

How To Boost HR Digital Transformation Continuously?

Whitepaper



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No one HR software meets every organisation's demand in India. Every firm is different, but they all must prepare themselves for digital transformation with a 360-degree approach. We know that most resistance to continuously adopting HR digital transformation comes from lack of the worker's experience or corporate culture loopholes.

In this whitepaper on **"How To Boost HR Digital Transformation Continuously?"** we study the entire 360-degree approach to digital transformation. It begins with its definition and meaning. We discern the common challenges in HR digital transformation along with its reliable solutions to adopt in 2022 and beyond. The whitepaper then focuses on the 6 stages of digital HR transformation and its strategies for continuous transformation for firms.

The approach in this whitepaper is to understand that problems in HR will never stop. There will be newer problems every day. But the rate of complexity and change is increasing exponentially. There will be problems in the HR and other departments which humanely wouldn't be possible to solve or dissolve in a few days or hours. Most of the time, CHROs and their leaders wouldn't be equipped or capable enough to predict the onset of these human errors or problems.

But adopting uKnowva HRMS here bridges the gap of human intelligence in resolving complex business problems with the involvement of big data, and sensitive human emotions and expectations as far as corporate culture and experience are concerned.

In this whitepaper, we understand how uKnowva HRMS helps young and growing organisations in India implement a **360-degree, customisable, agile, and personalised approach to digital HR transformation**. uKnowva has features like the social intranet, HRMS, payroll, an automated recruitment engine, workflow management, exit management and clearance, live reports, and visual dashboards.

All such tools along with **continuous developments in the UI/UX** and its in-build extension store with 100+ apps help organisations build the instance of their choice. It helps firms build a culture they aspire to without depending on multiple paid tools simultaneously. In the end, we understand how HR digital transformation is not far away when adopting and implementing uKnowva HRMS with full integrity and a visionary mindset to help the workforce evolve and **make the corporate culture more favourable each day**.



The phenomenon of digital transformation is the new normal across industries. But for it to enter and streamline daily HR is not new. However, for certain years there have been challenges in fully accepting HR digital transformation. **Major resistance has been mostly from employees with limited knowledge and experience.** Otherwise, the second-most-common reason has been the deficiency in cultural policies and the **inability to implement future-proof tools** like uKnowva HRMS to reach the optimising level of the People-Capability Maturity Model (PCMM).

Coursera's 2022 study named Global Skills Report concluded that the Indian HR industry ranked at 69th position when it comes to technological proficiency (a driving factor for digital transformation for HRs). However, the knowledge of data science and enabling it to solve complex business scenarios has dipped from 38% to 26% within one year.

At the same time, **Raghav Gupta, MD of Coursera**, commented on Economic Times in June 2022 about how **there will be 28 million more tech-empowered jobs by 2025**. These estimations show that the digitisation of workplaces and workflow wouldn't go anywhere.

It's the workforce of today who has to skill up and relearn. The mindset has to shift for reaching greater milestones for HRs and their teams. According to the **People Matters** article, workplaces must continuously prepare for the Next New Normal of Work in 2022 and beyond.

For that to happen, the inclusion of smarter and digital HR technologies is a must-have. With the help of virtual assistants, HR can improve the impact of their bandwidth. There can be almost a 700-1000% increase in employee engagement and positive employee experiences. The same has been proven time and again by companies like **Dhruva Advisors, Powerol, Elcome, Kotak Mahindra, IDFC First Bank**, and 100+ other brands implementing uKnowva HRMS in their organisations.

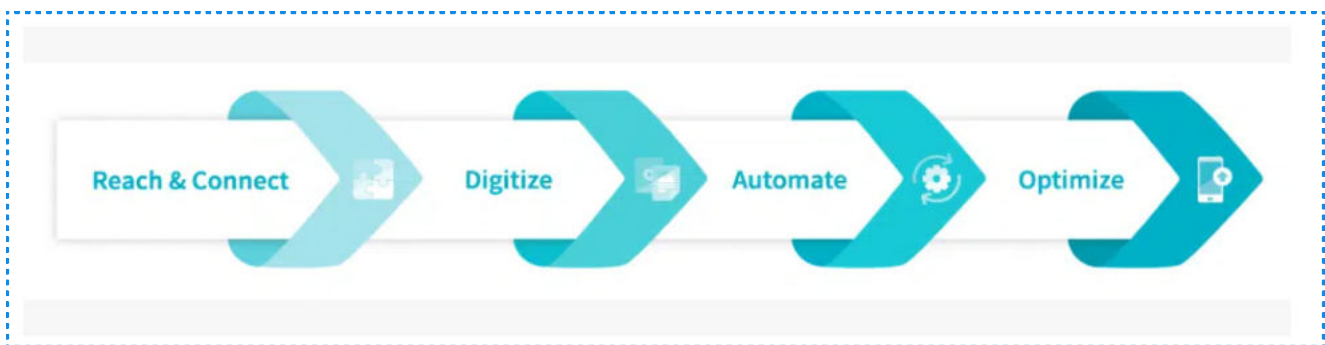
However, the challenges will keep surfacing. First, it's the **employees demanding the human-centric approaches**, which is justifiable. Next comes **complications in carrying out multiple tasks at once**, where workflow automation takes charge.

