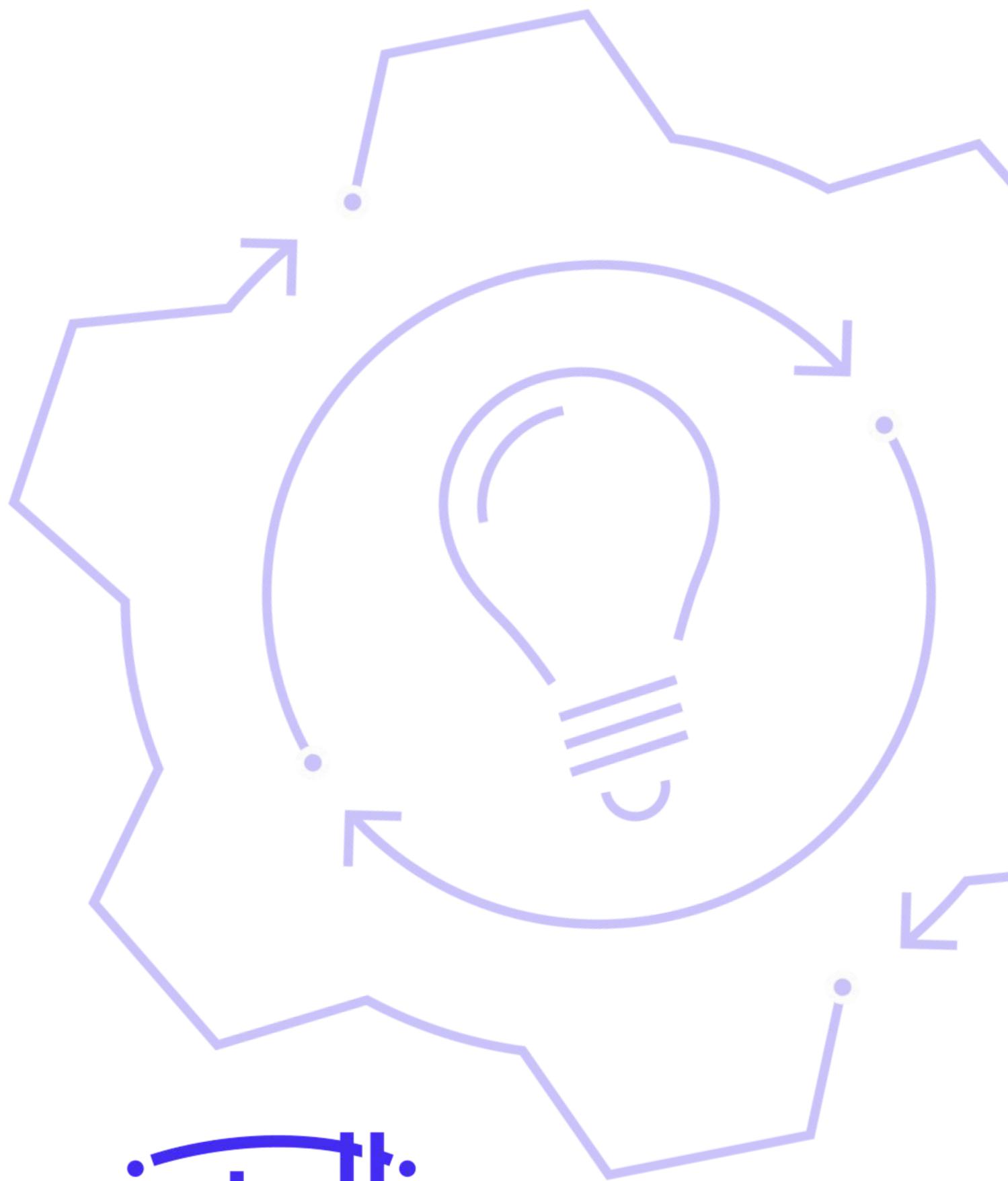


IMPLEMENTATION ESSENTIALS

Everything you need to know to make
your implementation a success



intelliHR

intelligent people management.

WELCOME!

