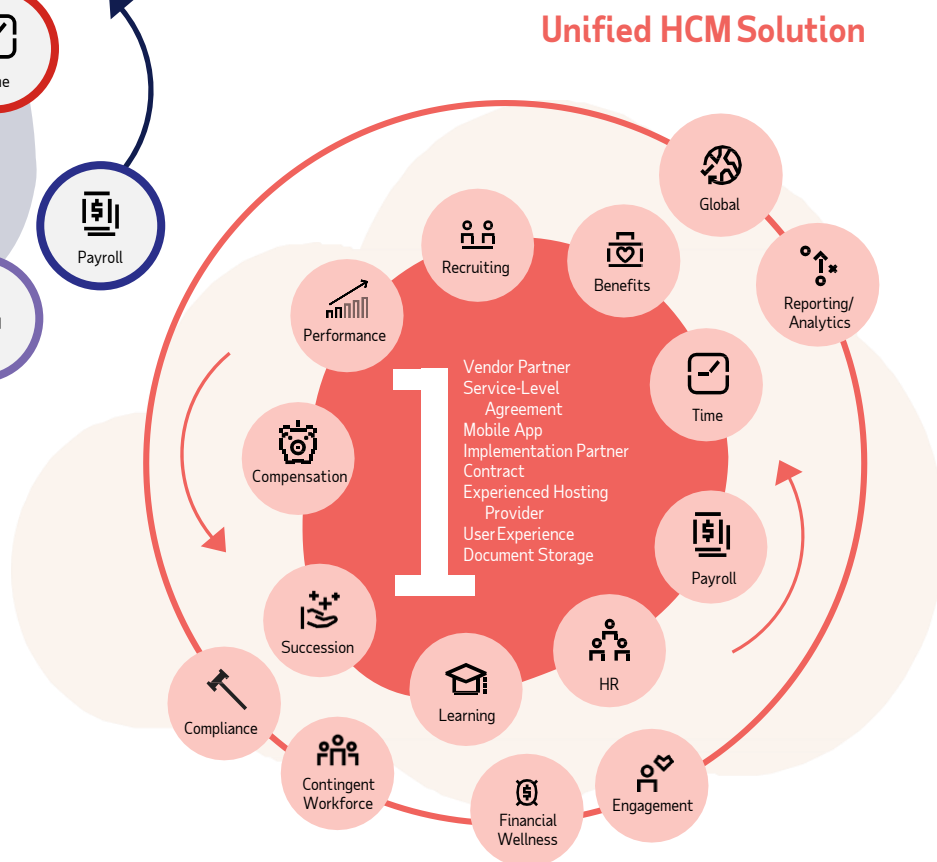
You have the option to purchase solutions from different vendors to obtain the best-of-breed offering for each application area. Or, you can choose a unified HCM solution that brings together all services under one provider.



Click here for more information on evaluating HCM solutions.



Best-of-Breed



Completing an evaluation of solution options and identifying your top choice is just one step in the process of selecting an HCM solution. In many ways, that's the easy part. The difficulty is often the internal battle to gain organizational support and buy-in for the selected solution.

Read on to learn the **Internal Business Considerations** that will help you gain support from your organization.

5 Key Internal Business Considerations

ADP®, in collaboration with Gartner*, has identified 5 key internal business considerations to help you navigate the HCM buying process. Follow these considerations for a focused, organized and strategic approach toward the approval process:

1 Determine Organizational Impact

Having a clearly defined outcome for the project will help guide the decision-making process, ensure a successful implementation, and ultimately result in a satisfied organization.

- Define the current business objectives/goals and the impact of not achieving them
- Determine the HCM challenges related to your business objectives/goals and the impact of not solving those challenges

2 Construct a Plan

Once an overall outcome has been established, having a clear plan of action is critical for project success. Plan considerations may include:

- Outline the overall project scope
- Assess organizational and cultural impact
- Identify current systems and vendors that may be improved, modified, or removed
- Develop the overall budget to justify the project financially:
 - ▶ Total Cost of Ownership (TCO) study on current infrastructure and processes
 - ▶ Return on Investment (ROI) of new project
- Assign a project team and leader (both for vendor consideration and overall implementation) and determine if these resources are available internally
- Evaluate current business projects/initiatives that may compete for the same resources
- Identify any internal or external security requirements

3 Confirm Internal Stakeholders

In addition to the initial project team and directly impacted staff, identify which business unit leaders

may be impacted by the project and the potential change. Internal stakeholders should represent all regions included in the project to ensure engagement from all geographic areas.

4 Establish Common and Negotiable Ground

Once the plan is constructed, a team assigned and stakeholders identified, it is imperative to establish the priorities and objectives.

- Familiarize yourself with your organization's approval process for this type of transformation project
- Determine budget availability
- Identify any vetting processes related to the use of an outsourced solution

5 Secure Stakeholder Commitment

- Present the solution – focusing on business, financial and end-user benefits to your organization's key department heads and/or tech committee, including a demo:
 - ▶ Ensure key decision makers and influencers attend
- Develop a detailed understanding of the implementation/engagement process, starting with timelines
- Check your vendor's customer references
- Secure formal approval to move forward with the solution
- Define impact mitigation strategy
- Modify policies and procedures as necessary



Click here for guidance on understanding your stakeholder's priorities.

For more information about ADP's HCM solutions, please visit www.adp.com/enterprise

*Gartner (Formerly CEB), Driving Customer Consensus, Arlington VA, 2014.