We have gathered this whitepaper today to highlight these challenges and emphasise strategies for rapid and regular HR digital transformation.

What Does Digital Transformation Mean In HR?



Digital transformation in human resources is here now. According to various online studies, HRs save up to 12% of their time with rapid digital transformation. Within the parameters of digital transformation in HR, we understand how employee experiences are becoming digitised, automated, and transparent.



Digital transformation is way different from the digitalisation of human experiences. Where digitalisation reduces dependency on manual labour and paperwork, digital transformation in HR is a broader concept that starts from connecting employees for a common cause online or virtually and helping them digitise their efforts for greater impact.

Then comes the stage of automation of menial tasks and reaching an optimising level for continuous virtual automation and growth of interventions by strategies like chatbots, analytics, on-demand reports, workflow automation, and more.

Digital tools like uKnowva HRMS help companies become future-proof and ready for uncertainties and changing employee experience demands. uKnowva HRMS brings HR and people analytics to the table.

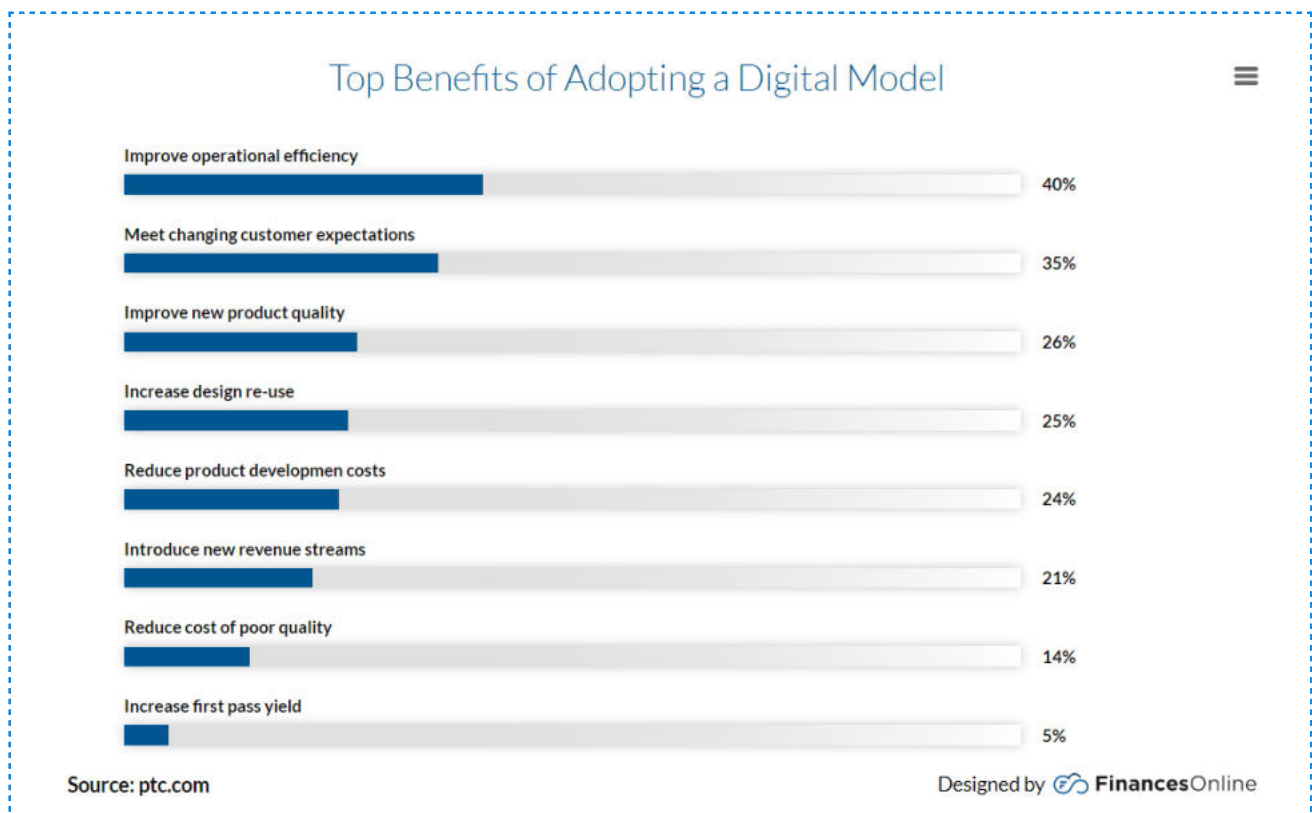
It ensures people are connecting on a common platform, the social intranet, to extend their collaboration and connections. It offers an advanced employee directory and multiple extensions on the go. These rapid digital transformation nuggets help companies reduce their cost of operations to about 75-100 percent. Simultaneously, uKnowva HRMS has proven with multiple case studies that it has the potential to improve 900-1000% employee experiences and engagement rates online.