Starting a new implementation project can be daunting, we have all heard stories of forgotten software and abandoned rollouts. But why is it that we are plagued by bad experiences? Perhaps insufficient scoping or project management has been the straw that broke the camel's back.

intelliHR puts together the tools and support you need to make the implementation process a breeze.

The key to a successful implementation is structure. Using a framework to ensure the right foundations are in place will set you up for success.

Your **intelliHR Customer Success Team** is by your side every step of the journey, but there are some ways you can contribute to making implementation a success.

Inside this guide:

- Steps to make your people management software implementation a success
- The importance of change management
- Getting your staff on board and engaged
- Implementation in 5 simple steps

THE 5 KEY QUESTIONS TO START

Before starting on a new software implementation, you need to be clear about why you are looking to implement a system. It's important to identify your business challenges in order to find the right solution. You also need to assign the roles that key staff will play in the process.

Can you answer these key questions?

1. What problems are you trying to solve?
2. Why are your current processes no longer working for you?
3. What blockers stand in your way?
4. Which stakeholders will be involved?
5. What outcomes are you trying to achieve?



HOW TO PLAN THE PROJECT

Successful implementation is all in the planning. Before you begin, take a look at the following:

- ✓ Identify your pain points and desired outcomes.
- ✓ Consider the resources and time you will need to commit to the project.
- ✓ Select internal 'champions of change', who will facilitate the change and promote the benefits to others.
- ✓ Identify any blockers. Consider how best to navigate them.
- ✓ Set a timeframe, reminding key stakeholders of the importance to meet deadlines.
- ✓ Establish communication channels for feedback. Keep your people informed about the changes occurring.

How much time will I need?

We typically find that project managers will need to commit at least 8-10 hours per week for up to 8-12 weeks, depending on the size of the business. We have seen some small businesses get up and running in less than 4 weeks!

CHANGE THE WAY THEY THINK

As humans are creatures of habit, change can make us a little uncomfortable. Change management is essential for a successful implementation and should start right from the beginning of the process.

Find your change champions.

From the top all the way down. Research has shown that people are more likely to adopt change if it's being promoted by senior people in the business. Your change champions are there to promote the new benefits and help everyone adopt the new technology.

Continuous communication is vital.

Be sure to share information with internal stakeholders about their role in the process, as well as progress updates to the wider company. This will help ease the change into the organisation, giving your people time to understand the path being taken and to help get all your people on the same page.

CHANGE THE WAY THEY THINK

Choose the right time to launch the software.

Timing is key when it comes to making your implementation a success. Think about your HR calendar and where the software launch will fit in with your agenda. For example, getting onto the platform well ahead of your annual review period will allow enough time to gather data for accurate performance appraisals.

Test your new system before launch.

Have a focus group and a soft launch to see how the software will look in your business. This is the best opportunity to get feedback or make any adjustments.

Get the training done right.

Ensure that everyone receives up-to-date information and training. The more comfortable people feel about a new system the more likely they are to enjoy using it and make it a part of their day.

“ Glenn (Customer Success Manager) held our hand through each and every step... his follow up and offer of assistance on a regular basis has been phenomenal.”

