Create a Culture of Growth

How HR can contribute greater business value with new insight to better align qualified talent to organizational strategy

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What's Inside...

Cultivating Talent in a Changing World

As human resources (HR) leaders know, how effectively you match the right talent with strategic initiatives has a rising impact on your organization's market competitiveness and long-term success—but with limited visibility and manual tools, supplying your workforce with all the necessary skills that align to strategy can be challenging, especially as your business grows. Under intense pressure to get the right people in the door and keep them, HR teams may inadvertently impede business growth as they struggle with insufficient processes and complex labor requirements.

According to recent research, challenges acquiring talent with the right skills and significant increases in labor turnover year over year are preventing organizations from delivering the leaders they will need in the coming years.[1]

As competition heats up to attract the best talent, understanding exactly which skills your organization's strategy depends on to succeed has never been more important. Most human capital management resources are already stretched thin, so staying competitive in a lean environment means focusing more on the strategic growth plan and less on day-to-day HR administrative tasks.

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[1] "Bridging the Skills Gap, Taking the Internal Approach," Aberdeen Group, 2016

58% of organizations believe the skills gap affects workforce quality and represents their biggest talent management challenge.[1]

Find Out More

Align Skills to Strategy

Robust talent management technology helps you get a clear picture of the skills your organization needs to meet its growth goals, audits how well-supplied your organization is with those skills, and identifies gaps. Then as you fill those gaps, it helps you with the processes of acquiring talent and cultivating it internally to improve employee satisfaction and retention.

Epicor Human Capital Management (HCM) software provides innovative technology to transform your HR department into a strategic contributor, focused on meeting business growth goals while automating traditional HR tasks. Let's examine how Epicor HCM can help you identify, acquire, and nurture strategic talent to grow your business.
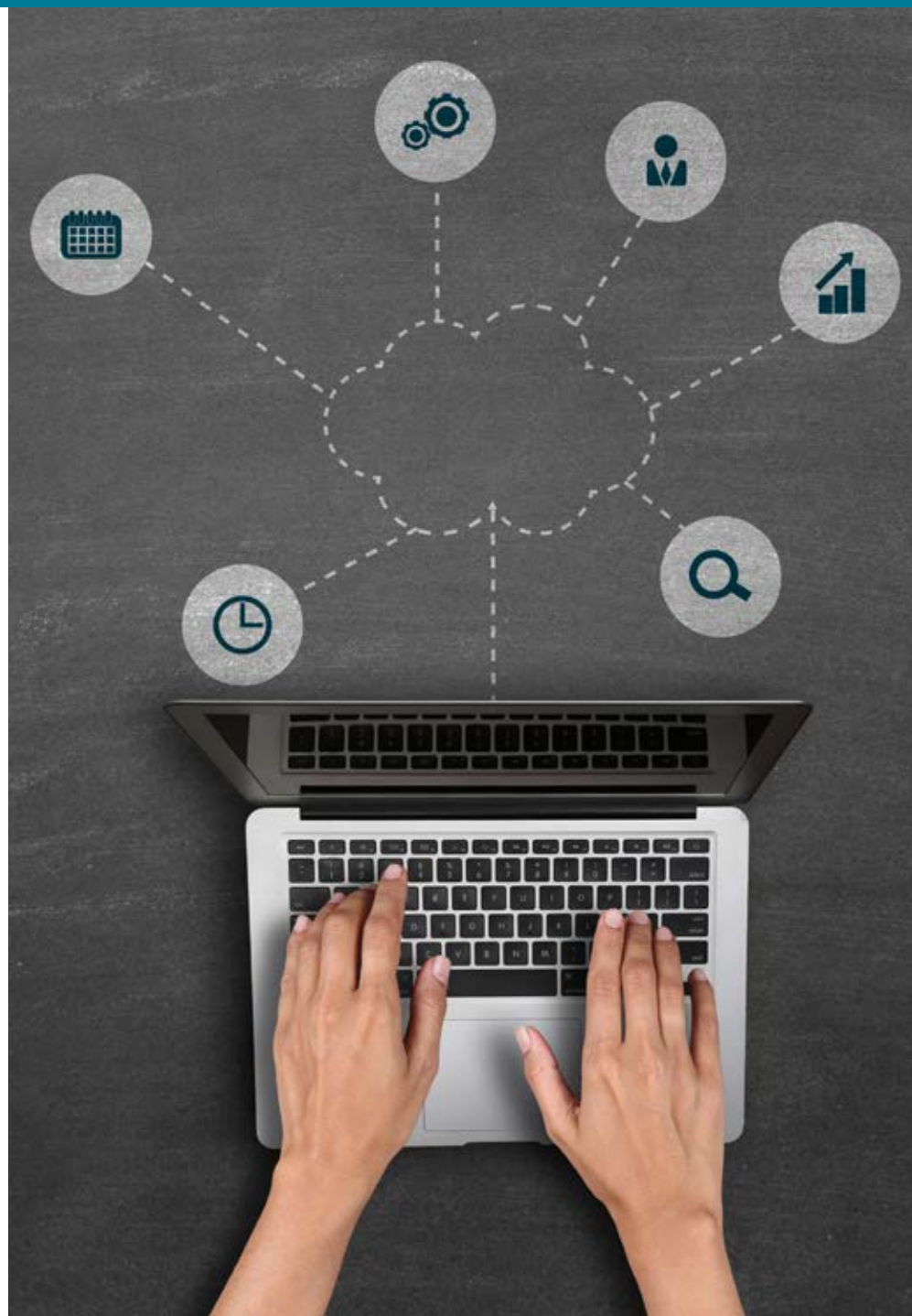
Acquiring Talent