The employees of today and tomorrow also need such excellent and updated tools in their life. They want to work where their contributions matter with on-time recognition. Because recognition is one of the strongest measures to influence employees to stay more loyal, connected, engaged, and satisfied with the corporate culture.

This brings us to the fact that digital transformation in HR plays a vital role in reshaping and redefining the corporate culture. It regularly changes the way of executing project deliverables, creating impact, becoming involved in the job descriptions, and owning up to one's responsibilities while reskilling and relearning.

So digital transformation in HR ensures that people and culture are put first. However, change is welcomed by all. Because without rapid digital transformation, companies today cannot be ready for a new and challenging tomorrow.

While at the same time, there are growing advantages of digital transformation in HR which we have to focus on. These include improving operational efficiency, meeting customer expectations, improving product quality, reducing product cost, increasing yield or returns, and more. The same can be found in the **image pasted BELOW.**



Common Challenges Of HR Digital Transformation In 2022



Humans are complex to manage. With automation in workflows and other parts of the internal organisation systems, workers may not always welcome it. Not everyone is tech-savvy or ready to hand over their daily or mundane tasks to a robot or virtual assistant. Many humans feel threatened when they need to depend on technology to do their groundwork.

However, these challenges are becoming more important to tackle and conquer because digital transformation in HR is already here and continuously evolving. For example, a **Gallagher 2021 report shows 51% of employees already adopt a work-from-home style**. This was about 22% before the pandemic. While, at the same time, a **Gartner report in 2021 concluded that remote and online working is raising the level of burnout episodes in employees. This increased up to 85% as per their report.**



You can see from the **ABOVE IMAGE** from **FinancesOnline** how top technologies which are increasingly adopted include big data or analytics and mobile technology. Both contribute about 58-59% each in the sphere of digital technologies. The API integration is not far behind with 40% acceptability by organisations and companies. uKnowva HRMS already offers HR analytics, people analytics, and API integrations, and is easily operated from smart mobile devices.

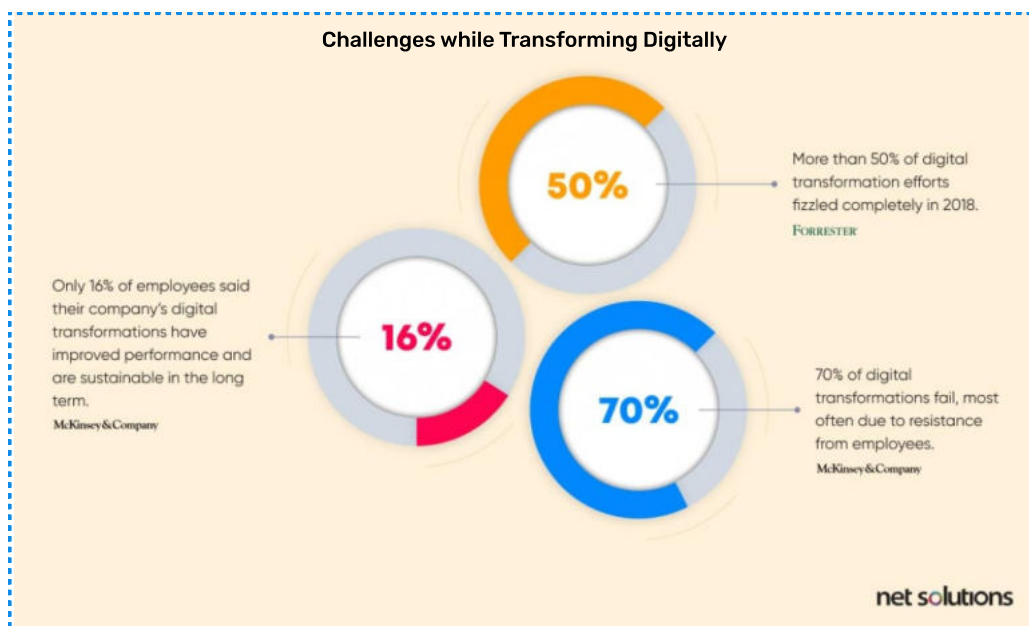
However, the challenges grow and surface each day, making it more challenging for the digital transformation in HR to be fully optimised.

