



WorkforceHub
powered by swipeclock



Retool Your HR Management and Onboarding to See Your Business Recover and Thrive





This is the second volume of our eBook ***Retool Your HR Management to See Your Business Recover and Thrive***. In this series, we describe how a unified HR solution can fundamentally change the way you hire, onboard and manage employees.

An Human Resources solution is an integrated suite of software applications that automate time and labor, hiring and HR management. It helps managers, administrators, and employees at every level be more efficient and effective.

In this volume, we discuss new hire onboarding and day-to-day HR management using WorkforceHub. WorkforceHub is Swipeclock's unified HR solution designed for small to mid-size businesses.

The HR Portal

An HR portal is the interface through which employees perform time and labor related tasks. This includes time and attendance, scheduling, PTO, payroll information, benefits enrollment, onboarding, engagement tools and much more.

How Does an HR Portal Work?

When an employee signs in, they enter the main dashboard. They can easily locate the punch in function and start their shift.

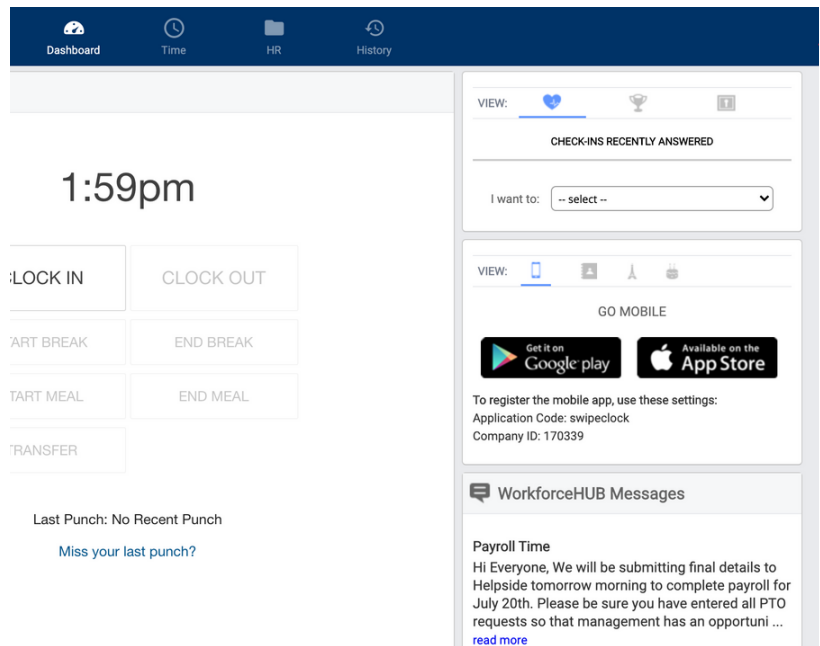
In WorkforceHub, the main dashboard includes:

- Clock in/out
- Time of most recent clock in/out and type
- At a glance: next pay date, download WorkforceHub app, company directory, upcoming events
- Links to the previous three pay stubs (not a summary—the actual pay stub)
- Employee rewards: discounts, promotions
- Engagement: employee recognition wall, check-ins, anonymous suggestion box, chat
- Communication center: messages from the administrator
- Links to company documents: company or employee-specific
- Company directory

Each employee starts and ends their shift in a company-branded portal. All team members see the important announcements on the main dashboard. This eliminates the need for many emails and texts.

Employees Can Put First Things First

Each employee can access specific information when they need it. Managers and administrators can customize information per employee or department while maintaining consistency. The portal provides multi-directional communication—employees interact with management and each other.



In WorkforceHub, employees can perform multiple HR tasks from the main dashboard

Employee Onboarding



There has been an increasing emphasis on onboarding in the past few years because it's a critical process that affects everything from employee performance to the customer experience. How does great onboarding help your company?

4 Key Benefits of Outstanding Onboarding

1. Increases productivity by helping employees learn how to do their jobs faster.

2. Creates engagement from the beginning. Engaged employees buy into your mission and values.



3. Saves money by lowering turnover. You're probably aware of how expensive it is to hire a new employee. It costs between 100% and 200% of the employee's yearly salary to recruit, hire and train.

4. Improves your company reputation. Confident employees feel good about your firm. They leave positive reviews on Glassdoor and other review sites. They share their enthusiasm within their circle of influence. Your reputation is critical for customer loyalty as well.

