

Human Capital Management: A New User Experience

**Modern Applications
Must Be Simple
and Effective**



VENTANA
RESEARCH

Sponsored by Oracle



10:15:30



MY DOCS

Chart1.txt
Report.doc

TO DO LIST

1. Wash car
2. Pay bills
3. Finish the report
4. Go to the gym



LONDON
Tue, 8 August

+15°

Simplicity Is Key to the User Experience

Organizations no longer require their workforces to use complex business applications that force people to adapt their work habits to the design of the software. But the same isn't true of the software they rely on to engage and retain employees. As the user experience is an essential element of modern business processes, it's time for this to change.

Workforces both need and deserve simplicity in the software they use to do their jobs and relate to management. They deserve a modern user experience that allows people to navigate human capital management applications seamlessly. A well-designed, easy-to-use interface can provide all the information they need, enabling them to do their jobs efficiently.

Takeaway: Make the user experience a top priority for HCM applications.

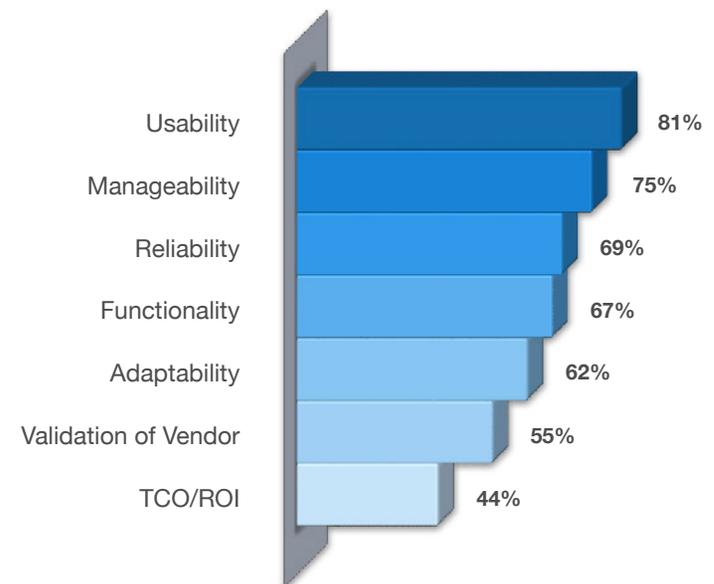
Prioritize Usability for Applications

To address the expectations of multiple generations of employees, **enterprise applications must be as easy to use as today's consumer applications.** Older business applications don't deliver such an experience.

To meet this expectation, organizations increasingly are placing usability at the top of their evaluation criteria for new applications. Our benchmark research on next-generation workforce management finds that usability is the most important software selection criterion for more than four-fifths **(81%)** of organizations.

A modern interface and intuitive user experience can make it easier to get new hires up to speed in using applications. Strong usability also can increase productivity.

Evaluation Criteria for Human Capital Management



Takeaway: Evaluate all workforce applications for usability and replace those that are hard to use.

Unify Human Capital Management

Human capital management is about recruiting, engaging and retaining employees. Until recently organizations used disparate applications for human resources, talent and workforce management processes. Now, though, **innovative organizations are bringing them together in a unified suite** in which all pieces interoperate smoothly.

Today's workforce also expects easy access to information about pay and benefits. Our benchmark research on payroll management optimization shows that three in five organizations **(60%)** consider it very important to be able to easily view and edit online life-change events such as a change in address, relationship status or number of dependents.

Takeaway: Establish a seamless, unified approach to human capital management.



Incorporate Mobile Technology

The phenomenal growth in use of mobile technology has changed the way people communicate – and how they expect to work. This expectation is especially true concerning human capital management applications, which directly affect their lives.

Four out of five **(80%)** organizations provide or plan to provide smartphones to their workforces, and more than two-thirds **(68%)** provide or plan to provide tablets. It's therefore important to ensure that application interfaces are consistent across these platforms. Urge vendors to follow the models of consumer applications in designing the application experience.



Takeaway: Ensure that all important applications provide workers easy and familiar access to information on any device at any time.

Empower Both Managers and Workers



The success of any organization is based on the efficient and effective efforts of workers and managers. But in most organizations the applications that support them do not deliver a modern user experience, costing them time and productivity.

Almost half **(45%)** of organizations acknowledged this, saying that they need to **upgrade technology to improve workforce productivity and results**. Deploying modern applications can enable administrative self-service and enhance performance reviews, learning and career planning for both employees and their managers, enabling them to work together more meaningfully.

Takeaway: Address the human capital management needs of workers and managers to improve productivity.

Self-Service Improves Engagement



Human capital management applications must be easy to use. Effective self-service can engage the workforce and provide information promptly without wasting the time of employees or HR personnel.

Our payroll management research finds that employee self-service capabilities are deployed in more than one-third **(36%)** of organizations; almost as many **(32%)** said they will deploy it within 24 months. A majority **(53%)** said that employee self-service for accessing payroll information is important.

