



**PREFERRED INCENTIVE/
TEAMBUILDING PROVIDERS**

**Sue Jackson, Executive Chairman,
Solterbeck**

“Solterbeck is delighted to be voted as Gold Medal winner in *Human Capital's* 2009 Awards. Solterbeck takes great pride in assisting companies to motivate and communicate with employees and channel partners to deliver improved business outcomes. We thank *Human Capital's* readers and our clients for recognising us with this very special award.”

HR technology & software providers

In the ever-evolving world of technology, 2009 was a chance for many organisations to take stock of their existing HRIS. Nick Southcombe, general manager at two-time Gold winner Frontier Software, confirms that most organisations have been consolidating what they already have, yet the relentless march of the tech world has encouraged others to look at the most recent applications to hit the market.

“Online recruitment systems and performance management systems have continued to grow in functionality,” he says. “Other organisations, particularly those that have already implemented integrated HRIS systems like those provided by Frontier Software, are seeking to better understand and fully utilise what they already have in place. Additionally, many organisations, particularly those with US or UK parents, have been consolidating onto single systems and to single vendors, and sometimes setting up shared services arrangements.”

The majority of Bronze winner EmployeeConnect’s clients are looking to use software tools where there are real and measurable business benefits. This is particularly the case with online recruitment and online performance management solutions. There is also an increasing emphasis on software tools that provide HR metrics and eliminate the need for the excessive use of manual reporting systems.

“Recent events have forced many organisations to shift focus towards accountability,” says Ari Kopoulos, national sales & marketing manager at EmployeeConnect. “As a result, HR processes will not only need to be strategic, but measurable down to the dollar.”

Specifically, this means that organisations are looking for dynamic reports – headcount, liabilities, competency gap analysis, budget VS actual, FTEs, etc, or monitoring activity costs and associated outcomes.

What has the economic downturn meant for HRIS providers? Kopoulos notes that unnecessary spend or implementing a new system when the old one still works will be difficult to justify. In this regard he says that vendors without a well defined value proposition will find it challenging and could face consolidation or just simply fall off the radar.

“The more progressive vendors would have heeded that signal and have started to build even more value into their solutions with a set of tools that interpret the business strategy into a measurable HR strategy. As such, the user can expect solutions with more content, tighter integration both internally and externally, and a larger selection of reports. In terms of deployment, the focus on cost & risk will start to favour the SaaS model,” he says.

With devices and platforms that facilitate 24/7 connectivity becoming the norm, Kopoulos believes organisations will start to realise the true value of social software. “One obvious example is integration of the recruitment process. From a workflow perspective, the approved recruitment request is sent directly to a social networking site and selection of suitable candidates sent back to the user,” he says. However, some aspects of the vendor/client relationship remain unchanged. As always, Southcombe

PREFERRED HR TECHNOLOGY & SOFTWARE PROVIDERS



Frontier Software



Taleo



EmployeeConnect



Sage MicrOpay



SuccessFactors

Why are they so good?

- "Frontier has excellent consultants, fast response time, and great help desk and customer support."
- "SuccessFactors simplified and streamlined our performance management and succession planning tools to an online easy-to-use system for managers and staff."
- "Sage MicrOpay provides clients with an excellent payroll/HR package."

believes outsourcing is an opportunity for HR to offload the more transactional components of their function, including payroll. This allows HR professionals greater opportunity to develop and manage the people strategies of their organisations. "Outsourcing is not the aberration of responsibility; it is the delegation of responsibility," he says. "Outsourced service providers execute on behalf of their client. Successful outsourced business arrangements are where the outsource service provider is engaged as a partner and is not seen as just a vendor."

The key to that relationship is constant and honest communication along with regular face-to-face meetings. Southcombe adds that it's also important that service providers understand their audience and adapt their messaging accordingly. "The Payroll, HR and Finance business units all have different drivers and perspectives and trend talk in different languages," he explains.

Due to the fact that management of human capital is often an organisation's largest expense, Southcombe believes that 2010 will see decision makers focus on deliverables and outputs from their existing systems. "There will an increasing focus on HR and Payroll metrics. When the financial crisis comes to its inevitable end, recruitment will boom and so will the need for online recruitment tools," he notes.



PREFERRED HR TECHNOLOGY & SOFTWARE PROVIDERS

Nick Southcombe, General Manager, Frontier Software

"At Frontier Software we always strive for consistency and exceptional performance. For our comprehensive and integrated HR solutions to be recognised in this way by third parties for the third year running is a thrill to everyone at Frontier Software. We very much thank the readers of *Human Capital* magazine for this honour."