Want HR self-service people actually want to use?
Here's how to implement it

Self-service is a system that lets employees access HR information themselves. From updating personal information to requesting holiday, self-service empowers employees to complete HR-related tasks. This relieves the pressure on you to respond to enquiries and fill out information on their behalf.

However, there is little point in having an online HR system if it's not used. As well as making sure the system is easy-to-use, there are steps your team can take to increase engagement with your software. By following these 5 steps, you'll help your employees get more out of the system.

Sell the benefits to your employees

Your workforce will be more enthusiastic about self-service if they understand how it helps them. Therefore, it's important to point out anything that will change their working life for the better. Two important points to consider include:

Remote access

If your software is cloud-based, your employees can access it remotely. This means that they can view important information, such as HR policies or remaining holiday entitlement, from wherever they are. From an employee's perspective, this saves time, as they can look up and update HR-related information on their commute or at home.

Ease of use

Employees will also feel reassured if you stress how easy it is to use the software. If you are newly implementing HR software, many of your employees will be unfamiliar with the concept of self-service. This uncertainty will slow down employee uptake, as people wait until they can set time aside to get to grips with the system. To resolve this, reassure your employees that it doesn't rely on them knowing the technology in-depth.

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Roll Out & Training

Every company is different, and so are the responses to self-service systems from staff. Below is a selection of tactics to assist a smooth roll out.

Communicate effectively

To make the roll out pain-free, all staff need to understand the changes that will take effect and what it means for them. Create a communication plan, explaining when the new system will go live and how it will change their interactions with HR.

Organise a test run

Pilot your software with a group of employees to ensure it's ready for roll out. If employees have difficulties, work with your software provider to resolve the issue.

Holding regular meetings with your 'pilot group' will provide valuable feedback. If the group are all struggling to carry out the same task, you may need to provide more guidance on this area.

Plan your training programme

You don't want to invest in a system that no one understands, so make sure you know exactly what training your staff will need. Most software providers will deliver training online e.g. via a webinar. Record your webinar, so that it's ready to send to anyone who joins your business after the roll-out.

Cooperate with line managers

Work with your line managers to encourage employees to engage with the system. If your line managers feel enthusiastic about the software, you can expect them to lead by example.

Every manager wants their team to spend more time on the projects that matter to them. So, get managers excited for the system by emphasising how self-service saves time. Also, point out that as managers they will spend less time on the phone to HR, making enquiries on behalf of their team.
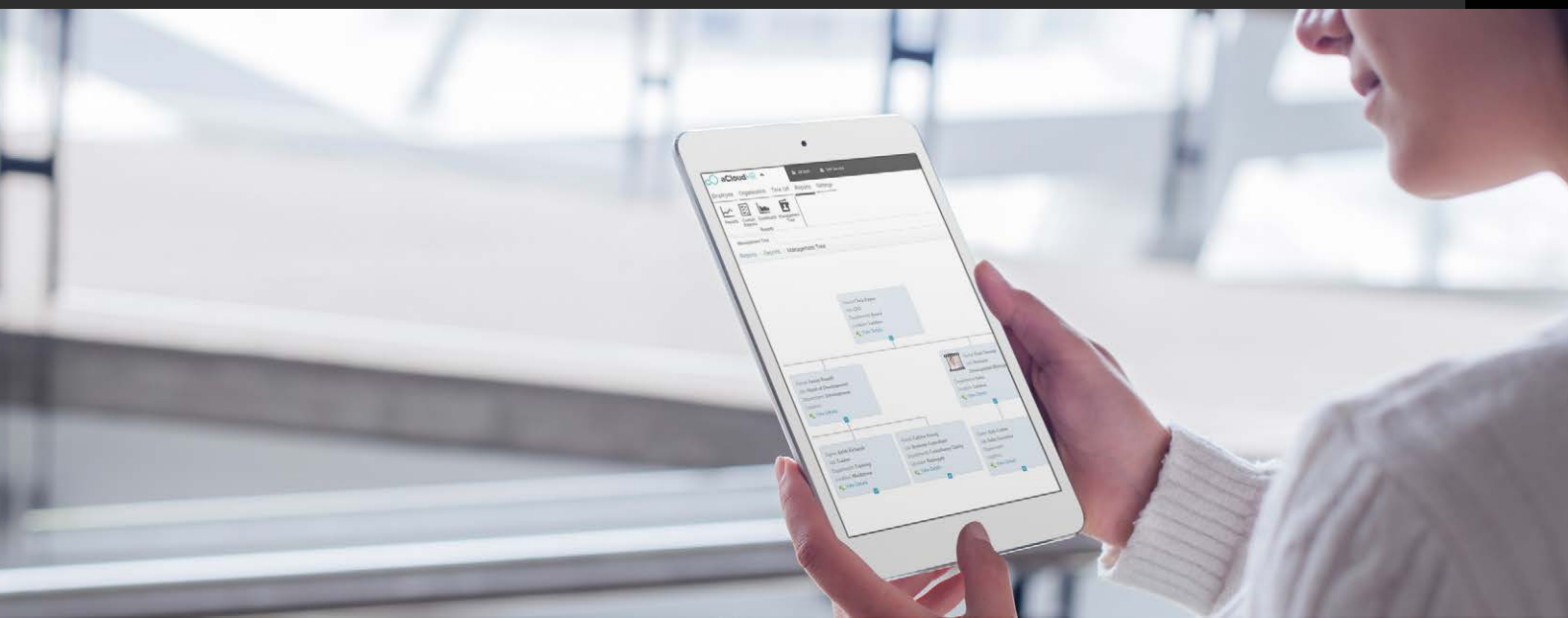
Why implement HR software?

HR departments need to remain focused to meet their business goals. But to achieve this, HR must remove itself from administrative tasks that employees can complete alone.

aCloud HR is a cost effective solution that connects HR and employees via a secure self-service portal. The easy-to-use system increases employee engagement and provides detailed insights into your workforce. Thus giving you the time and information you need to lead a successful HR strategy.

Key features

•   Self-service portal to keep everyone connected and operating efficiently
•   A range of reports and analytics for a complete picture of your workforce
•   Dedicated training and appraisal module to build your talent pool for the future
•   Online storage for all your employee documents, company policies and organisational charts
•   Secure document management to ensure you remain compliant

What is Access aCloud?

Access aCloud is a suite of integrated cloud-based applications developed and provided by the Access Group. We have over 10,000 UK business customers spanning various sectors, including well-known brands Publicis, Legal & General and KPMG.

Founded in 1991, Access has over 20 years' experience in providing vertically focused industry specific software solutions. Proud recipients of 'The Sunday Times Best Companies to Work For 2016' award, our team of over 1000 employees provide an outstanding service with a personal touch.

Classification: Public

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