Challenge #1

Developing a digitally sound corporate culture

The first challenge in successfully building more digitally transformed organisations comes from their employees. Corporate culture is nothing but how employees accept the policies and behave in the organisation accordingly.

Some might be intimidated and overwhelmed when newer technologies like uKnowva HRMS take charge. But the process of implementation is easier and faster. It completes the entire migration to the cloud within 7-15 days.



You can check from the **ABOVE IMAGE**. It shows the statistics on Digital Transformation Challenges by **Net Solutions**. According to this infographic, only 16% of employees are happy with digital transformation. In 2018, more than 50% of digital transformation efforts were in vain. **And mostly 70% of digital transformation efforts fail only because of resistance from employees.**

uKnowva HRMS helps conquer this challenge with faster, quicker, and safer implementation along with a user-friendly interface. uKnowva HRMS instance serves the purpose of an ESS portal. So, employees find their way in and out of the system themselves without meeting any hurdles. The buttons on the interface are easily customised and personalised by super admins of the company account on uKnowva HRMS. HR admins can survey their employees to know what their staff wants the best and change the instance for reshaping their corporate culture with more transparency and appreciation.

Challenge #2

Lack of digital skills and resources

Poor resource management and availability also hamper the successful digital HR transformation in companies and HR departments. **According to Capgemini, 77% of companies face the challenge of failed digital transformation** because their staff or employees don't have the right digital skills.

uKnowva's eLMS feature can be the best solution here. It helps mentor, coach, and train employees for the upcoming HR trends. It prepares staff and employees for the skills they would need 6+ months down the line. They can go back and watch the recordings of the webinars or other training sessions. If the company allows, they earn the certificate for attending these webinars/online training sessions, etc.

Challenge #3

Lack of knowledge on spending limits for digital transformation

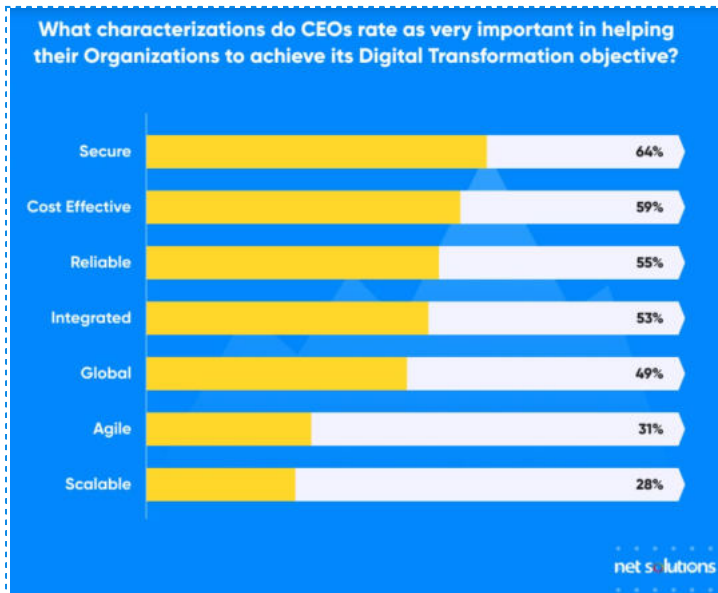
Organisations often fail to make proper budgeting and costing plans for investing in digitally transforming technologies. Often, HR personnel end up investing in too few or too many technologies. Then the ultimate purpose of reimagining the workplace of the future fails. When investments in multiple tools are high, profits reduce. And when firms are investing too little, then their potential resources are underutilised.

uKnowva HRMS becomes one of the 360-degree solutions for organisations, irrespective of their size and complexity. Organisations can set up their own instance for 10-20 members at uKnowva. They are free to try the instance features and get familiar with the benefits of digital transformation in HR. After a while, if they have the budget, they can contact the Customer Success Team at uKnowva HRMS to implement it fully. So, firms would not need to invest in multiple tools. Instead, they can implement uKnowva HRMS for continuous digital transformation at every stage of the capability-building programs for their workforce.

Challenge #4

Data and digital security concerns

Most organisations fail to adopt digital transformation in their HR departments or across all business units and verticals because of security concerns. The **BELOW IMAGE** justifies that point.



Net Solutions has already conducted a study on digital transformation challenges along with some solutions.