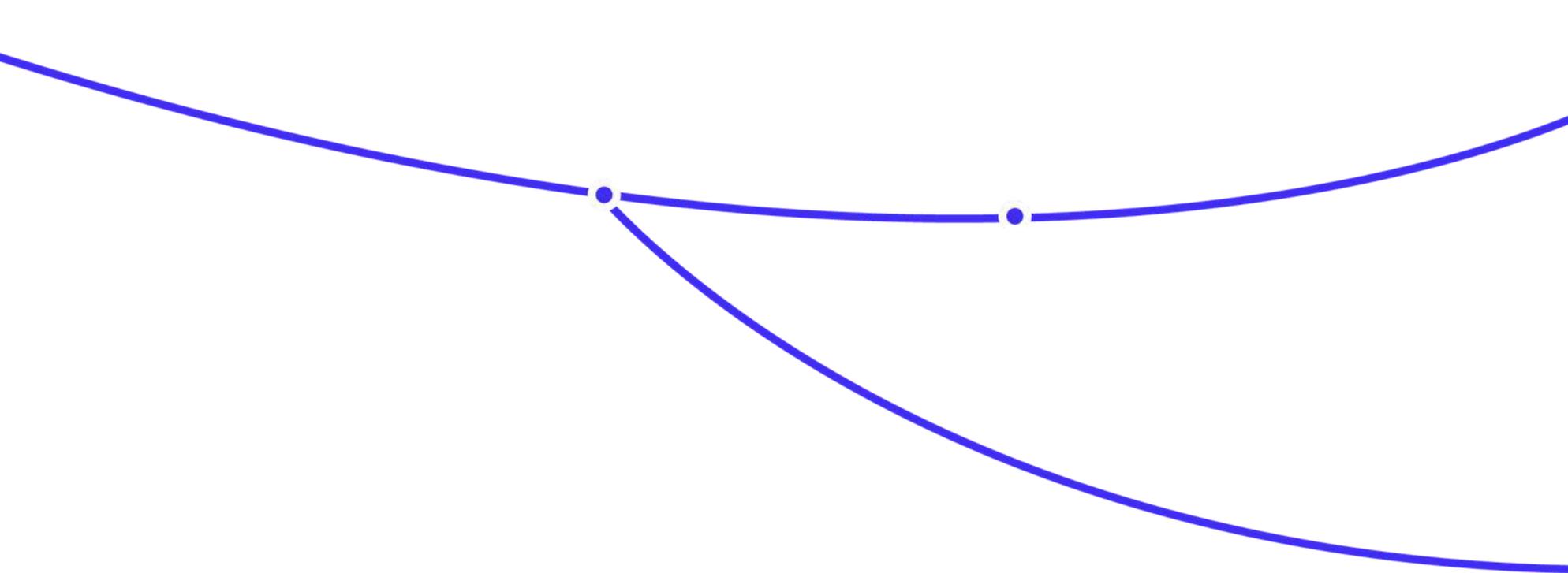
– Belinda Maybury, HR Manager,
Sheldon Commercial Interiors

HELP YOUR PEOPLE LOVE THE PLATFORM

Once you have intelliHR up and running, you are going to want your people to adopt it and love using it. The more people using the platform, the more data you are going to generate to boost your business, creating a better alignment, connection and employee experience.

Grow the love with these tips to get your people on board:

- ✓ Use champions to share their experience.
- ✓ Engage senior staff. If leaders are using the platform, it's more likely to filter down and increase adoption.
- ✓ Promote the platform's ease-of-use.
- ✓ Celebrate small wins as they occur.
- ✓ Highlight platform benefits to create a positive reaction.
- ✓ Let your people know it's all about them.



ALMOST THERE...

Working through these steps will help your business and your people thrive.

Set the process of change in motion and get ready for a new age of people management and engagement.

“ ... exceptional pre-and post-
implementation support and their
'nothing is too much trouble' attitude.”

– K. Jones, Group Workplace Relations
Manager, First 5 Minutes Group

MEET OUR CUSTOMER SUCCESS TEAM...

The implementation journey is essential for ensuring success, IntelliHR will be there every step of the way. Your organisation will be assigned a dedicated Customer Success Manager, who will assist throughout the process and make sure that your business gets the most out of the platform.

