

A green circular callout containing text.

*"Today's HRIS solutions are constantly evolving, and therefore require continual performance tuning"*

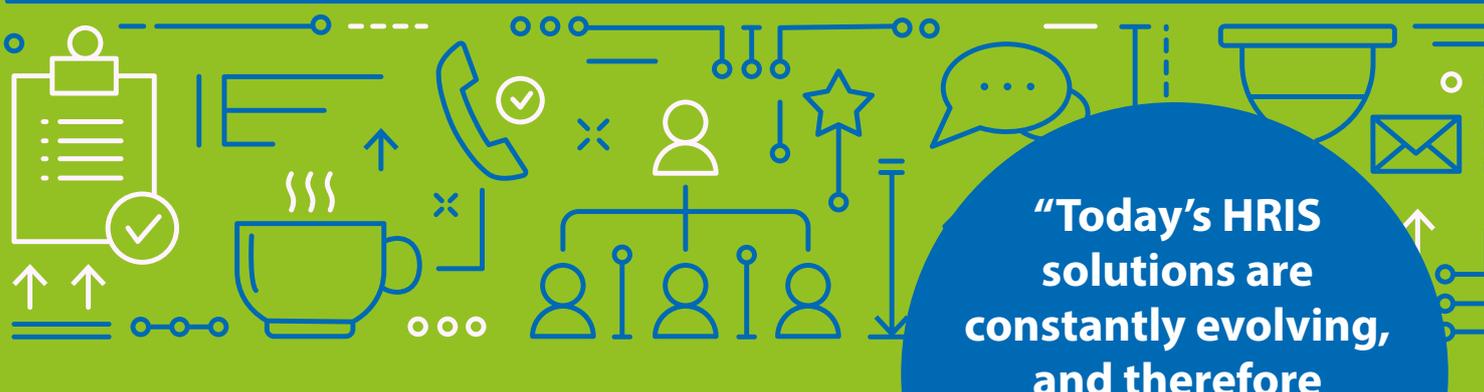
# HRIS Managed Services

A large graphic on the right side of the page. It features a large, glowing blue circle with the letters "HR" in white. The circle is surrounded by a dashed white line and a blue ring. In the background, there are faint icons of a person, gears, and a gear-like structure.

What is it and why it matters



# MANAGED SERVICES



**“Today’s HRIS solutions are constantly evolving, and therefore require continual performance tuning”**

## What is it and why it matters

**You’ve implemented your HRIS System and are now wondering how to get the most from your investment. While the majority of us are familiar with the term “user adoption”, few of us have the flexibility, capacity and knowledge to turn the system launch into a long-term success.**

After go-live it’s worth evaluating the effectiveness of the system once it has been in place for a period of time. Consider questions such as “has the system achieved the objectives outlined at the beginning of the project?”, “does it support the user as required, in an effective and efficient manner?”, “do we need any system enhancements or additional functionality” and “what supplementary investment, training and support do we need?”

# HRIS Managed Services

**Managed Services is a term that refers to the practice of outsourcing services, support and management to improve business operations. At their core, Managed Services are designed to help address a number of customer pain points.**

Before HRIS Managed Services entered the market, typically organisations were forced down a route of a “break/fix” service involving an outside solutions expert to diagnose and fix your problem. A truly effective Managed Service is more than just incident control though. It takes this a step further by offering a consistent relationship between you and the service provider, with more proactive services and regular maintenance. It helps to harness the power of your HRIS system proactively and efficiently.



## REPORTED BENEFITS OF USING MANAGED SERVICES

### 1. FUTURE PROOFING YOUR HR SYSTEM

As your business grows and processes change, you may find your current HRIS is cumbersome and not fit for purpose. When systems become outdated their performance can negatively impact efficiency. Managed Services adds an additional layer of efficiency to your organisation's needs. Since HRIS is their area of expertise, Managed Services can guide you through enhancing existing or using new functionality, as well as keeping a close eye on trends and upcoming changes that may impact your HR system. You never have to worry that your Managed IT Services will become obsolete.

### 2. EXTENDED RELATIONSHIP WITH AN EXPERT SERVICE PROVIDER

As Managed Services become increasingly familiar with your business and system over time, you can count on them to provide an excellent service that is ready to assist at a moment's notice. By opting for Managed Services, you gain access to staff with specialist skills and knowledge. Sometimes you will only need this skill once, and handling the same project in-house may involve weeks or months to hire the right people, train them and provide the support that they need. HRIS Managed Services bring years of experience right from the very beginning, saving time, money and unnecessary effort.

### 3. FOCUS ON CORE BUSINESS

Having a partnership in place ensures that daily operations are taken care of, thereby enabling HR and IT teams to focus on the more strategic aspects of their role and the business' core goals.

When executed effectively, a HRIS Managed Service offers several advantages. You gain the capability of an HRIS/IT Department with highly experienced consultants that provide peace of mind by combining a unique blend of HR, technical and process expertise to deliver focused support to your HRIS system.

### 4. BETTER COST CONTROL

Every HRIS investment comes with peripheral costs. Staff changes generate a need for training and coaching of new users of the HRIS, as well as ongoing training and empowerment for existing staff. Organisations must also provide support to end-users, allocate time to maintaining the HR system, and keep up-to-date with enhancements. By outsourcing to a Managed Services provider, companies can break down their costs into fixed monthly payments, with the flexibility of increasing support when circumstances necessitate this.

### 5. IMPROVED RISK MANAGEMENT

Every HRIS investment carries a certain amount of risk. Security, legislation and technologies all change very quickly. HRIS Managed Service providers assume and manage much of this risk for you, with specific industry knowledge and expertise.

#### TUGELA PEOPLE LTD

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