Companies with great onboarding can nearly double their revenue growth compared to those with average onboarding. The onboarding-revenue connection is due to several factors. Good onboarding decreases a new employee's time-to-productivity. It helps them be more effective once they start contributing. They serve your customers better. Improved retention increases the cumulative experience and competence of the workforce. High-performing employees are better mentors to new employees. Therefore, the benefits of good onboarding increase over time.

An HR solution standardizes your onboarding process. Mobile apps allow new hires and administrators to manage processes from anywhere.

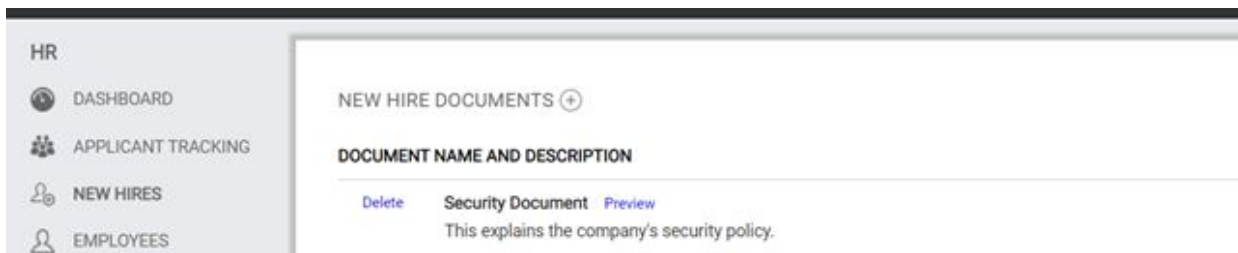
Let's look at the features that streamline employee onboarding.

7 Onboarding Tools/Features

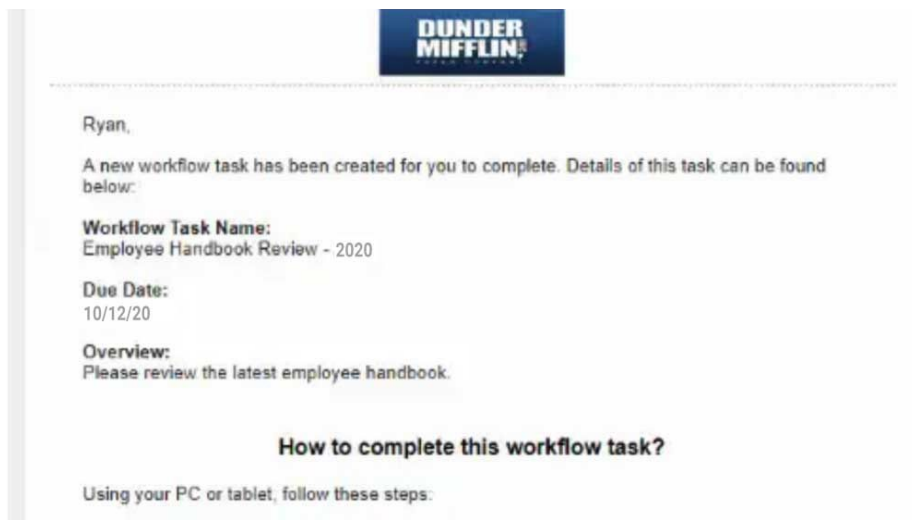
1. Online portal for new hire paperwork
 - Federal and state tax forms
 - Benefits enrollment and plan information
 - Employee handbook
2. Payroll setup
3. Completion confirmation
4. Real-time analytics and reporting
5. WOTC application and filing
6. Background and reference checks
7. Checklists for administrators (set up workstation, schedule welcome breakfast, order ID badge, etc.)

How does an HR solution manage employee onboarding?

We will use **WorkforceHub** as an example. In WorkforceHub, the administrator builds a new hire packet. It includes state and federal tax forms, benefits enrollment, and any other necessary documents. You can customize the onboarding packet for each new hire, including only what is necessary.



- The new hire completes and submits the necessary forms with electronic signature.
- Since WorkforceHub is cloud-based, the employee can complete the paperwork at their convenience.
- If the company has integrated WorkforceHub with their payroll system, the necessary information is sent directly to the payroll system. This way, the employee will receive a paycheck without delay on the first pay period for which they are eligible.