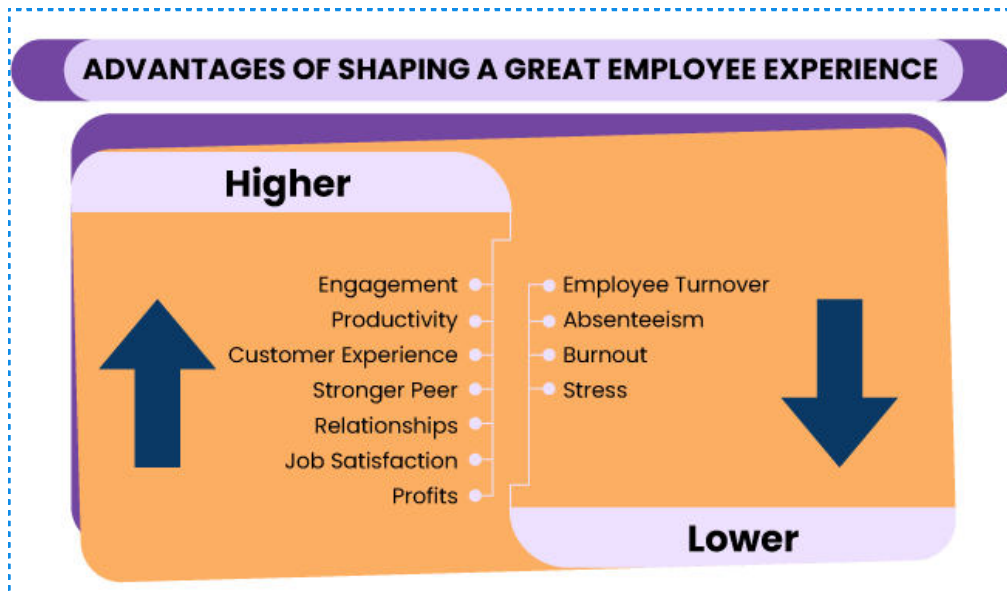
From this image, it's clear that security, cost-effectiveness, reliability, and integration are most of the concerns for CEOs. These concerns hamper the 360-degree implementation of digitally transforming solutions like uKnowva HRMS.

However, when we discuss the implementation of uKnowva HRMS, we don't worry much. Through this HRMS, our developers offer 4-level of cloud security. Every data stored in the instance is safe and encrypted. Non-registered IDs or devices cannot enter the instance without raising a warning or alert to the super admin. Then, there are regular data recovery or backups going on at the backend of the tool. So, super admins or concerning reporting managers never have to worry about losing an important client or employee data.

Challenge #5

Inability in reshaping and reimagining employee experiences

Another hurdle in complete and consistent digital transformation in organisations occurs when HR leaders and CHROs cannot reform and reimagine employee experiences. In today's era and time, employee experiences are one of the most significant driving forces for welcoming more business results with minimal and automated efforts. Check the **BELOW IMAGE**. It shows that higher employee experience leads to better employee engagement, productivity, customer experience, profits, and job satisfaction. When employee experiences are low (or not properly digitally transformed), there will be more burnouts, stressful episodes, an increase in employee attrition/turnover, and more.



uKnowva HRMS tackles the disadvantages of lower employee experiences. It offers similar employee experiences to all the teams and every staff member, despite their location, working hours, or any other bio or demographic information. It boosts equity, equality, diversity, inclusion, and respect among employees. Thus, employee experiences continue to improve. Its results are live on the dashboard for the CHROs and their teams to reevaluate and reimagine on the move.



Important Stages Of Digital Transformation In HR



Every company can define or redefine its stages of HR digital transformation. However, the 6 common stages by Brian Solis in his HR digital transformation study for Cognizant and Altimeter are more relevant for Indian companies and start-ups.

1. Know your business:

Before starting or experimenting with any transformation, leaders must know their business inside out. Their vision-mission statements must be clear. The goals for the next 5-year period must be clearly defined along with the target audience and ongoing SWOT analysis of the company and the competitors. This stage builds the baseline and helps to question each program or solution to be experimented with for the greater good and oversight.

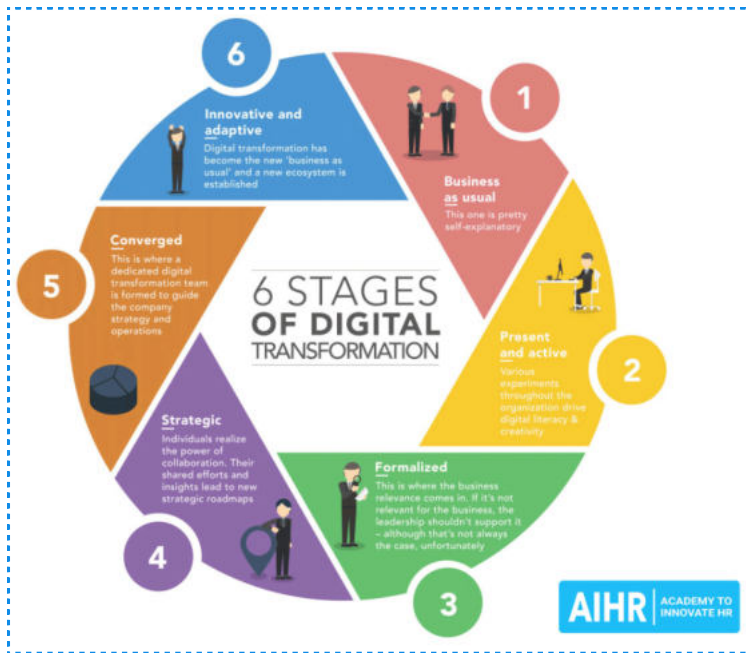
2. Continuous experiments:

