



# CERIDIAN ADDS STRATEGIC ONBOARDING TO DAYFORCE

ANALYST

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## THE BOTTOM LINE

**Ceridian continues to fortify and expand the Dayforce HCM suite, and chief among the latest additions is onboarding, a component of the vendor's foray into talent management.** By freeing HR staff's time to be more strategic, the automation that technology brings to onboarding results in notable productivity gains, Nucleus has found. Going beyond this, however, Dayforce is applying more than mere automation to onboarding, and the effect will be even greater gains in productivity for HR and new hires alike.

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Nucleus has shown that the effects of technology for talent management can resonate with financial decision makers, (i.e., the CFO) (Nucleus Research *q44 – Showing the value of talent management*, March 2016). Some of the biggest effects are in onboarding and abutting areas.

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Recent analyses by Nucleus of several use cases show that automation in onboarding brings productivity gains typically hovering around 6 percent (Nucleus Research *q67 – Boosting productivity in talent acquisition*, April 2016). In notable instances, where modern technology for human capital management (HCM)

replaces antiquated, largely paper-based processes, gains approach 19 percent or greater. Nucleus believes the effects of more strategically thought-out onboarding technology can add further to these productivity gains.

## HIGHLIGHTS OF DAYFORCE EVOLUTION

Ceridian continues to innovate and expand the functionality found in Dayforce HCM. The latest evolution of the user interface (UI) builds on a new direction in design language first shared last year (Nucleus Research *p51 – Fortifying its position - Ceridian expands from the epicenter of HCM*, March 2015). Additionally, a newly reworked employee record card contains information reflecting the feedback of Dayforce customers. Furthermore, innovations that Nucleus has come to expect from Ceridian at the epicenter of HCM continue apace. These are the essentials for employing people: payroll, time and attendance, benefits administration, core HR, and other elements of workforce management (WFM). Following are a few highlights shared earlier this year, at the vendor's annual Analyst Day:

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- Users can now view time and attendance presented in the style of organizational charts.
- The report writer within Dayforce has been thoroughly revamped, now comprising more than 300 standard reports. Changes that a user makes in the system update immediately in Microsoft Excel courtesy of OData integration built directly into Excel.
- Employers now have the ability, with Dayforce, to focus on several pay groups simultaneously. This is useful especially for larger employers.
- Recently deployed multi-threading, in the Dayforce cloud, enables users to run more work concurrently and buttresses Ceridian's ability to scale as demand increases.

## ONBOARDING

As well, the vendor is making good on the first leg of an aggressive roadmap to expand into talent management (Nucleus Research *p137 – Ceridian plots wise path to talent management*, August 2015). The latest, most notable highlight is functionality

for onboarding, where a clear line of sight now connects new hires to their new employer, from recruitment (functionality for which has been in place for a while).

## PRODUCTIVITY GAINS, COST SAVINGS, REDUCED RISK

Much of technology for onboarding focuses on alleviating the administrative burden that HR departments experience in ensuring that a new employee is situated, compliant with all employment-related regulations, and ready to produce as soon as possible. This increases productivity, hopefully adds new revenue more quickly, and, of course, reduces risk. Technology for all of talent management can have financially measurable results in these areas (Nucleus Research 0199 – *Talent Management pays back \$5.94 for every dollar spent*, September 2014). This is especially the case when modern technology – cloud-based, SaaS-delivered – replaces antiquated processes comprising clunky, legacy technology or paper- and spreadsheet-based approaches.

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## ELEVATING ONBOARDING

Usually, gains in productivity related to onboarding come through automation of the administrative aspects of the activity. With these burdens lessened the default effect is to free HR and recruiting staff to devote more time to their core duties and to the more aspirational aspects of their roles – i.e., becoming strategic. The idea is to think beyond automation, about how technology can play a role in directly supporting strategic onboarding. This is about concepts as simple as using the technology in order to congratulate new employees in efficient, orderly, creative ways. But it's also about helping them connect quickly with their teams, to become productive faster. As well, strategic onboarding can be about a technology-facilitated process that leaves new hires unaware of exactly when onboarding concludes and ongoing performance management begins.

Measurable gains in productivity are there for a newly hired manager assisted by such a system. Nucleus realistically estimates that, at an organization bereft of an onboarding process bolstered by technology, a newly hired manager easily could waste as much as four-fifths of his or her time on the first week of the job, just figuring out with whom to connect and how. For a newly hired manager whose annual fully loaded cost to the organization is \$203,715, that would mean up to \$2,194 worth of loss productivity. Factor in a confusing segue into regular employee life, and additional productivity losses ensue.

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## SYNCHRONIZING ONBOARDING WITH THE REST OF HCM

Additionally, because of the nature of the Dayforce solution (single application, single data set, single rules engine), Ceridian can synchronize onboarding with the rest of HCM more tightly. This paves the way to allow critical information for payroll, time and attendance, and benefits administration, for example, to populate the system immediately. Furthermore, employee self-service (ESS) also receives necessary information automatically and immediately, ready for new hires to use from the get-go.

## LOOKING AHEAD

Vendors strong in workforce management (WFM) continue to fortify it as they build out their functionality for the rest of HCM. With Dayforce, Ceridian is a prime example of this trend. Last year, the vendor first shared an aggressive product roadmap for talent management. Since, Ceridian has methodically marched toward providing functionality for, eventually, all of it. Nucleus believes this deliberate approach is wise, as it has enabled the vendor to remain true to a focus on providing a single application producing a single data set governed by a single rules engine for all of HCM. In parallel, improvements at the epicenter of HCM only strengthen Ceridian's already potent ability to help users remain compliant with employment law, notably the Affordable Care Act (ACA) (Nucleus Research *p224 – Anatomy of a decision – Ceridian Dayforce HCM*, December 2015). Together, the totality of HCM experiences greater efficiencies under the auspices of the Dayforce product suite, and these benefits flow to and from talent management, including onboarding.