

## **August 15, 2025: The Love/Hate Relationship with Your HRIS and Other Systems**

The term “member” applies to those who attended the Roundtable and contributed by speaking or in the chat. Individual names and library names are not used to keep information anonymous.

### **Key Takeaways**

- There is no perfect HRIS system; each has pros and cons that organizations must evaluate based on their specific needs.
- Automation can save significant time for HR professionals, especially in smaller organizations where staff handle multiple roles
- Implementation of new systems requires careful planning and management to ensure success.
- The cost of HRIS systems should be weighed against time savings and increased accuracy.
  - You may be paying for modules/functions you aren't using.
- Company culture of the HRIS vendor can significantly impact the customer experience.
- Customer service and client representation are critical factors when selecting an HRIS system.
  - It's a good idea to speak with an engineer of the HRIS system you're looking into and not just a vendor representative. The rep. may say certain things are possible with their system only for you to find out after signing a contract that that actually isn't possible.
- Larger organizations seemed to utilize more functions/modules of HRIS systems than smaller ones.

### **HRIS Systems HRAF Members Use**

The discussion began with a poll about what payroll processing/HRIS systems participants are using. Paycom was the most used by members in attendance. Those who use Paycom had average reviews. One member, over 7 years, has had 2 good experiences and 2 bad experiences with their client representative. Another expressed frustration with Paycom's support and training.

A question about Paycor and if anyone was familiar with it was asked. Paycor had been knocking at their door, but their boss had heard negative things about Paycor.

Other HRIS systems used were:

- Tyler: This system is not user-friendly and difficult to retrieve data from

- Bamboo HR: High praise as it's intuitive and user-friendly. It's designed for small to medium-sized businesses.
- Gusto: Fairly user-friendly but have discovered there's limitations despite promises made during sales.

### **Sales vs. Reality of HRIS Systems**

Members all seemed to share similar experiences with what sales representatives promise and what systems actually deliver.

- Sales reps often oversell capabilities with implementation revealing the limitations.
- You should ask detailed questions during the RFP process.
- You're sometimes able to test an HRIS for a short period of time before committing.
- Think ahead before signing the contract. One member's organization no longer uses certain modules of their HRIS but they're still required to pay for them, per the terms of the contract.

### **Client Representatives and Support**

It's important to have a good client representative(s) for your HRIS system. Don't be afraid to escalate when your representative(s) isn't providing adequate support. As customers, it's your right to demand the support you need. It may be that your representative(s) is *not* indicative of that company's employees and their culture as one member recalled how they escalated an incident and subsequently were assigned a new rep. They later learned their previous rep was let go due to several clients having had similar experiences.

### **Functionality and Modules**

Members discussed what they use their HRIS systems for and what functionality they value.

One member listed extensive functionality that they used Paycom for including payroll, timekeeping, benefit administration, ACA reporting, onboarding, document management, training tracking, employee self-service, compensation analysis, and leave administration

A few members mentioned being overwhelmed as they're "departments of one." They can face challenges in implementation and learning how to use all the available features.

Another mentioned wanting to use more of Paycom's features as they're already paying for them and they may lead to more efficiency.

### **Automation Priorities**

Discussion about what processes to prioritize for automation, especially for smaller organizations. Automation can help free up time to focus on more strategic work.

The question was asked to smaller libraries what they want to automate beyond payroll. One member described using Square for time-tracking but still having to manually enter data into QuickBooks. Another uses timesheets.com, which has partially automated their time-tracking. Both situations may warrant evaluating the potential cost savings of automation against the expense.

Another member said they prioritized performance reviews and document management for automation.

### **System Implementation and Migration**

There was a brief discussion about the challenges of implementing new systems or migrating between systems. It's not always easy to do so. One member had a negative implementation experience with Paycom (they've since switched to BambooHR). Another member advised not letting vendors rush the implementation process and that organizations should maintain control over the implementation process and timeline. Rushing implementation can lead to significant problems that take a long time to resolve and that could have been avoided had proper management and timelines for implementing a new HRIS been followed.