Only reading about the solutions available online wouldn't do any good. Organisations need to continue to experiment, evaluate, and adapt newer technologies. There must be an R&D setup to predict upcoming HR trends which will be the benchmarking points for further series of experiments.

3. Formalised stage:

Leaders must know the source of their funding and revenue channels. That's how they can continue to invest in digitally transforming solutions on the move for greater and unexpected business profits.





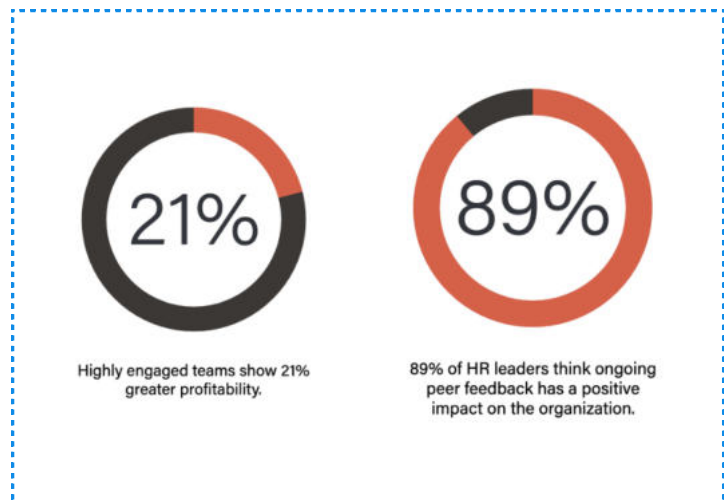
Plus, this is the core phase where true digital transformation initiates. Data reports start to influence the decision-making skills of CHROs and their teams. Companies also now focus on wider avenues for team collaboration and communication. Team representatives are assigned to take charge and spearhead projects, keeping digital evolution in mind. Leadership roles become clearer to motivate followers and team members to skill up with the required enthusiasm.

4. Strategic stage:

This is the strategic stage when feedback becomes more frequent and starts impacting the direction of the next batch of deliverables. Succession planning for employees is also heavily impacted by performance reviews highlighted in uKnowva's performance management system. At this stage, companies make strategic decisions to expand their investments in people, technologies like uKnowva HRMS, and processes to draw in 360-degree execution of the digital transformation.

The same can be concluded from the **SIDE IMAGE**. The stats are from the **Alida.com** report on **Rethinking Employee Experience in the New World of Work**, published on 4th August 2021.

According to these stats, it's clear that 89% of HR leaders know how important the feedback system is for bringing a positive impact to the organisation.



uKnowva HRMS makes executing a feedback system with a forward-looking approach more feasible, scalable, and customisable. It is embedded in the performance management system and project management features the tool offers.

5 Converged stage:

This is the beginning of the optimising stage for HR departments and their teams. Automation and digital transformation are not just in one aspect now. HRs and their groups or members continuously experience it from pre-boarding to onboarding and exit management. The entire loop of digital transformation in core and external HR activities leads to improved employee satisfaction, engagement, and retention scores.

6. Innovative and adaptive:

This is the final optimised stage where the business, as usual, gets a new image. We can say it's refined, newly established, and has new policies for reshaping the corporate culture and employee experiences at every touchpoint. At this level, many mundane and repetitive tasks are automatic. Human intervention is less there but more on the critical aspect, delivering more impact and attracting more profits, returns, and outreach for the brand.

Hence, the innovation and the inner drive to adopt newer technologies do not stop at this stage. People are growing accustomed to newer changes in the organisation with a problem-solving and growth-oriented mindset. Their first response to any business complexity and uncertainty is not fear or anxiety. Rather, employees feel the adrenaline rush and are challenged to take it up and see how to resolve the roadblocks. Find the HR innovation examples below to educate yourself about the innovation that backs digital transformation in HR daily.



uKnowva HRMS helps employees and HR leaders tackle uncertainties every day. It's only possible with the live dashboard and insightful reports. The system signals or gives the teams a heads-up and warns them about the upcoming hurdles in digital transformation. So, teams get enough time to skill up and face uncertainties with confidence.