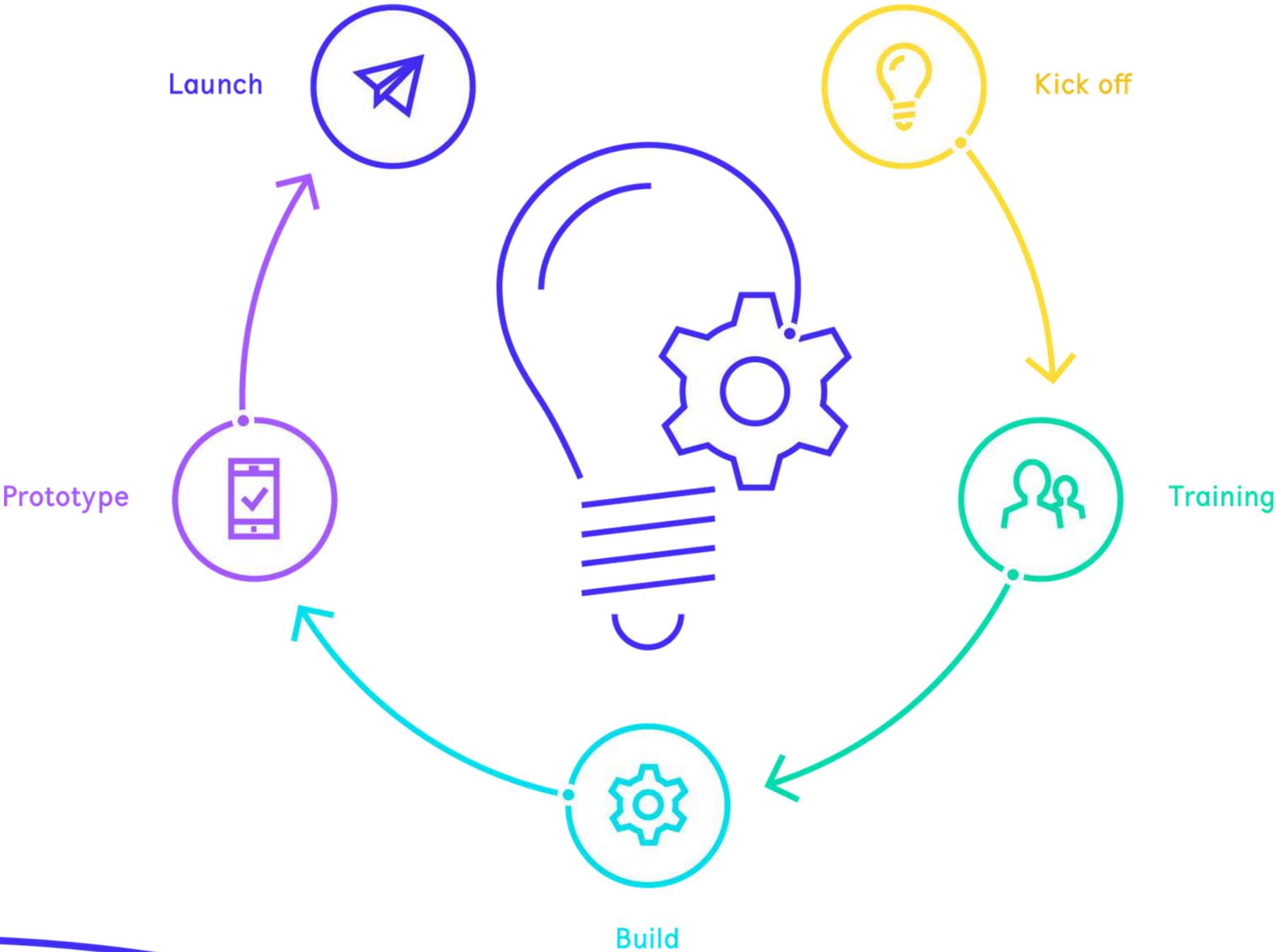
These are just some of the tasks the IntelliHR Customer Success Team will complete to aid your implementation:

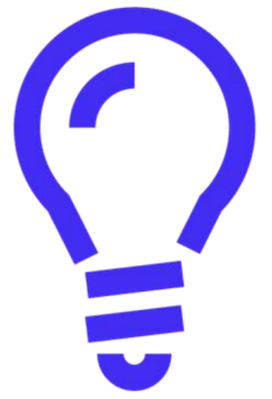
- ✓ Provide platform training
- ✓ Assist with configuration and process design
- ✓ Ongoing support for all business levels
- ✓ Provide change management training
- ✓ Identify project risk and provide proactive support strategies
- ✓ Conduct focus group testing sessions
- ✓ Ensure successful project launch

HOW WE DELIVER

Implementation in 5 simple steps

Our tried and tested method of implementation guarantees you every success. Our five-step journey includes:



