

“Expensive and Complex HR Software Drives Away its Usage”



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HR, as the name suggests, requires tremendous interpersonal interactions. What is the role of an HRMS package in this scenario? How do you build awareness among customers who think HR packages are too expensive and non-critical?

HRMS packages support interpersonal interactions. It standardizes, systematizes, captures and stores data and transactions. It also enables easy and quick retrieval of data. For instance, we understand the importance of communication in businesses today. Thus we have added the mobility functionality to our HRMS system, through which clients can use the system via SMS.

HR software need not be expensive and complex.

With companies growing and increasing their payroll numbers and employees dispersed in different geographic locations, it is critical to link them through a web-based system to ensure real-time access to the system to meet organisational goals and performance requirements.

From your experience and interaction with users, what do organizations look for in an HR package? Are they able to implement it effectively and derive business benefits?

Organizations look for user-friendliness, accuracy and speed in handling large volumes of employee data. Added to this,

they want the system to handle employee transactions such as recruitment, interview, appointment, on-boarding, goal-setting, performance assessment and appraisal, training, expense claims, employee separation, etc. Our experience shows that companies are able to implement these effectively and derive substantial benefits.

How have you positioned your product?

Our USP is simplicity and availability of this application on all desktops. We price our software for the mid-market segment and are comparatively economical as compared to HR packages linked to major ERP applications. Some of the HR packages available globally are complex and often have features that are rarely used. These packages are difficult to be trained on and cannot be extendable to all employees. We have focused on modules that are high in demand, so we give what is necessary and what is frequently used, such as employee self-service, recruitment and payroll. Many of our clients have found that deploying employee self-service results in effective HR services rendered to employees and boost employee morale.

Can you comment on the growing rate of HR Software deployments in Indian organizations today? What is the cause of this change in mind-set?

With the economy growing at about 8 percent, we find increasing number of large organizations emerging. These include Indian companies as well as MNCs. This results in large scale recruitment of talents. Also, for the first time India is facing shortage of skilled manpower.

Attrition rates are higher than it ever was. This essentially calls for an automated system to handle the churn and implement efficient HR policies to retain talents. **CTOF**

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