Strategies To Spearhead HR Digital Transformation Continuously



McKinsey's report on **Perspectives of Transformation** lists two core reasons for the failure to adopt digital transformation. These are mainly **human errors and cultural misalignment**. Organisations tackle these errors by implementing uKnowvva HRMS as the catalyst for bringing forward value-adding and impacting workflows. **The 360-degree view of digital transformation in HR through uKnowvva HRMS** is simplified and easy to understand. Because of this, employees can relearn and reform their knowledge of what it does mean to consistently transform workplaces and work culture to be future-proof and indispensable to the organisation.

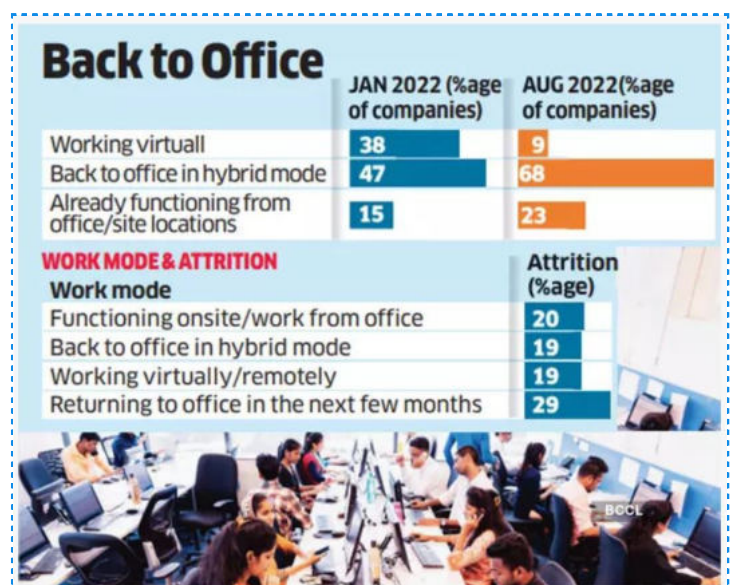
However, it is equally important for CHROs and their teams to implement HR digital transformation strategies in coordination with uKnowvva HRMS for refined corporate culture.. Explore them below for effective results.

1. Embrace Remote Working

Despite the work-from-office style in Indian companies, remote work is still the reason for a stable attrition rate. Indian companies must adopt the hybrid or remote working culture to be more sensitive to the emotion of their employees and their mental health.

The **SIDE IMAGE** is from the **Economic Times** article published in October 2022 on remote working stats to compare the January and August figures of remote working and its direct link with the attrition rates.

We can see that **remote working maintains a 19% attrition rate**, whereas **returning to office modules have increased attrition to 29%**.



uKnowva HRMS helps companies maintain remote working method as one of the new normal work styles. The tool is accessible on the go. It also boosts team efficiency as employees identify their project progress and delivery rates consistently.

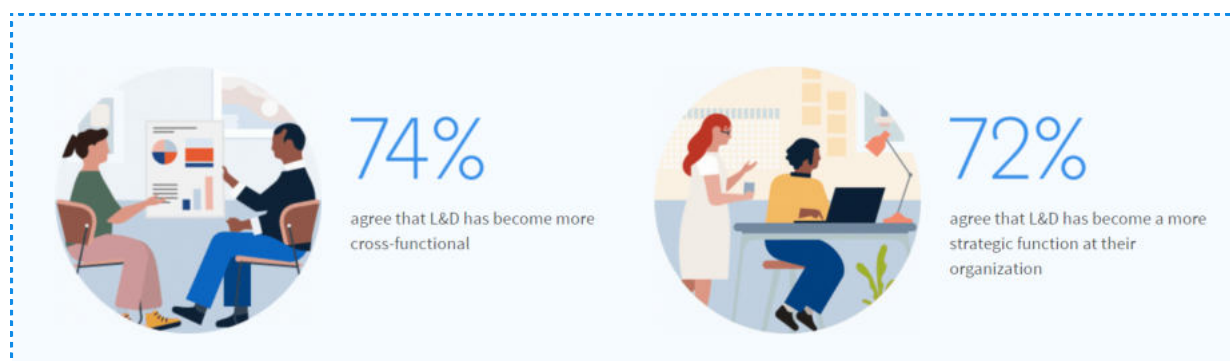
2. Promote Workflow Transparency

Now is the time for 360-degree transparency for bringing and boosting continuous HR digital transformation. And uKnowva HRMS helps to build more transparency between teams and business units. Whether it is performance records, completed projects, timely attendance, punctuality, absenteeism/presenteeism, feedback, or top-scoring employees, everything is analysed using this tool.

It makes reporting manager's life easy at workplaces and ensures that their teams are working toward the same goals, despite their physical location or working hours.