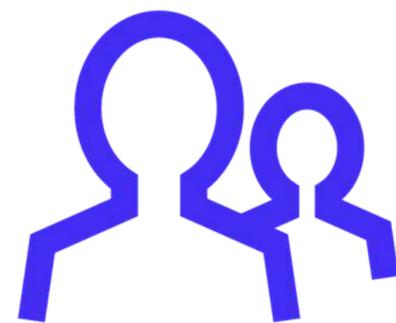


#1 Kick Off

Before we implement your new IntelliHR platform, we will sit down with you and your key stakeholders to outline the whole process. Important elements of this kick-off meeting include:

- Documenting your business and HR strategic needs. We recap your pain points and drivers, as well as the expected objectives and opportunities that will be the focus of the project.
- Your IntelliHR Customer Success Manager will look at your current processes and will discuss how they can be leveraged with the automation of the platform.
- We will help you identify your champions and key drivers of the platform, so that the right people are committed to the project.
- We will work with you to design a training plan that suits your needs, time and resources.
- Finally, we document and agree the project plan to a successful go-live and beyond.



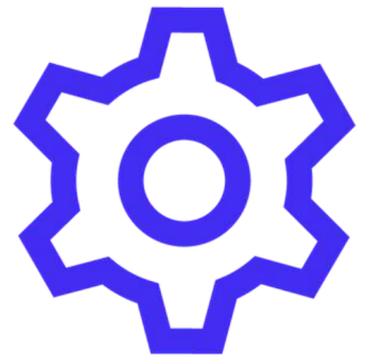


#2 Training

The first step in implementing the intelliHR platform is your training. We recognise that if you don't know how the platform works, then how can you decide how you want us to configure it for you?

- Our Customer Success Team will roll out the agreed training plan.
- Training allows key stakeholders to fully understand the capabilities of the platform and how your HR objectives can be achieved.
- Once you learn how the platform works and how you will use it in your business, we gather your thoughts and ideas in preparation for the build stage.





#3 Build

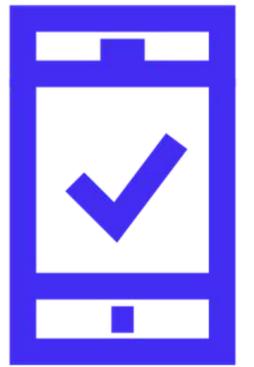
Using your feedback from the kick-off meeting and training, we'll put the finishing touches on your IntelliHR system.

We ensure the platform is configured to your requirements and take care of establishing all your available people data in the system.

Whether your data is on paper, excel or hidden across a range of systems, we have simple-to-use tools to organise, cleanse and upload your data.

We always look at the platform from the 'employee experience', so that you can provide your staff with a system they will love and use.





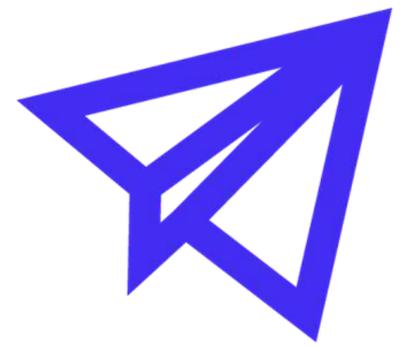
#4 Prototype

With the build now complete, the platform is ready for focus group testing. You will be able to see how your new system and processes work for your staff before it goes live, giving you plenty of opportunity to refine or add anything.

- This is a great opportunity to select people from different levels and areas to help early adoption through champions.
- We will then make any final configuration changes.
- Once road tested, you are ready to hold executive team education sessions. This helps support adoption by ensuring the executive team is onboard, informed and excited about what they can achieve with it.

Why do I need Focus Group Testing?

This is your chance to make changes or refinements to your platform before launch. It's a great opportunity to iron out potential problems and ensure the final launch goes to plan. The last thing you want is to put your heart and soul into an implementation only to discover your setup isn't suitable for everyone!

