

The New World of HUMAN RESOURCES

Elevating HR to the cloud in an increasingly remote work environment

Manual, paper-based HR processes are not only risky and costly — they are becoming impossible with a remote workforce that is here to stay.



90%

of HR leaders will allow employees to work remotely even after a Covid-19 vaccine is availableⁱ



20%

of paper records are misfiled on averageⁱⁱ

HR PROFESSIONALS SPEND:



14% of their time maintaining employee recordsⁱⁱⁱ

51 minutes a day looking for paper documents, files and emails^{iv}

THE TOP 5 RISKS OF PAPER-BASED HR PROCESSES IN A DIGITAL WORLD

1 CONTENT IS ON THE RISE

Organizations expect the volume of HR information to **rise 3x in the next two years**



63% is estimated to be unstructured content^v

HR CAN NOW GATHER INFORMATION ABOUT:

- ✓ learning
- ✓ wellness
- ✓ how employees are working
- ✓ engagement
- ✓ benefits

... but can't secure it or tie it to the employee record

2 COMPLIANCE CONCERNS



With the amount of sensitive employee information managed by HR departments, **there is little room for error** when it comes to keeping data secure



53%

of HR and benefits professionals think current procedures and processes **expose them to undue risk**^{vi}

3 EMPLOYEE EXPERIENCE



The shift to remote work leaves HR departments and employees **reliant on technology** to communicate and engage^{vi}

51%

of **HR leaders** describe the HR technology experience provided by their organization as "great"

37%

of **employees** describe the HR technology experience provided by their organization as "great"

4 LOST OR INCOMPLETE INFORMATION



Inconsistent filing systems mean there is no single source of truth for employee records



74% of companies use 4 or more systems in addition to their HRIS^{iv}

Only **6%** of HR professionals are confident all their employee files are complete^{iv}

5 MISSED OPPORTUNITIES



Transformative technology, like intelligent automation, can't exist in a manual-process environment

OVER 80% OF CURRENT AND PROSPECTIVE ROBOTIC PROCESS AUTOMATION (RPA) USERS IN HR SAY THAT IT HAS:^{vii}

80%

Fundamentally impacted the way they approach process improvement

84%

Increased the engagement and satisfaction of their staff



The pandemic has magnified the requirement for centralized HR and benefits systems. **These are now critical employee services.** The next year presents an opportunity for HR leaders to embrace these to create an integrated, engaging and productive employee experience."

JOSH BERSIN, GLOBAL INDUSTRY ANALYST^{vii}

CONTENT SERVICES IN THE CLOUD: SECURE, AGILE, SUPPORTED

HR departments require the highest level of security, global support and continual updates that keep pace with compliance requirements.

COMPANIES UTILIZING THE HYLAND CLOUD, ON AVERAGE:^{vii}

- ✓ **Avoided more than \$500K in capital expenditure costs** vs. on-premises content services
- ✓ **Increased speed** in building content services solutions by 75 percent
- ✓ **Improved end user productivity** by at least 50 percent

Learn more at [Hyland.com/HR](https://hyland.com/hr)

i. Gartner Survey, December 2020

ii. ARMA International — *Can RIM Save the World?*, 2010

iii. Center for Effective Organizations — *How HR Spends Its Time*, 2012

iv. Access — *6 Reasons to Digitize Employee Files*, 2013

v. Survey — *Intelligent HR: Intelligent Automation Best Practices within Human Resources*, 2020

vi. Report — *The Age of Agility: Flexible Adaptable and Resilient Benefits*, 2020

vii. Forrester Total Economic Impact Study™ — *The Total Economic Impact of Content Services in the Hyland Cloud*, 2020

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