



Implementing New Technology to Streamline HR Business Processes and Improve Data Accuracy

The Human Resources Department at a National Law Firm

BUSINESS PROBLEM

The HR department at a national, full-service law firm was relying on outdated, legacy platforms to execute their routine processes and functions. Because the systems were a critical component of their daily activities, the team used a variety of manual workarounds to meet their needs.

These workarounds, while necessary, were inherently inefficient. And, as the result of using multiple systems, critical HR-related data was inconsistent or inaccurate, making it nearly impossible to confidently pull reports and share information with leadership.

They believed that a single solution would better support their environment but wanted a third party to assess their current state and provide recommendations for moving forward, and they reached out to Navigate for help.

SOLUTION

We leveraged our propriety HRIS Solution framework to evaluate the current systems and identify the appropriate next steps. Our framework prioritizes upfront planning and research, so we started by considering the challenges of the existing systems and the potential opportunities a new system could provide. Our assessment of the current systems went beyond the technologies, to also include the people and processes that use and support them.

Based on our unbiased evaluation, as well as interviews with key stakeholders, we determined that the core issue was indeed the disparate systems – which were negatively affecting the people and the processes in the department. Further, we uncovered the true extent of the data discrepancies the systems were creating and the negative impact of the inconsistent data and reporting.

We recommended that the department move to a single-source solution to drive all of their HR processes, including recruiting, hiring, onboarding, talent management, benefits, and more. We then worked with the department to establish a vision for the change and an ideal future state to help reduce time, cost, and headaches.

EXECUTIVE SUMMARY

- HR department relied on outdated, legacy platforms that required inefficient manual workarounds and led to widespread data discrepancies
- Wanted to assess their current state and implement needed improvements
- Leveraged proprietary HRIS Solution Framework to select and implement a new system to achieve desired outcomes

OUTCOMES:

-  Increased awareness and governance of HR business processes
-  Decreased reliance on third parties for operational needs
-  Mitigated compliance risk presented by unclean data
-  Reduced operating expenses due to increased efficiency



Following that, we supported the selection of the new solution, defining the requirements and ensuring alignment of the chosen solution for maximum benefit. We are technology-agnostic, so we ensured an independent and objective selection process to enable the department to pick a solution to truly meet their needs. Once a solution was selected, we helped to negotiate the contract and develop an implementation plan, which included an outline of the roles and responsibilities of the HR team related to the new system.

Our implementation roadmap incorporated robust elements of program and change management to ensure readiness and a seamless transition. We served as project manager, ensuring that the system integrator and internal stakeholders remained accountable to the determined budget, timeline, milestones, and deliverables. We also worked closely with the department to redesign their business processes to eliminate their manual workarounds and ensure that they could effectively and efficiently leverage the new technology.

Concurrent with selection and implementation, we tackled the department's data governance issues, identifying and mitigating the high-priority data discrepancies to ensure that clean, usable data would be ready to import into the new system.

Finally, we provided post-implementation support to maximize the value of the system in the short and long term.

“By analyzing our current practices and recommending and implementing solutions specific to our needs and desired outcomes, Navigate helped us to save money and reduce risk. Their expertise transformed our HR function.”

– Senior Executive

OUTCOMES

With the new HRIS platform in place, the HR department can now more efficiently and effectively perform their day-to-day activities and confidently provide leadership with key data and reporting to drive decision making and overall strategy.



Increased awareness and governance of HR business processes



Decreased reliance on third parties for operational needs



Mitigated compliance risk presented by unclean data



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CONTACT US TODAY TO GET STARTED

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