Example of the WorkforceHub Employee Handbook workflow for the employee to review and electronically sign

8 Onboarding Key Findings

Let's look at the numbers:

1. 69% of employees are more likely to remain with an employer if they experience good onboarding. ([O.C. Tanner](#))
2. Only 37% of companies extend their onboarding processes beyond a month, and 15% only give one day. ([Aberdeen Group](#))
3. Only 22% of employers have a formal onboarding program. ([Harvard Business Review](#))
4. 88% of employees think their employer did a poor job with the onboarding process. ([Gallup](#))
5. Companies that rank highly for employee training have 53% lower attrition. ([LinkedIn](#))
6. Onboarding has the second highest business impact of all 22 HR practices ([SHRM](#))
7. Unhappy and disengaged workers cost the U.S. \$485 - \$605 billion each year ([The Carden Group](#))
8. 44% of CFOs say poor hiring decisions greatly affect morale. ([SHRM](#))

The overall state of onboarding presents an opportunity for companies to gain a competitive advantage if they create an exceptional experience.

Employee Engagement

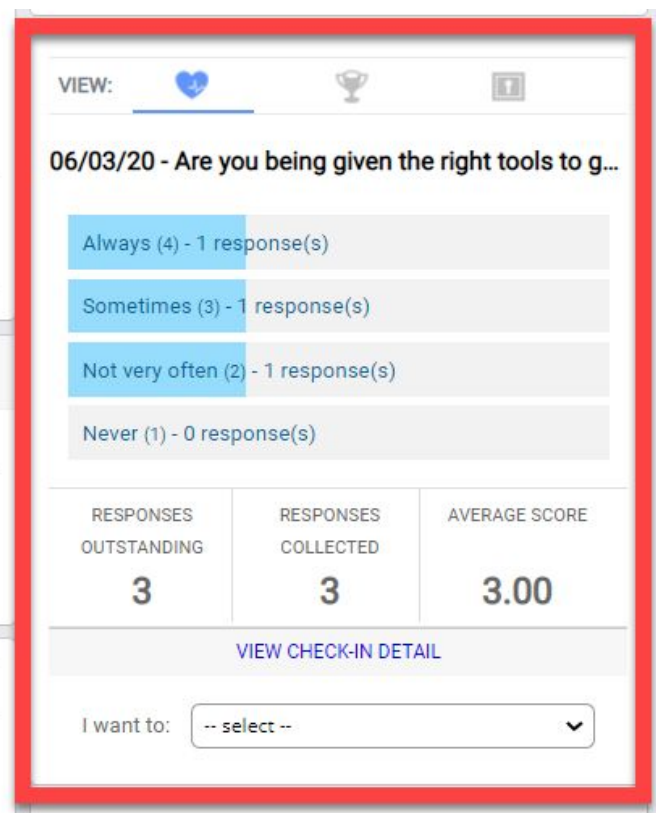
HR management has a profound influence on employee engagement. HR solutions have many features that can improve the [employee experience](#).

Let's look at the engagement tools in WorkforceHub.



Employee Check-ins

An employee check-in is a quick one question pulse survey. Employee check-ins keep managers connected to their team members. They help managers continually monitor employee morale. This is especially important when the employee or manager is working away from the office.

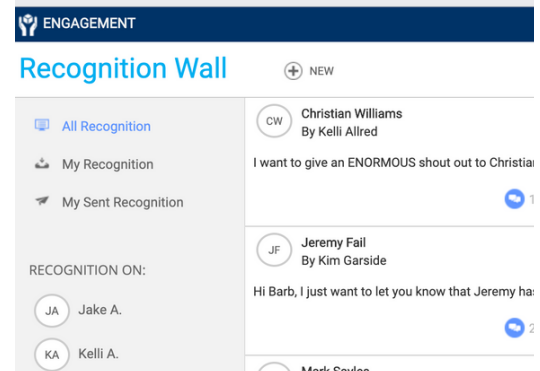


WorkforceHub employee check-in pulse survey

Employee Recognition Wall

Employee recognition has been a hallmark of good management since the first Employee of the Month was honored with their picture proudly displayed on the office wall.

Frequent recognition shows employees that their efforts are appreciated and broadcasts their achievements beyond their team. With a virtual recognition wall, any employee can give public kudos to anyone else in the company.



