



Top 10 HRIS Challenges and How To Solve Them



Introduction

Perhaps you've recently invested in a new human resource information system (HRIS), or maybe you're considering taking the leap. In either case, one thing should now be very clear to you—all HRIS solutions are not the same, and many of them create more problems than they solve for your HR and payroll teams.

Even if an HRIS solution sounds fantastic on a website or phone call, that doesn't always translate to a fantastic user experience once your new solution is launched at your organization. Rather than rely on the information provided by the vendor, review sites like TrustRadius often release buyer's guides that collect thousands of reviews from actual users of HRIS software so that you don't have to. They even analyze all of those reviews to come up with comprehensive rankings.

Looking to invest in HRIS?
These 10 common HRIS challenges will help you
identify the headaches that you don't want,
so you can find a solution that you do.



1. Integrating Multiple Systems

The Challenge: As your company grows, so do your human capital management (HCM) needs. Before you know it, you have one vendor for payroll, one more for recruiting, and an additional solution for HR reporting. Each solution operates entirely separately from the others, and you find yourself having to manually compile data from multiple sources just to get a complete view of your workforce.

The Solution: A unified HCM solution is one that brings HR, payroll, and talent management together into a single cloud-based platform. With each component working simultaneously with the others, you get the benefit of rich and complete data. No more spreadsheets. No more separation. Period.



2. Customer Service

The Challenge: The challenge of poor customer service isn't felt until after you've signed on the dotted line, so it's not always prioritized in the decision-making process. As a result, buyer's remorse is a major feeling when it comes to service. In fact, [63% of HR technology buyers](#) wish they had paid more attention to customer service when choosing an HR software provider.

The Solution: When weighing out how a new HCM vendor's features and scalability match your business needs, also prioritize customer service as a key factor. Once you have all your people data imported into your HCM solution, you'll likely be with that vendor for a while. Be sure you feel comfortable calling them a partner for life.



3. Reporting

The Challenge: Having all of your people data in one place won't matter if you still have to spend hours compiling manual reports, or waiting days for your reports to be generated. When reporting is slow, you run the risk of the information being outdated before it's made accessible.

The Solution: HCM reporting needs to be accurate, timely, and robust. To manage your workforce efficiently, leverage an HCM solution that delivers reports in real time on a number of various metrics. You'll want access to reports that cover compensation, time, benefits, turnover, and much more.





4. Functionality

The Challenge: Far too many business leaders and HR professionals find themselves saying, "I wish my HCM solution did this." Having a solution that doesn't meet your business needs is no solution at all. You'll end up purchasing additional systems to fill in the gaps—creating additional expenses and more disjointed information.

The Solution: There's no one-size-fits all solution when it comes to HCM. Depending on your industry, business size, functional role, and other critical factors, you'll find yourself needing more (or less) functionality in various HR and payroll features. A best-in-class HCM solution will cover all the basics, plus additional options for more specific needs.



5. Employee Adoption/Training

The Challenge: Although rarely prioritized, HRIS adoption by your workforce is mission-critical to making the most of your investment. All the features and reports in the world won't matter if your employees refuse to use them, or worse— they don't know how to use it. And training your employees may come at an additional cost.

The Solution: To get the full benefit of your HRIS, you'll need the full support of your workforce. A best-in-class HRIS provider will work with you and your team to ensure your entire organization is well-versed in how to use your HRIS. Not just at launch, but forever—and at no additional charge.



6. IT Support

The Challenge: When your HRIS is installed on your desktop, you'll have to rely on IT professionals to help you out with any bugs. Updates or fixes to the software will have to be initiated manually, often leaving your system down during critical work hours. Eventually, hardware updates may be needed to handle the application's requirements.

The Solution: With HRIS in the cloud, updates are handled by the vendor and scheduled during your office's downtime. That way, you'll always have the most up-to-date version of your HRIS without ever having to lift a finger or stop what you're doing.





7. Scalability

The Challenge: As your company evolves, you'll need an HRIS that's ready to meet your needs at every step of the way. For example, the HCM needs of a small business poised for growth can be vastly different from the needs of a large one in the midst of a merger. Being restricted by a stale HRIS that doesn't take proactive steps to prepare for your future needs is cause for a major headache.

The Solution: What works for your business right now may not work for you in the future, so keeping your eye on the horizon is always a great idea. Looking at a HRIS vendor's track record of innovation as well as their upcoming plans is a great way to distinguish a proactive solution from the rest.



8. Mobility

The Challenge: Are you always in front of your desk when duty calls? Probably not. Employee requests for HR and managers alike can come in at any time. Additionally, access to organizational charts and pay information shouldn't be restricted to the office. That will only increase the amount of employee requests and administrative burden on HR.

The Solution: Cloud-based HRIS makes productivity on the go simple. With a web-based application, you can access your people data from anywhere and on any device with internet access. For a truly seamless experience, an HRIS with an accompanying mobile app puts PTO requests/approvals, organizational charts, and more right at your fingertips.



9. Manual Effort

The Challenge: HRIS is supposed to make your work lives easier, but with the wrong solution in place you could find yourself working for your HRIS—instead of the other way around. Whether you're spending time manually building reports, or trying to find the right payroll tax for each member of your dispersed workforce, you may not be getting the most out of your HRIS.

The Solution: Modern, best-in-class HRIS will do the heavy lifting for you to take the burden of manual administrative tasks off your plate. Payroll calculations and built-in, always up-to-date tax search take hours off your workday. And robust reporting features make generating reports on a wide range of key metrics as simple as a few mouse clicks.





10. Limited Access

The Challenge: An HRIS is only as good as its accessibility. If only your HR department, payroll, and select managers have access, they'll still be bogged down by the requests for information that are bound to come in from the rest of the workforce. Storing people data that no one can access will only create additional administrative tasks.

The Solution: An HRIS with access for everyone removes the need for common requests regarding pay information, tax forms, company policies, and more. HRIS combined with role-based access allows everyone to see the information they need, when they need it—without having to submit a request.

Conclusion

HRIS technology promises to solve your HR and payroll woes—and it should—but choosing the wrong vendor can set you up for even more problems than you started with. Instead of trading in your current challenges for new ones, opt for a best-in-class HRIS solution that not only meets your needs but exceeds them. The right vendor will open the door for more efficient and strategic HR at your organization.

Ready for an HRIS that won't be a challenge? [Click here](#) to explore your new solution to HCM.

