

A Day in the Life of an HR Professional

Understanding the Value of Connecting Documents to Processes



Every day represents a new set of people, process, and information challenges for HR professionals. From the time a prospective employee first comes into contact with an organization to the time they leave or retire, HR professionals must deal with a myriad of documents and processes that span the entire lifecycle of an employment relationship. This is not just a question of improved efficiency and better compliance – although that's important. By combining content with processes driven from HR systems, an HR Professional can increase their value to the organization and improve the engagement of all of the organization's employees.



There is typically a high degree of manual work in each of the core processes associated with HR – and a high degree of business risk if the processes or documents are mismanaged.



76%

of organizations say that their HR processes are at least 75% manual.¹



87%

Unstructured information represents a challenge to HR automation for 87% of organizations.¹



25%

About 25% of organizations are starting their process automation efforts in HR.¹

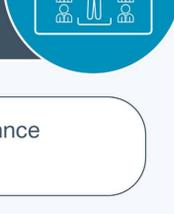


7→30

Retention periods are wildly inconsistent – varying from seven to thirty years to permanent.

Recruitment and Onboarding

Intelligent and connected content means you can more quickly find and retain the best talent.



Many companies drastically underestimate the importance of onboarding when they hire new employees:



2x

Employees who have a negative onboarding experience are twice as likely to look for new opportunities in the near future.²



82%

A strong onboarding process can boost employee retention and productivity by as much as 82%.²



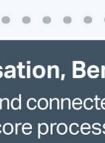
54

The average new hire has 54 activities to complete during their onboarding experience.³



18x

Employees who feel that their onboarding was effective are 18x more likely to feel committed to their employer.⁴



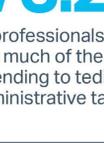
Typical documents: Resumes, interviews, applications, offer letters, job descriptions, Government forms, references.



Compensation, Benefits, and Administration

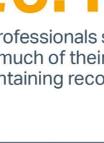
Intelligent and connected content means you can streamline and automate core processes, provide easy access to information, and improve both productivity and performance of HR staff.

A comprehensive approach to HR processes and documentation can be critical to both the company and its employees.



73.2%

HR professionals spend this much of their time tending to tedious administrative tasks.⁴



26.1%

HR professionals spend this much of their time maintaining records.⁵



36%

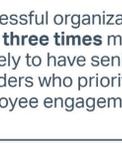
cite insufficient technology for their inability to automate and improve.⁶



Typical documents: Employment contracts, incentive plan documentation, government forms, garnishments, leave (PTO, sick/mental health, jury duty, military deployment) documentation, payroll slips, plan documentation, beneficiaries, dependents, transportation subsidy, wellness program information, cafeteria plans, retirement account/401K rollover information, profit sharing or pension withdrawal information.

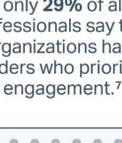
Performance Management

Intelligent and connected content means you can retain and train your employees more effectively.



3x

Successful organizations are three times more likely to have senior leaders who prioritize employee engagement.⁷



29%

But only 29% of all HR professionals say their organizations have leaders who prioritize engagement.⁷



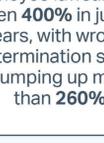
Typical documents: Reviews, disciplinary actions, promotions, training materials, awards, certifications.



Separation or Retirement

Intelligent and connected content means you can reduce the risk associated with the most litigious part of the employment relationship.

The business risk of mismanaged compliance and separation processes is significant.



400%

Employee lawsuits have risen 400% in just 20 years, with wrongful termination suits jumping up more than 260%.⁸



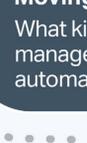
26%

The cost of an employment lawsuit has risen by 26%.⁹



\$75,000

An average out of court settlement costs about \$75,000, but Fortune 500 companies spend an estimated \$2 billion in settlements.⁹



Typical documents: Resignation and separation letters, COBRA, vacation payouts, retirement account/401K rollover information, profit sharing or pension withdrawal information.

Moving Forward

What kinds of intelligent and connected information management capabilities do companies need to automate their HR processes and protect the company?



Here are items that should be on your HR solutions checklist:



Digitize and manage employee documents in the cloud.



Link employee files to employee data in the lead HR system(s).



Ensure permission-based access to employee documents is secure and audited.



Embrace multi-channel document generation and distribution.



Provide 360-degree view of employee documents and interactions.



Provide self-service access for employees.



Guarantee document retention and disposition.



Monitor employee files for compliance.

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Learn more about how OpenText is empowering intelligent and connected business processes by connecting critical content insights to lead HR business systems.

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AIIM helps organizations improve their performance by transforming the way they manage their information.

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Notes:

¹ AIIM 2020 – The Ultimate Guide to Improving Your Business Processes.
² Sapling 2020 – Five Employee Retention Best Practices for 2020.
³ Sapling 2020 – 10 Employee Onboarding Statistics you must know in 2020.
⁴ BambooHR 2020 – What is the Cost of Onboarding and Employee.
⁵ G & A Partners – HR's Time-Consuming Toll On Your Company.

⁶ Kronos - Onboarding Experience Research Report.
⁷ HR Research Institute 2019 – The State of Employee Engagement Report.
⁸ Northern Kentucky Tribune 2019 – All Companies Can Get Sued.
⁹ Letronic 2020 – 30 Impressive Lawsuit Statistics.