

How the Right Software Boosted Employee Morale and HR Staff Retention



CHALLENGE ONE

Hard-to-use software with slow and costly support

It took SHRA's old software provider seven months to address issues, and support would charge an additional \$1500 for each call. New payroll analysts would need **nearly six months** to master the necessary special codes and procedures, consuming so much time that analysts couldn't perform their actual job duties.

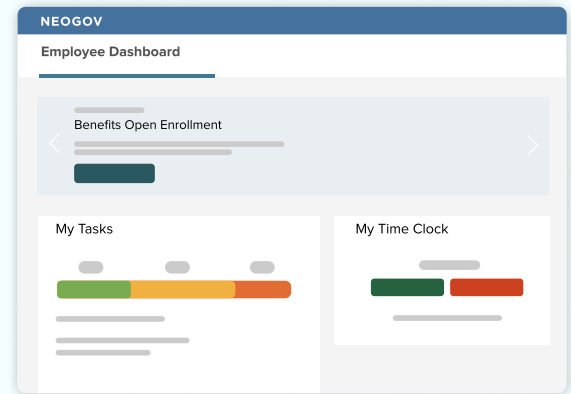
“*Our employees just love it and they really feel a level of confidence in the agency because they feel like it's so much more transparent.*”

Tracy Knighton, **HR Program Manager**,
Sacramento Housing and Redevelopment Agency (CA)

OUTCOME

User-friendly system and helpful support at no extra cost

Now it takes **20 minutes to train new HR staff** how to use the software. This has led to greater job satisfaction and lower burnout among HR staff who are doing the work they love, not spending all week on manual payroll tasks. If HR has an issue they can call support and get help at no extra cost.



CHALLENGE TWO

Manual data entry, prone to errors

When a new employee was hired, SHRA would have to **manually enter information from their applicant tracking system** (Insight) to their payroll system. If one item was wrong, it would mess up the whole payroll batch. If employees made changes to their information throughout the year, HR would have to manually update their systems.

OUTCOME

Automated data flow reducing errors

No more manual data entry. **New hire data flows automatically** from Insight to Core HR, Benefits, Payroll and Time & Attendance. Employees can easily update their personal information from anywhere. Instead of spending hours each week on data entry, HR just verifies what employees have submitted.