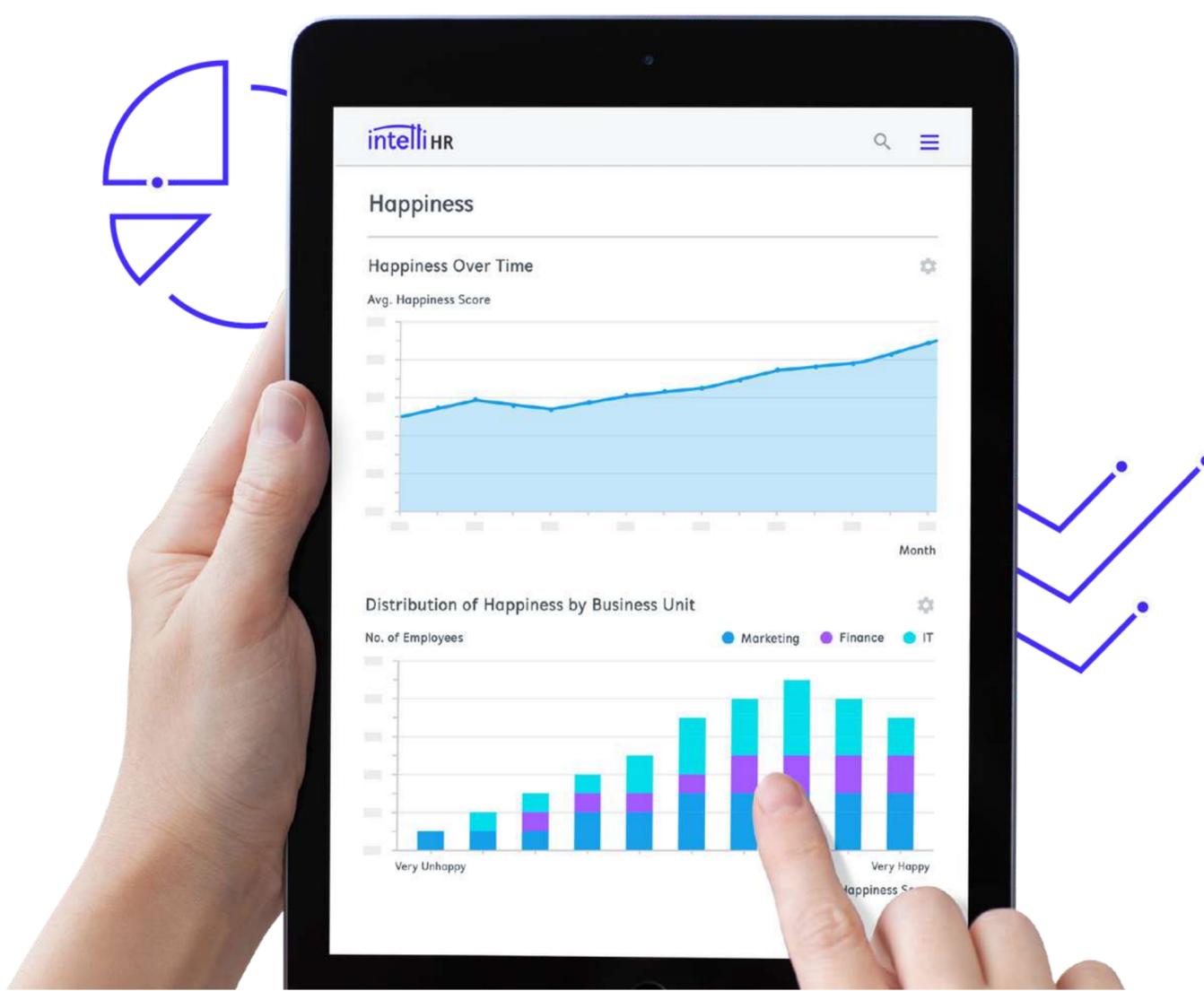


#5 Launch

The day has arrived! It's time to go live and get your people using the platform. Remember:

- By now, with the help of our Customer Success Team and the change management champions in your business, the launch will go smoothly.
- An official business communication, combined with tool box or online training is a great way to get the whole business onboard.
- Don't forget to acknowledge and celebrate the wins, both big and small, as the platform is adopted by your people.

Welcome to intelliHR! Now it's time to delve into an advanced world of data-driven decision-making. Enjoy the exciting opportunities your new-found vision brings.



We hope you enjoyed this guide.

Questions? Give us a call

1300 993 803

To see more from us check out:



@intellihr



IntelliHR



@intellippl



@intellihr



intellihr.com.au