Takeaway: Enable self-service for the workforce to improve the employee experience.

Benefits of a Great User Experience

Organizations should ensure that their human capital management systems provide the best possible user experience. Doing so will **boost productivity, increase engagement and participation, and enhance the experience** of all members of the workforce. In our research **71%** of organizations said that improving the productivity of the workforce is very important.

The benefits of providing a great experience in using human capital management applications are easy to identify: Topping the list are time saved in performing HR-related tasks and fewer resources needed to respond to users' questions. Well-designed applications that simplify and automate tasks can satisfy workers and lighten the HR load.



Takeaway: : Provide a good user experience to help the workforce achieve its potential.

Demand the Best from HCM

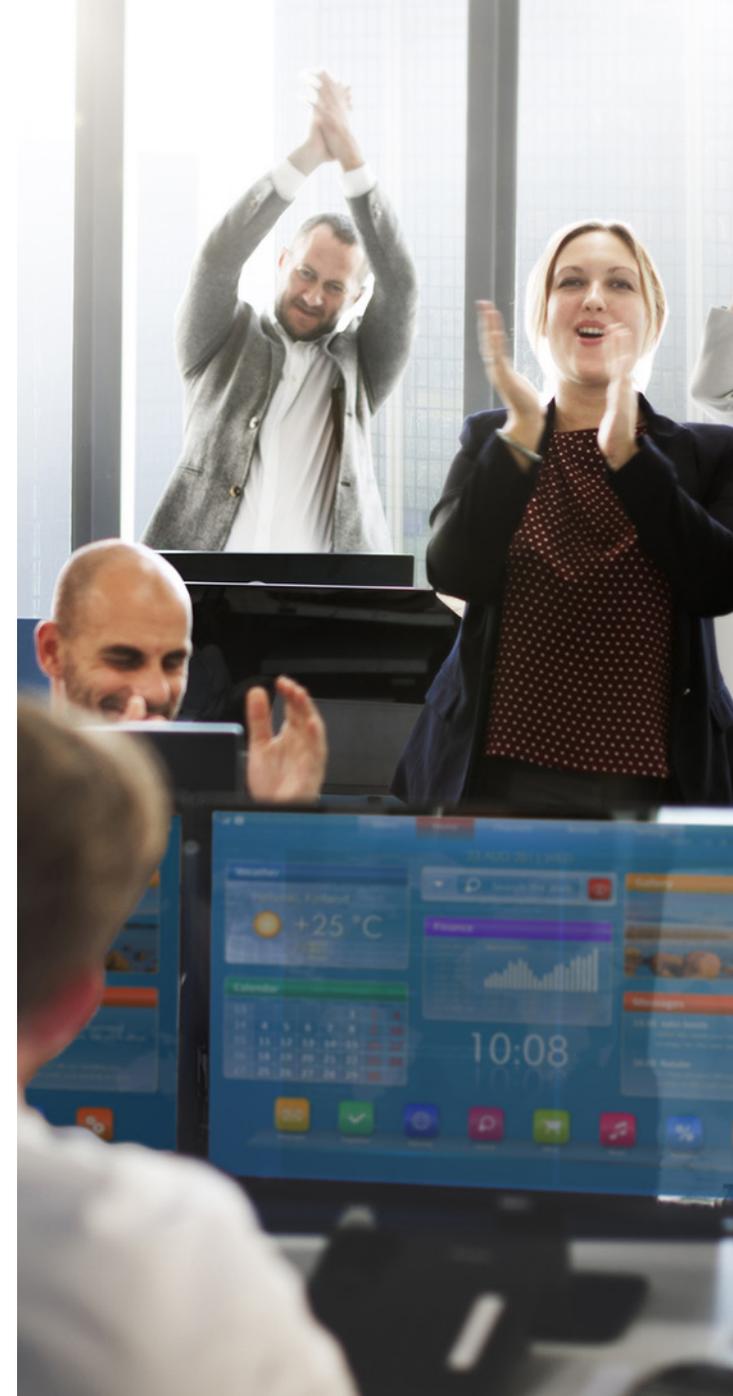
Ventana Research believes that effective human capital management applications must be simple for every worker and manager to use. We urge organizations to assess their current applications and consider new investments to obtain optimal usability and a modern user experience.

Doing so will engage and motivate the workforce and support the human resources function. Streamlining and automating employee self-service in HCM can free HR to focus on high-value functions such as recruiting and retaining workers.

A new generation of employees expects a modern experience in using business software. Adopting innovative applications can serve all facets of human capital management at all levels and contribute to overall performance.

Sponsored by **ORACLE®**

References: *Ventana Research Benchmark Research on Next-Generation Workforce Management, Payroll Management Optimization and Next-Generation Learning Management Systems*



© Ventana Research 2016. All rights reserved.