

# Automating time and attendance

## Getting it right the first time

### Key considerations



#### Complete automation

- Streamline processes
- Reduce payroll errors
- Minimise compliance risk



#### A better employee experience

- Empower with self-service
- Engage with intuitive tools
- Drive transparency and fairness



#### Improved decision making

- Gain real-time visibility
- Manage in the moment
- Understand labour costs



#### A trusted sidekick

- Get expert service and guidance
- Accelerate time to value
- Partner for long-term success

### Why time and attendance management matters

Effective time and attendance management is critical for managing costs and compliance, processing accurate payroll, and improving operational efficiency. At the same time, it plays a key role in delivering a great employee experience. After all, cumbersome processes, manual workarounds, lack of visibility, and an inability to easily access schedules, hours worked, paid time-off requests, and other data can frustrate employees and managers — negatively impacting engagement and retention.

You may realise your current approach just doesn't cut it anymore, but fully automating timekeeping for the first time — or even replacing an outdated system — can seem overwhelming. And because budget and resources are often limited, the pressure is on to get it done right. That's why it's so important to look for a complete time and attendance solution that will meet the needs of all your people to improve the work experience and drive better business outcomes.



It's just choosing software, right?  
**Wrong!**

## Gain a competitive edge

In today's fast-paced business world, you need every advantage you can get to improve performance and achieve sustained success.

By choosing the right timekeeping solution, you'll gain the powerful automation, engaging tools, and instant insights you need to stay competitive and profitable.



## Technology that automates and engages

Creating a culture of trust, inclusion, transparency, and purpose is top of mind for today's business leaders. Too often, however, manual processes and outdated technology hold them back from achieving that goal. Inefficient processes can hamper manager productivity, increase payroll errors, and put compliance at risk. Lack of transparency and poor visibility into employee performance can impede real-time decision making or even create opportunities for manager bias or favoritism. And inaccurate payroll can erode employee engagement and add costs to your bottom line.

To overcome these challenges, look for a time and attendance solution that offers complete automation while enhancing the employee experience. The ability to fully automate all your work and pay rules should be table stakes for any system you evaluate. The solution should also provide self-service technology via timeclocks, mobile devices, or web browsers to meet user expectations for flexibility and convenience. In addition, an intuitive interface that's built to engage will help ensure your people actually use the solution you implement.

## Keep an eye on the future

### Take the long view

Another important thing to keep in mind when evaluating timekeeping solutions is whether the vendor can provide a roadmap for your long-term success. You may not have the time or budget to tackle everything you ultimately want — timekeeping, payroll, HR, talent management, and more — right now. However, it's smart to think about your future people management challenges now so you don't lock yourself into a solution that can't meet your business needs down the road.

### One unified solution

You need technology that can address the critical business issues you face today, while laying the foundation for future success. Selecting a solution that provides a full suite of capabilities in a single, unified system helps ensure that you can maintain one database, one employee record, and one consistent source of truth — even as your business grows and your needs expand.

## A proven implementation approach

When you invest in a new solution, you want to realise operational benefits and financial returns as soon as possible. But many organisations are hesitant to fund timekeeping automation or replace an outdated system because they think the implementation will be a nightmare or their employees won't use the technology. As you evaluate vendors, dig deep into their implementation approach by asking these key questions:

- Do they take a one-size-fits-all approach, or do they tailor the implementation based on best practices learned working with organisations of your size and in your industry?
- Does their project plan include specific goals and milestones? Do they formally ask for feedback at each milestone to assess progress and to make sure the project is on track for success?

## Partner with a solution provider that committed to **your continued success.**



- Will their team be there to strategically guide you every step of the way — making sure they meet your requirements and get you up and running quickly?
- How do they measure implementation team success? Is the team measured based on the quantity of go-lives or the quality of service they deliver?

### **A customer-first commitment**

While it's tempting to go with the vendor that offers the lowest cost or the fastest go-live, that may not be the best choice in the long run. You want to make sure you partner with a solution provider that is committed to your continued success. The last thing you want is to outgrow your solution in a few short years or be left hanging without the ongoing support, training, and resources you need to achieve real business value.

How can you tell if vendors truly put customers first? Start by asking these crucial questions:

- Do they have an established onboarding process for new customers to help with change management and to drive solution adoption?
- What educational services — both product and technical — do they offer?
- Do they offer a variety of learning tools such as tutorials, user guides, Q&As, and content?
- What types of resources are available to ensure continued success? Do they offer best-practice guides, product update webinars, user groups, customer advisory boards, and an active online community where your employees can network with other users, share ideas, or get questions answered by customer support?
- Do they have a formal customer success program in place to bring the right people and resources together at the right time along your journey?
- Can they provide proven industry expertise and best practices to help your organisation achieve its specific business goals?

### **Choose a best-fit solution — for today and tomorrow**

The reality is that a time and attendance solution is not a “set it and forget it” investment. Technology advances. Requirements change over time. And new people join your organisation and need to be trained. To keep achieving maximum value, you should seek out a partner that is committed to understanding the evolving needs of your organisation and supporting your long-term success.

When it comes to people management, organisations are all looking to achieve better business outcomes by controlling labour costs, increasing workforce productivity, minimising compliance risk, and creating an exceptional employee experience. Automating time and attendance is the first step toward making work easier for your employees and managers while building a culture of trust and transparency that keeps people engaged.



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