3. Invest In Human Capital & Capability Building Programs

Investment in human capital and their learning and growth program is important in bringing HR digital transformation consistently. **As per the recent LinkedIn report on 2022 Workplace Learning: The Transformation of L&D**, 74% of leaders consider L&D an essential cross-functional activity. Find the same from the IMAGE BELOW.



uKnowva HRMS helps initiate capability-building programs regularly for companies. It has the eLMS function enabled in its HRMS suite. With that, workplace coaches, leaders, and mentors easily upload new courses, training sessions, and certified modules for their teams. uKnowva's live and visual dashboard also takes note of the top employees who are skilling up to recommend them for tougher and challenging projects later on and utilise their talent at the right time.

4. Incorporate & Leverage Live Reports & Visual Dashboards

The emergence of AI and live reports is no longer a new trend in the HR world. Every other company in India and abroad now adopts recommendation engines, machine learning algorithms, and more to make smarter decisions in the face of complex business problems.

These problems occur daily as the rate of change is accelerating without imagination due to the inflow of volatile data around the globe. Human behaviour is becoming more important to study for CHROs and their teams of leaders. Otherwise, getting the work done from people working for the firm from multiple locations and coming together with different expectations and backgrounds would be difficult. According to the **Gartner report, 17% adopted AI-backed technologies in 2020, and the score raised to 30% in 2022.**

uKnowva HRMS is the perfect solution to study the workforce to play with their strengths and weaknesses for better business outcomes. uKnowva HRMS provides CHROs and HR leaders with live reports and visual dashboards. It's a user-friendly experience that saves thousands of hours annually as it studies every employee interaction and contribution to the holistically integrated HRMS. The recommendations thereon for solving complex human-centric problems at workplaces are real-time, data-based, and free from bias.

5. Demand & Install Advanced Data Security

Cybersecurity is the demand of the hour for enabling continuous digital transformation in HR and beyond. Data breaches cost almost crores for bigger and growing companies because employee data is sensitive and prone to more attacks than ever in today's time. Employees work from various locations, trusting the company's brand and server for complete security and privacy. Every day, thousands of people sit in front of the webcam, somehow trusting the process and sharing sensitive information across the chat platform to cater to increased and complicated customer demands – from the front or back end.

uKnowva HRMS follows a layered approach to data security on the cloud. The security is tested and proven to work well in favour of positive employee experiences at four core levels: Application level, Network level, OS level, and Physical level. Data recovery is in 2-3 hours, and the server at uKnowva HRMS has a 99.99% guarantee for its uptime. Data backups are periodic on uKnowva for tightening the employee data security. Super admins can configure the data backup settings for daily, weekly, or monthly backups.

6. Encourage Purposeful HR Communication

One of the smartest ways to bring in more HR digital transformation is by encouraging purposeful HR communication. From the **BELOW IMAGE**, explore the workplace communication statistics during COVID-19 times as per Pumble. It states: **remote working communication makes employees procrastinate 10 minutes less**. At least 82% of leaders of this survey want to allow part-time remote work to their employees. At the same time, **properly trained employees for remote communication had 65% better performance scores**.



uKnowva offers social intranet and chat messenger integrations. It allows employees working remotely to connect with everyone on the team and the firm within a few clicks for seamless, purposeful, and transparent communication.



Robert Kovach, a renowned business psychologist and consultant, said that the biggest thing for the HR personnel or staff should be to focus on the corporate culture. And HR digital transformation is the enabler for that, especially via uKnowva HRMS, which helps growing and maturing organisations adopt People Capability Maturity Model with finesse.

For example, online studies conclude that you can decrease onboarding TAT by about 25% in 6 months with the right digitally transforming tools. uKnowva HRMS reduces 25-50% percent of the onboarding TAT compared to those estimations in 6 months. It happens with its recruitment engine, similar employee experiences, applicant tracking system, automation of workflows, and loads more.

So, when we look at the future, adaptability, agility, and acceptance of modern tools like uKnowva HRMS are the next step for organisations. 1-3 years down the line having a digitally transforming approach would not be just an option; it will be a mandate. uKnowva HRMS helps organisations be future-ready and future-proof with its scalable, customisable, and agile features.



From the **ABOVE IMAGE**, it's clear that the HR software market will double up this decade. Its demand is rapidly increasing for redefining the culture and reducing human errors, as fast as firms can, to deliver impactful business outcomes.

uKnowva HRMS is a cost-effective, people-centric, and fully on-cloud enterprising tool to automate workflow, redefine work culture and bring HR digital transformation daily. It prepares both existing and young hires for the digital skills and revolution that's around the corner. Its HR and people analytics are its biggest unique selling points, helping HRs increase and leverage virtual employee experience at every touchpoint.



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