

A guide to getting
the most out of
cloud-based HR Systems
and selecting the
right partner

INTRODUCTION

The people within a business are what makes it tick

It's people who drive growth, secure sales and deliver projects. Every other factor or asset within a business can in some way be considered an enabler for its people.

This is especially true for the systems used to manage day-to-day employment, internal communications and long-term performance.

The requirement to Manage, Engage and Measure your people is now more crucial than ever.



Manage



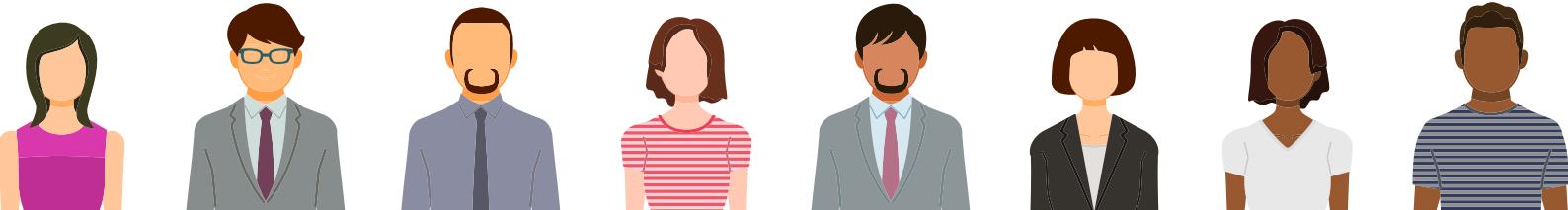
Engage



Measure

With an effective people-centric system in place employees can perform and feel included, managers can successfully manage, and the business can foster the kind of productive working environment required for ongoing success and customer satisfaction.

Far too often though, businesses neglect these platforms and make do with an outdated HR system or an assortment of disconnected and difficult to maintain spreadsheets. With these unstable foundations, little of the above can be achieved.



Thankfully, there is a better way...

People technology has moved on to such an extent - with advanced solutions becoming far more accessible - that struggling with the limitations of ageing and/or on-premise systems can no longer be justified.

With a new generation of HR software offering wide-ranging functionality, cloud-based platforms and cost-effective pricing (not to mention vastly improved ease of adoption and user experience), deploying this technology should become a priority for any modern people-centric business.

This guide has been written to help businesses to navigate the HR system adoption from needs assessment and partner selection, through to solution evaluation and consideration of future objectives once your new system is in place.

"The Tugela team have been amazing. Providing us with an extraordinary level of support, with the ability to quickly understand and address our needs, with extreme efficiency. They have also provided training to ensure that we get the best out of our HR system. We have found the Tugela team one of the best and most professional teams to work with, sharing our passion for excellence and success."

**Sigal Srur,
Chief Human
Resources Officer,
Kaltura**



Addressing your key people challenges

In the world of technology, software and systems you'll often see the word 'solution' used almost interchangeably as a product descriptor. And there's a good reason for this.

As you commence the review of your options around the latest technology offerings, what you are looking for is a solution to your business problems. In the space of people management and HR, the likelihood is there are three key challenges sitting near the top of your list.



Key people challenges



Management

Management of key areas such as payroll, leave and absence management, as well as compliance with legislation is a given. However, as any HR professional will know, what seems a straightforward process at first can descend into a nightmare of delays, discrepancies, miscommunication and lack of oversight.

When things go wrong or disputes arise, then morale amongst employees can be damaged very quickly, sometimes irreversibly.



Engagement

Interaction with your people is key to ensuring they feel valued in their role and part of a business that cares about their individual goals and progression. Low employee morale can affect productivity as well as customer service levels.

The attraction, retention and development of staff through provision of support such as onboarding, training, appraisals, coaching and mentoring is key to the future success of your business. However, with everyone committed to their day-to-day activities, unless there is a simple mechanism in place for the requisition, scheduling and delivery of such schemes, they can easily fall by the wayside.



Measurement

Achieving improvement and growth is extremely difficult without first establishing a method of reliably measuring performance in order to gain actionable insights into your business. This is no less true with your people than in any other area of operations.

Performance measurement can often be neglected with management spending excessive time tied up in laborious tasks around day-to-day HR. In this situation businesses find themselves with little workforce visibility and missing data on key performance metrics.

Additionally, managers are unable to produce real-time, accurate data about the company's people. In short, a business can be left not knowing what their people are doing, nor how well they're doing it due to a lack of visibility of vital people related data such as skills, gaps, productivity, succession plans and costs.