Identifying skills during the recruiting process

Most top-performing organizations say a major priority is aligning high-quality candidates with the skills required by their organization.[2] The first steps in acquiring the right talent should focus on identifying which skills will best help your organization. You need to correlate specific competencies to each individual job, so map out roles, define key skills, and identify whether they are soft-skill traits or require hard-skill certifications. Determine if there are courses directly tied to the certifications and consider what other specific skills are required for the job, such as language skills.

Once you have a clear understanding of the specific job skills and you begin gathering and comparing candidates, Epicor HCM gives you the ability to perform a skills-gap analysis to quickly zero in on the most qualified candidates. If you have multiple job requisitions to fill, you can quickly compare internal and external candidates side by side. Epicor HCM can even quickly analyze your existing workforce to gauge whether you already have internal candidates, giving you the benefits of providing current employees with opportunities to grow, rewarding top performers, and avoiding a lengthy external search.

[2] "Key Statistics to Understanding the Great Talent Divide," Aberdeen Group, 2017

Epicor HCM speeds the recruiting process with tools that can:
▶ Define and assign key certifications, competencies, courses, and communication skills at the job level
▶ Search, compare, and rank both internal and external candidates based on required skills
▶ Create job- and requisition-specific online applications to refine the search for the most qualified candidates
▶ Deploy role-specific dashboards across the organization to keep HR, recruiting, and hiring managers updated on the process

Know Your People

Quickly discover which skills are already on board

"Companies face a real challenge managing their existing labor force to bridge the skills gap. While organizations by-and-large adjust talent acquisition criteria to deal with the gap in hiring, more need to focus on their existing workforce," human capital management researchers say.[3] With job needs and skills data housed in Epicor HCM, you may find that you already have qualified employees within your organization, maybe even allowing you to avoid opening a job requisition. Epicor HCM not only helps fill open positions more quickly, but it helps set career paths for your existing employees to promote or transfer staff from within. The ability to do skills searches and evaluate your existing talent pool can save you time and money in the recruiting process.

With active career-building in Epicor HCM, you can boost employee satisfaction and lower attrition. Employees gain insight into the skills required for various types of positions at your company and how to better prepare themselves for advancement through goals, performance, or training.

Best-in-class companies are 25% more likely to define high-potential talent criteria based on internal and external business drivers.

Find Out More

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[3] "Bridging the Skills Gap, Taking the Internal Approach," Aberdeen Group, 2016

Recruitment Tools to Speed the Hiring Process

Epicor HCM has built-in tools to help you quickly identify baseline-qualified candidates. You can define which questions to ask early in the recruiting process based on the type of job to eliminate non-qualified candidates while investment is still low. For example, if you need to fill a sales position, you can ask about travel availability and willingness during a first interview.

To keep you informed, Epicor HCM helps stakeholders across the organization with role-specific dashboards that show human resources, recruitment, and managers how the hiring process is progressing. The dashboards provide summaries, details, and tools related to recruitment activities. You can see how long job requisitions have been open, view how many candidates have applied, access candidate profiles, forward job applications, and more.
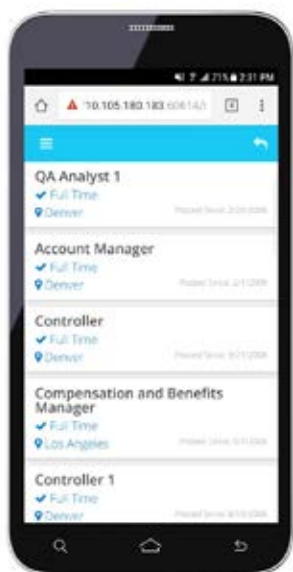
Growing and Aligning Skills Internally

After the recruitment process, Epicor HCM helps your organization align strategic talent management from an employee's first day onward with tools for onboarding, training, workforce planning, goals, and performance.

| Onboarding | Training programs | Workforce planning | Goal setting | Performance |

Customer success:
Streamlining HR processes with Epicor HCM has been especially helpful in facilitating open enrollment and performance review procedures at LifeCare Assurance Company.

Read the Success Story

Onboarding

Epicor HCM helps you bring new employees into the fold with self-service tools that can communicate the company vision and provide important information such as company handbooks and employee forms. Messages from your CEO, training videos, recorded company presentations, expectations for their first 60 days on the job, IT checklists, and benefits enrollment or opt-out tools are just a few of the onboarding activities you can automate with Epicor HCM. Use predefined tools or customize according to your organization's needs related to benefits, IT setup, eligibility, etc. You save on HR time and cost, while your new employees can get up to speed quickly, beginning on day one.

