

HRIS Proposal

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Radnothy-Perry Orthopaedic Center is a mid size doctor's office in Tavares, Florida. The company consists of two doctors, Dr. Jon Radnothy and Dr. Donald Perry, a physician's assistant, two x-ray technicians, numerous nurses and a full administrative staff. As the human resource manager with the help of one part-time employee, we manage the human resources side of the company. We are in desperate need of a quality human resource information system (HRIS). I have reviewed three different HRISs (ADP, Sage HRMS, and Orange HRM) and provide my recommendation at the end.

ADP

Automatic Data Processing, Inc. (ADP) is one of the largest HRIS providers in the world. ADP provides a fully configurable system to employers to help you meet your organizational goals and increase the productivity of your employees ("ADP, Who We Are," n.d.). A few of the management systems they offer include payroll, talent management, human resource management, benefits administration, and time and attendance.

After my first glance at their website, they offer HRIS solutions based on the size of your business (small, midsized, large, or multinational) or by specific services (human capital, payroll, talent management, HR management, benefits administration, time and attendance). They also have a premier suite of products that includes Mobile Solutions (mobile access for employees) and Resource (small business administrative services organization). ("ADP, Our Solutions", n.d.). There are many different options of setups to choose from when selecting the right HRIS for your organization.

ADP's payroll service offers payment solutions including invoicing, paperless processing, pay cards, direct deposits, and online statements. Their talent management service

involves recruiting, employee screening/selection, and hiring. It's automated so it reduces the amount of paperwork needed. It also helps identify the top performers so they can be compensated well enough to keep them in your organization. Their human resource management (HRM) suite offers help staying compliant with the Health Care Reform changes that are occurring. The benefits administration system offers even more help with Health Care Reform, provides world-class retirement and insurance plans, and assists with higher employee satisfaction and lower employee turnover. You will be provided excellent tracking tools with their time and attendance software, such as figuring out if you have the right number of employees, controlling costs, and manage shifts, vacations, and leaves. They offer a wide variety of services to help any HR department manage their people.

One of the items I found interesting was that when first setting up with a company, ADP will come in and do a full HRIS analysis of what your organization needs. Stacey Jones, VP of HR Operations at Destination XL Group, said ADP came in to her company and did the HRIS analysis. They looked at everything they do and said either you're meeting industry best practices or you're not, or you're doing okay and you could use some improvement. They gave them a strong look at how they run their business, how they use the technology that has been provided and how it's impacting all of them. (ADP, 2014)

While researching the weaknesses of ADP, I came across some negative reviews on Consumer Affairs. There are multiple negative reviews regarding their payroll system. Kurt posted a review to the website regarding contact directly with ADP, "...if you are the employee of a firm that uses ADP, you aren't allowed to talk to ADP, only your company rep can." He goes on to explain that because of turnover in his former employer's HR department, he was unable to get assistance from them, so he contact ADP directly and they would not assist him

unless he went through his company rep. I confirmed this on their website in the Frequently Asked Questions section, “ADP is only authorized to speak with designated client contacts” (ADP, Employee Contact). A more common theme is taxes not paid correctly and then employers suddenly owing a lump sum of back taxes. It seems like they may be lacking in the customer service department. Even if there are issues, if you have a good customer service department they can often help clear up issues before you end up with angry customers. An HR department should be cautious of their customer service practices and pay close attention to the way they process payroll, at least at first.

ADP has many good qualities and would be a good choice for our mid-sized organization. There may be some issues to keep an eye on though, with the customer service quality and record keeping of the payroll services.

SAGE

Of all the multifunctional systems out there, Sage is a well-rounded HRMS (<http://na.sage.com>). This customizable system allows you to automate your payroll, benefits, recruiting, employee self-service, talent management and analytical data.

The payroll management system gives you several options to ensure your employees get paid. There is an in-house payroll system that gives you full control over the process and the data. Sage lets you create an unlimited number of schedules for your employees to manage leave and overtime. There is also an option for check printing and direct deposit of payroll checks. You also have the option to outsource your payroll management with Sage HRMS if you do not want to do it in house. Benefits management gives employees full control over their decisions regarding the benefits available to them in your company. The benefit plan setup process includes an instructional how-to to help employees navigate the open enrollment.

Sage has a large talent management segment. It allows you to track applicants and recruiting. There is a section for learning management, social networking, and performance management. The performance management section lets you track goal alignment, performance reviews, competency assessments, development planning, etc. Learning management lets your company ensure the right people get the right training at the right time.

The company provides regional partners and consultants to help you get setup and they include regular maintenance updates and live technical service. They also provide training for the system available through classroom instruction, online learning, web seminars, and many more options. It uses a centralized database that securely stores information.

There are several add on options that Sage HRMS offers. HR Actions allows you to easily create your own custom forms. Cyber Recruiter lets you communicate easily and effectively with recruiters and hiring staff. It allows them to focus more time on hiring rather than administrative tasks. Performance Management helps your organization to identify the right people for the right positions, letting you hire from within and reducing hiring costs. These are just a few of the many options listed on the Sage HRMS website.

Sage HRMS would allow us to be fully automated and secure and track every aspect of our company and give us easy access to analytical data. This is especially helpful in saving time for HR personnel as data collection for analytical purposes can be incredibly time consuming. Employees will have online access to make updates to their data, request time off, and review their historical/current data at any time. Investing in a quality, well-rounded HRMS allows for managers of an organization to spend more time taking care of their people.

Through all of the research, I found many benefits to using Sage HRMS. The full automation of HRM is a huge benefit and lets HR professionals focus on the more critical

priorities. O'Bannon (2012) quotes Lisa Jones of Eagle Rock Distributing Company as saying this about Sage HRMS, "We are saving about five hours each week just from the time we used to spend printing, stuffing and distributing vouchers, and even more time on other functions. It's a tremendous time-saver. It also is a better business practice, since we no longer have printed documents containing sensitive payroll data."

ORANGE

Orang HRM (www.orangehrm.com) is the third and final HRIS reviewed as part of the search for a new HRIS. They offer 3 different packages, Open Source, Professional, and Enterprise. The Open Source package is actually free and available for immediate download. They are a young company, only running since beta testing began in 2006. They provide services to all different size organizations, from small to multi-national.

The Professional package offers many systems that would be incredibly useful in our company. It includes basic HR personnel information management, "Gold" level support (responses within 24 hours to emails and fixes done within 5 to 7 business days), and several other features, to include a dashboard, corporate directory, audit trail, etc.. The optional modules available include leave/time-off, timesheets/attendance, recruitment, performance, and training.

Personnel information management (PIM) is the basic function of an HR department and Orange HRMS automates the functions to help save time compiling data and producing reports. The dashboard offers a clean, user-friendly display that provides you with data, pending tasks, and reports. The Employee Self Service (ESS) tool offers the option to let employees update their own information. This is a huge time saver for the HR department. (Orange HRM, n.d.)

Industry reviews provided insight to Orange HRM being fully customizable. Some people have described it as "open source" but not to be turned off by this as it is what makes this

system fully customizable. However, I think this system may be better suited for a smaller company, rather than one such as ours that is growing larger every year. It would not be able to sustain our needs over the long haul.

RECOMMENDATION

With all of the research performed, my recommendation is for Sage HRMS. They had the most positive reviews from other customers, provided the most customizable options, and their price is within the \$25,000 budget, to include setup, training, and maintenance.

References

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