Let's talk about solutions

We mentioned the latest generation of people systems during the introduction to this guide. These cutting-edge solutions are designed to tackle the core HR challenges we've just explored with modern functionalities and approaches.

- ➊ The self-service portal has become an essential tool for enabling **Better People Management** by reducing time demands on HR and line managers. These portals allow employees to keep their own information up-to-date as well as being an accessible starting point for manager employee change requests, backed up by workflow approval.
- ➋ **Improved Employee Engagement** is also delivered by these portals, as clear lines of communication are established with your people, who in turn are empowered to drive and interact with company HR processes. Right from the start of their time with the company (and even before they join through a dedicated onboarding portal), employees can feel 'part' of something that will motivate them and help them to realise the importance of their role and how they can contribute to the company as a whole.
- ➌ Modules dedicated to supporting **Proactive Performance Management** allow a business to establish metrics, set objectives and define deliverables. Powerful built-in reporting and analytics packages deliver real-time tracking and reporting against these.

Sage People

A market-leading cloud HR & People system

Sage People helps you connect to your workforce in a new way. Customise and personalise your employee self-serve portal, increase team efficiency and productivity through automation, and get total visibility of your workforce with our powerful yet user-friendly global cloud HRIS system.



Finding the perfect partner

It is not just about the software. A question you should be asking in tandem, is 'who should we work with to guarantee a successful implementation?'

Ultimately, finding the right partner will be THE deciding factor when it comes addressing the challenges raised above and resolving your HR system issues.

In fact, you could say the right partner is what turns a system or software package into a solution.

Understanding the technology and working with people-centric software solutions should really be a given for any HR systems consultancy, but this alone does not qualify an organisation as the partner your business needs to fully exploit the latest in people technology.

The right partner will also possess a team of HR experts who have an intimate knowledge of the people function and the challenges that face managers, HR professionals and employees alike. It is these experts, who exist at the intersection of HR and technology, that you need in your corner if you are to achieve maximum benefit from a systems migration and adoption, with productive ongoing support.



The Solutions Wheel

At the centre of this model is People Services - the HR hub of any company. Wrapped around this and strategic to the successful adoption and ongoing success of any underlying HRIS modules, are the expert services that Tugela People provide. The various solutions supported extend out from here and are grouped under the relevant areas of HR.



Achieve more with Tugela

It is this mission to utilise the latest in people technology in order to deliver a powerful HR solution to clients that defines Tugela People.

As a team of qualified and vastly experienced HR experts Tugela People can help HR departments achieve their goals through:

- ⌚ Undertaking an HR process review/audit
- ⌚ HRIS technology sourcing / vendor selection
- ⌚ Consultancy and Project Management
- ⌚ A proven implementation methodology
- ⌚ Implementation management and support
- ⌚ Systems expertise
- ⌚ Training services
- ⌚ Managed services for post implementation support
- ⌚ Executive Coaching and a 'Critical Friend' approach

Through partnerships with best-in-breed technology vendors such as Sage People, Moorepay, Deputy and others, Tugela People help to identify a solution that meets their client's specific needs. As a preferred Sage People business partner Tugela People deliver a best of breed solution to our clients which becomes their vehicle for better people management.

It is this combination of HR expertise and in-depth systems knowledge and experience, that has enabled Tugela People to become established and recognised as a leading partner for people-centric cloud-based HR solutions. We empower our clients to Manage, Engage and Measure, achieving continued business success built on cutting-edge people technology.

Just some of the businesses Tugela People are proud to work with...



"Tugela has been instrumental in leading us to good decisions when implementing new processes. Sage People is very flexible and in the early stages it is not always evident which approach will be practical in a given setting. In these situations, Tugela's deep understanding of HR processes and their Sage People experience have helped us a lot to define the optimal approach. Besides, they are very service-oriented and go out of their way to assist if changes have to be implemented on short notice."



Peter Fuchs,
Senior HR Director,
U-Blox



Melanie Moore,
HR Ops Director,
CCP Games

"The Sage People Recruit implementation has gone very smoothly. We have appreciated the Tugela team's calm and direct style. It's been a pleasure to work with you on this project so thank you for the work you have both done. I hope we'll have the opportunity to work with you again in the future. I know we will still have contact after today but I wanted to get that in there now so you know we are both happy and appreciative."

Contact us

Tugela People Ltd
Tel +44 (0)1908 030360
Email: info@tugelapeople.com
www.tugelapeople.com