WorkforceHUB employee recognition wall

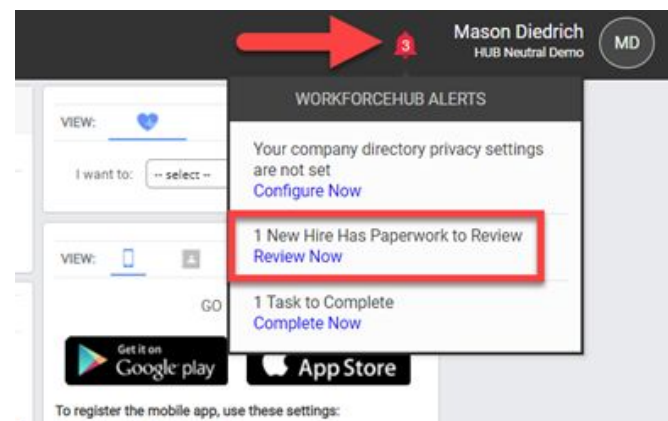
Anonymous Suggestion Box

Many solutions, including WorkforceHub, have an anonymous suggestion box. This allows employees to give honest feedback without fear of retribution. It can expose dishonest, illegal, or unsafe practices.

Alerts and Notifications

Administrators can set alerts connected to dates. These may include employee birthdate, certification expiration, or hire date. The alerts notify employees, managers or administrators that a certain action needs to be taken. For example, you could configure an alert to notify a manager to schedule a performance review.

With your time and labor platform managing data, employees and HR don't need to track important dates with spreadsheets. It not only eliminates tedious, time-intensive processes, it prevents compliance violations due to expired certifications. Set it and forget it!



WorkforceHub alerts administrator view

Mobile Apps

Everyone manages their lives with their smartphone. Work should be no different. With an HRMS mobile app, employees can punch in/out wherever they are working. They can access HR information at their convenience. They can request PTO when they are planning a trip outside of work hours. 24/7 schedule access reduces absences and improves work/life balance. The HR team spends less time answering employee questions in person, on phone calls, or through email. It improves manager oversight of mobile and offsite employees.

Analytics

In HRMS, administrators can run reports based on the workforce data tracked in the system. This includes hiring, time and labor, engagement, and productivity metrics.

Here are some common KPIs:

- Absenteeism
- Overtime hours
- Cost-per-hire
- Time-to-hire
- Female to male ratio
- Voluntary turnover
- PTO usage
- Average tenure
- Rate of internal hires vs. external hires
- Job referral percentage
- Average duration by position
- 90-day failure rate

Use HRMS analytics to guide your labor management decisions. Detect trends early to make proactive instead of reactive decisions.

Retool Time and Labor Systems

If you've worked in a company with siloed systems—and most of us have—you know it's not ideal. The lack of cross-functional operation is inefficient and downright frustrating. Redundancy, difficulty in accessing and transferring records, and general confusion waste time and money.

There are formidable barriers to creating a unified HR system from a patchwork of technology. Some software vendors specialize in a narrow HR niche, so you can't get everything you need from one provider.

Another complication is that some of the data is used by several departments. For example, human resources, payroll, and accounting share payroll data. Other records are only used in recruitment and onboarding. Plus there is sensitive data that can only be accessed by a small group of authorized users.

If you are considering a automation, make sure you get a system that integrates with other business software you use.

How Retooling Human Resources Pays Off

In conclusion, let's recap the benefits of using an HR system to manage onboarding and ongoing time and labor functions:

- It saves everyone time and frustration
- It improves data accuracy
- It provides comprehensive analytics to guide decisions across departments
- It helps employees, managers, and administrators be more productive
- It elevates your employer brand
- It simplifies compliance with the Fair Labor Standards Act (FLSA), Affordable Care Act (ACA), and local workplace laws



Swipeclock WorkforceHub

WorkforceHub was built from the ground up for the mission critical needs of small businesses. We serve a broad range of industries including healthcare, manufacturing, hospitality, construction, food and beverage and professional services.

WorkforceHub is one of the most affordable HR solutions on the market. In addition, WorkforceHub doesn't require a contract or large upfront cost and scales easily.

To learn how WorkforceHub can benefit your business,
visit [Swipeclock WorkforceHub](https://www.workforcehub.com).

Check out volumes 1 and 3 of our eBook *Retool Your HR Management to See Your Business Recover and Thrive*.

Volume 1. Recruiting, Applicant Tracking and Hiring

Volume 3: HRMS Employee Timekeeping and Scheduling

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