HIGHER EDUCATION'S BUSINESS CASE FOR DIGITAL HR

Hyland™

Digital transformation. COVID-19. Remote work. The "Great Resignation."

Higher institutions around the world have faced a deluge of disruption over the past few years. One of the hardest-hit departments has been human resources. Black swan event or no, HR's responsibilities must still be met: Manage the employee life cycle, administer benefits and remain in full compliance with laws and regulations — continually, with high service quality, with fewer resources.

Even as institutions around the world grow more digitally mature, HR teams are still calling out for help. Some of the most frequent — and frustrating — problems relate to:

- Challenges onboarding an increasingly global and remote workforce
- Unmanageable amounts of employee-related content
- Manual, paper-intensive processes that are highly prone to human error
- Poor integrations with your extended IT portfolio
- The immensity of compliance requirements
- Driving employee engagement and talent management
- Realizing operational efficiencies to allow the institution to scale

The bottom line? Your team may be falling behind in today's digital-first world.

Leveraging the right technologies at the right time is key to keeping your institution's HR team sharp, competitive and running at full speed. But first you need to build the case for digitally optimizing the department with a content services solution.

We've got the road map you need to make it clear: HR is the heart of your institution. It recruits, manages and cares for the staff and faculty who are instrumental in your institution's success. HR needs the tools to compete for the best hires, to deliver the exceptional experience your staff expects and to effortlessly thwart risk and meet compliance demands.

Let's talk about the "why" of content services for HR »

HYLAND CONTENT SERVICES

Hyland's content services solutions improve your institution's processes by making your content universe more user-friendly, connected and compatible with modern ways of working. With content services, every HR function within higher education institutions can be carried out remotely, securely and accurately. Our solutions give your team the ability to:

- Drive employee engagement with rich content integrations
- Empower HR to focus on high-value work
- Decrease bottlenecks in hiring, onboarding and offboarding
- Ease complex compliance burdens
- Minimize data security risks
- Manage the entire digital employee record — on one platform, from anywhere at any time
- Provide seamless content integration to not just the HRIS but any application your institution uses
- Automate reviews, approvals and other workflows

Why a digital-first HR department is imperative to your institution's future

The best reason to digitally optimize your institution's HR department is because staff expect a seamless digital experience. If you want to attract and retain the best faculty, here are some ways digital optimization can help.

A DIGITAL-FIRST HR DEPARTMENT:

Reduces the costs of manual processes

Investing in technology is crucial, especially for non-revenue-generating departments. But the cost-savings benefit still has a major impact on the bottom line. Ernst & Young reports that performing a single manual entry of HR data costs on average $4.70 — and many HR tasks require several data entries.[i]

A content services platform touches every piece of data, streamlining and protecting it. In practice, that looks like automation in creating, managing, retaining and governing documents; keeping workflows moving; and creating powerfully helpful tools for the HR team and rest of your institution's staff. **Read more about how institutions can render antiquated paper processes obsolete »**

Helps scale your institution efficiently

A growth mindset is a critical part of most institutions' goals. If employees are spending hours filing papers, looking for information, sorting out duplicated processing or working in disparate spreadsheets that quickly become outdated, that negatively impacts the entire campus. A content services platform can position HR in a way that growth is more attainable, faster.

For example, John Carroll University deployed Hyland solutions to streamline efficiencies across multiple departments, including HR. By making a strategic investment in content services, the university was able to find an enterprise solution with unlimited potential for expansion across the entire campus. **Gain more insights by reading the full case study »**

Streamlines hiring and onboarding processes

Digitally optimized HR processes can remove up to 85% of manual hours from employee onboarding — efficiency that translates to your institution doing more productive work with less time and budget resources.[ii] Content services improve both the HR and new employee experience, managing complex content to help speed recruitment and get new employees onboarded faster. Your HR team needs to be able to effortlessly administer the jobs from anywhere, and content services bolsters that shift to a more employee-centric approach that makes the critical new employee experience a positive one. **Learn more about how content services manage the entire digital employee record »**

Safeguards employee data

A content services solution gives visibility into every user who accesses an employee file and provides a complete audit trail of who accessed the documents and what amendments were made. It also minimizes risk by ensuring only secure, role-based user access to those files. Robust records management also automates compliance with document retention policies by taking action when a document enters the system, automatically assigning it a record type and applying the appropriate time- or event-based retention policy.

Enables HR to focus on people

Once a content services solution comes aboard, HR can shift its focus from maintaining records and tracking down information to developing the best talent to drive the organization's success. HR practices have also been shown to have measurable ROI to an organization by increasing an employee's lifetime value based on processes involved with hiring, onboarding, developing talent and culture. **Here are 20 initiatives HR can focus on after digital transformation to maintain momentum »**

In action: Play out the conversation

» IF YOU HEAR:

Digital optimization, digital transformation — what do these buzzwords even mean?

