



How to Choose the Right Payroll and HR Solution for Your Organization

It's important to find the right solution for your organization. A tool that doesn't fit your needs or doesn't closely align with your goals will pose challenges and cause problems. For example, using a tool that doesn't fit your organization's needs can result in inefficient processes that lead to information gaps and increased costs. This eBook will help guide you to your ideal payroll and HR solution by focusing on six key areas you should be assessing.

1. Establish goals

The first area revolves around what implementing a payroll and HR solution for your organization will achieve. Determine the reason why you need a solution and what you hope to accomplish by implementing a solution. Ensure that your goals are not vague, unclear, or generic. Some poor examples of goals include "increasing sales" or "save time and money". Be well-versed in the practice of creating and achieving SMART goals. SMART stands for Specific, Measurable, Attainable, Relevant, and Time-based. Let's look at this a little more closely:

- **Specific** - By being specific, your goals should answer the five 'W' questions (what, why, who, where, which) in order to be focused on what you are trying to achieve.
- **Measurable** - Your goal should be measurable and not a vague concept. This is how you can effectively track your progress on your goals (e.g. "reduce employee support inquiries by 40%", "spend 20% less time on payroll").
- **Attainable** - It's important that your goals are realistic and achievable. Setting the bar too high can cause doubts of whether your solution can achieve your goals or not, but setting the bar too low can make it seem like your solution is not doing enough.
- **Relevant** - Ensure your goal is relevant and important to your organization. Choosing an irrelevant or unimportant goal can force you to believe that your solution doesn't work for you.
- **Time-Bound** - Set a deadline so you know you have achieved your goal by a specific time (e.g. "by the end of the year", "within three months").

Now that you have your SMART goals ready, you should focus on the next key area.

2. Determine key features

Determining the key features you need may seem like an easy task, but it is critical that you choose the right ones that work for your organization. Choosing a solution with the



right features and functionality is obviously important, but you must be realistic in what key features you need. Picking a solution with all the bells and whistles that you don't need will be counter-productive and you may overlook other better-suited solutions for your organization's needs. It will be important to be thorough with your evaluation to make sure you know what features are required to achieve your SMART business goals. For instance, if you want your employees to be more independent to access their payroll, track their time, or submit vacation requests, you will need a tool that is simple to understand and user-friendly. You wouldn't want your employees to be frustrated with an interface that is difficult to navigate!

3. On-Premise versus Hosted Delivery Options

Companies normally offer you two types of delivery options: hosted (in the cloud), or on-premise. You will need to determine which option is a better fit for your organization. While more and more organizations are choosing hosted solutions over on-premise ones, there are a number of advantages and disadvantages for both.

First, let's talk about what hosted solutions are. Hosted solutions are software that is installed on the cloud. This allows you to easily access your software anytime, anywhere. Automatic tax updates are also available to eliminate manual labour. There is often a quick implementation process associated with hosted solutions to save you time.

On the other hand, on-premise solutions involve software that is installed locally, on your computers. This allows you to have more control over your data and the storage of your data, since it is locally stored. It can also be easier to customize the software to fit your organization's needs.

Depending on the key features your organization requires, in addition to your particular organization's resources, either option may be ideal. After you make your decision, it's time to narrow down your choices even further to ensure you make the perfect choice.

4. User-Friendliness

Despite its importance, user-friendliness is often overlooked, especially when you're looking for all the extra features you don't need. What's the point of new software if it disrupts your work flow and wastes your precious time, when it's supposed to save you time? When picking your payroll solution, make sure that its features and functionality aren't cumbersome or difficult to use. Let's look at a few other reasons why user-friendliness should be a priority to you when selecting a solution:

- **Low Adoption Rates** – If the solution is hard to use, it'll be difficult for your employees to find the information they need or input their details. In the end, your employees won't be using the tool properly and therefore receiving the most value from it.



- **Inaccurate Data** – When a tool isn't easy to use, your employees won't be using it as intended and will have a difficult time inputting data. This will lead to inaccurate and inconsistent data that will need to be cleaned up later, causing more time spent on using the software.
- **Inefficient Processes** – It will take longer to complete simple tasks in combination with more customer inquiries, which all adds to the time spent on supporting the system, increasing your costs.

5. Scalability

You don't want a tool that doesn't have all the functionality you need, but at the same time, you don't want a cumbersome tool that has too much. Finding the sweet spot between too much and too little can be difficult if you don't differentiate what's nice to have and what's required. But, as your organization grows, your tool should grow with you. A scalable solution can help support your business as needed so you're not biting more than you can chew.

6. Customer Support

You don't just want a software solution; you want to establish a partnership with the right vendor to reach success. That's why it's important for you to select a tool not just for the features but for customer support as well.

If you have issues or require support with a particular area, you want a team that will provide you with thorough and timely support. Having a dedicated team that will be there with you every step of the way to guide you to success will allow you to use your tool effectively and efficiently to its fullest potential. Make sure you get the best bang for your buck.

Processing payroll is something you do regularly, so it shouldn't be a complex and time-consuming process. With your ever-growing team of people, it's critical to recognize how important they are when it comes to achieving your organizational goals and growing your business. That's where payroll and HR solutions come in. They can help manage these processes effectively and efficiently, without any worries. The six key areas we discussed above are very important to consider when searching for a payroll and HR solution that's a perfect fit for your organization.

If you have any questions about choosing the right solution for your organization or if you would like to take a closer look at Paymate, our easy-to-use payroll and HR solution, please feel free to contact us.



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