Onboarding tools:

▶ Communicate the company vision and goals

▶ Provide new-hire checklists and to-do lists

▶ Enable benefits self-registration and opt-out

▶ Assess training needs and planning

Training Plans and Programs

With Epicor HCM self-service training tools, you have the ability to identify employees' skills needs even before they start, based on the job skills data collected during recruitment. Measure and compare what is missing, then generate a personalized training program that matches skills needs with goals. Once the employee has completed those goals in the training program, he/she meets that training need and fills the skills gap. You as the HR professional and the employee both have full visibility throughout the process, know what is expected, and can track progress.

In addition, you can design a set of certifications or training requirements that need to be achieved in a specific order to become certified in a particular competency. Employees can work independently through self-study, online classes, certifications, or any learning method you define.

Aberdeen Group found that employees at 76% of top-performing organizations are "likely to stay with the organization because they can chart a career track there."[4] Providing the right training and development tools may prove critical in keeping talent on board.

[4] "Total Performance Management: Mapping Performance to Equitable Talent Selection," Aberdeen Group, 2017

76% of employees at top-performing organizations are likely to stay because they can chart a career track.

Find Out More

Training tools:

▶ Generate individual training plans based on skills-gap analysis

▶ Enable employees to view and enroll in courses to meet needs and close gaps

▶ Create training programs for individual employee career development

Insight to Produce More

Workforce planning with Epicor HCM

Epicor HCM enables workforce planning to minimize business disruption and improve productivity. With Epicor HCM skills-gap analysis, allocate your resources based on the current and strategic needs at your organization. For example, if manufacturing shop floor managers know they need operators who are certified on a particular machine, they can quickly search their workforce and identify certified operators.

Time tracking tools give managers the ability to view and analyze efficiencies at the team level and employee level. Managers can define time groups to evaluate how projects, cost centers, departments, and schedules are impacted by time allocations and make decisions based on those insights. You can set the status of your full-time, part-time, and contingent workforce; define what they do; and manage their time—all within Epicor HCM.

Epicor HCM provides historical and auditable data and reporting tools to analyze, control, and communicate compensation. You can track history of pay, locations, past positions, and previous supervisors.

Epicor HCM also features robust reporting tools. You can choose from standard reports or build your own with best-in-class reporting services and drag-and-drop query builder reports that can be pushed to your department managers.

These features and more combine to give HR teams, managers, and employees the insights they need to be successful.

Workforce planning tools:

▶ Allocate resources based on strategic view of current workforce skills

▶ Review team efficiencies through time-tracking analysis of groups or individuals

▶ Manage full-time, part-time, and contingent workforces based on defined statuses

Focus on Achievement

Tracking goals and performance to reward employees

To promote continuous excellence, you can align all defined training needs and skills gaps back to goals with Epicor HCM goals and performance tools—all within a centralized system. Motivate employees by demonstrating how their individual goals impact strategic initiatives at the executive level. Help them stay on track by enabling self-service, which allows managers and employees to see, manage, and review progress on employee goals throughout the year.

Correlate progress on goals to performance at review time—whether annually, quarterly, monthly, or another increment. Performance tools allow you to define the review setup in a variety of formats, including manager-only review, employee feedback prior to manager review, 360 review, and other review models.

Lastly, Epicor HCM facilitates the process of rewarding goals and skill achievement with a compensation and salary planning module. You can attach target goal payouts to specific goals, allocate compensation increases for the year, or define increase percentage thresholds based on performance to help your managers and directors make sure they reward top talent.

Goals and performance tools:
- ▶ Create and manage corporate and employee goals
- ▶ Enable employees to track and accomplish goals through training courses
- ▶ Tie goals to performance evaluations on a manager-defined schedule
- ▶ Reward goal and skill achievement during compensation planning

HR as a Strategic Contributor to the Business

Key takeaways

Thanks to new and emerging technologies, the employee experience is changing dramatically while business priorities are in constant flux. To keep pace, a strategic HCM solution is now more critical than ever to remain competitive and help your employees stay focused on achieving long-term business goals and driving growth. By aligning skills to strategy with the support of a best-practice solution like Epicor HCM, you can effectively manage the skills of your workforce, hire the right people, and keep them on board. Ultimately, with Epicor HCM software your HR organization is freed to spend more time on strategic growth initiatives versus managing day-to-day administrative details.

Next Steps

With flexible deployment options in the cloud or on premises, getting started is easy with Epicor HCM. From basic HR functions such as absence tracking, personnel management, and compensation management to more dynamic operations such as performance management, training, and global expansion, Epicor HCM is a best-practice HR solution designed to help you manage your workforce from recruitment to retirement. Contact Epicor today to discuss your specific needs and how Epicor HCM can uniquely help increase the strategic value of your HR organization.

Epicor HCM can help your organization hire the right people, manage employees' skills, and retain them.

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About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements are built into every solution—in the cloud or on premises. With this deep understanding of your industry, Epicor solutions manage complexity, increase efficiency, and free up resources so you can focus on growth. For more information, connect with Epicor or visit www.epicor.com.

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