» YOU CAN COUNTER:

You're right. Digital transformation has been thrown around as a buzzword for a long time. But many institutions are beyond the transformation phase and looking more for digital optimization. There is a difference. By bringing on a content services platform, we're not starting on a path toward technology and looking for a transformation; we're looking at what can work better and optimizing it to meet our objectives. For HR, it means creating a single source of storage and truth for HR records, so our staff isn't spending time looking for things, working with outdated data, creating unnecessary security risks and getting hit with compliance fines.

The key is to identify which type of digital solution goes into the optimization. Growing amounts of research show a comprehensive content strategy platform is the best solution to capitalize on digital investments. Content services can not only migrate HR's legacy paper-based and manual systems but also deliver core competencies to the department, like robotic process automation (RPA). This would help with our content retention and destruction compliance as well as digital records management, so our team has the most complete view into all our data. **Start here to better understand the basics and benefits of enterprise content management »**

*Unstructured data makes up more than **80%** of enterprise data, and this rate is growing by up to **65%** per year[iii]*

» IF YOU HEAR:

HR isn't a revenue generator. It's hard to justify the spend there.

» YOU CAN COUNTER:

You might be surprised. There are costs involved, but manual-based processes are actually more detrimental and costly over the long run. New adopters of content services platforms deployed in HR quickly recoup costs due to the new efficiencies. In a study by Content Results, 68% of new RPA users anticipate the technology will pay for itself in under a year, and 40% say in under six months.iv

Bringing all our HR content together in a smart way could reduce or eliminate hours of costly manual processes, help us pass audits and eliminate compliance issues, and put our talented HR team to work on higher-value initiatives that truly drive value across the institution.

***77%** of leaders say HR is much more critical to success than it was two years ago[iv]*

We have Hyland's content services platform in other areas of our institution. It works for them, but how easily can it work for HR?

» YOU CAN COUNTER:

Hyland's HR-ready content services platform has multiple advantages: It's expertly tailored to the use in which it's being applied, and it's customizable through low-code, rapid application development. This means that we not only extend an HR-ready platform into HR, but we also empower HR with low-code capabilities to create platform-based applications that solve sudden or time-sensitive problems.

Whether that looks like remotely onboarding employees or customizing prebuilt return-to-work apps, Hyland makes it easy to expand our solutions across departments.
Learn more about content services' extensibility »

The University of Texas at Dallas extended Hyland solutions into **25 departments** on campus, from automated transcript capture to student teacher evaluations. Read the full case study to learn more »

» IF YOU HEAR:

We already have an HRIS. Why would we keep adding to our IT stack?

» YOU CAN COUNTER:

You're right — adding to our IT stack is not the goal. In fact, a content services solution helps identify what's working in our technology stack and what's duplication or outdated. Hyland's content services integrate with Ellucian, Oracle's PeopleSoft, Jenzabar, Anthology and other systems our staff uses every day. The platform pulls all that important data from each one, so our HR team can access it more easily and from anywhere. Once that content services platform is in place, it reduces our dependency on the HRIS, which gives us greater agility to make faster upgrades or transitions to newer technology. **See all of Hyland's integrations with student information systems »**

The volume of HR information assets is expected to **triple over the next two years**[iv]

» IF YOU HEAR:

We need to focus on getting our cloud strategy in place.

» YOU CAN COUNTER:

Right. Getting our content and workforce to the cloud is imperative to the health of our institution, and HR needs to be part of that discussion. With Hyland's cloud-based content services, the high-level security inherent in the platform also covers HR team members, so they can work remotely, anytime and anywhere. In addition, applications that are based on the cloud are maintained and updated automatically, so our team doesn't have to deal with major disruptions or manual oversight to stay up to date. **This webinar can walk you through each step of cloud migration for a seamless transition »**

49% of higher education institutions are increasing their investments in cloud platforms[v]

Your digital strategy for HR — or lack of one — has ripple effects across your campus.

Today's higher education landscape doesn't reward stagnancy. You need action, innovation and the willingness to evolve. Now is the time to make your case for your HR team to have the tools it needs to help them better execute strategic priorities, enable growth and position your institution to grow into the future.

Hyland is here to help.

Learn more at **Hyland.com/HigherEducation**

Sources:
i. Ernst & Young, *Estimating Labor and Non-Labor Costs Associated with Common Human Resources (HR) Functions/Tasks Cost Update 2019*, 2019.
ii. Ernst and Young, *How universities are using robotic process automation*, 2019.
iii. Datamation, *Structured vs. Unstructured Data*, 2021.
iv. Content Results, *Intelligent HR: Intelligent Automation Best Practices within Human Resources*, 2020.
v. Gartner, *2022 CIO Agenda: A Higher Education Perspective*, 2022.

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