Human Resource Information System (HRIS) Vendor Checklist

When shopping for a technology solution to your human resource needs, use this checklist as you evaluate HRIS vendors.

Is the technology platform built to meet your current and future needs?

- ☐ Provide an overview of your system architecture. Is your solution built on a native, multi-tenant platform?
- ☐ Describe the product upgrade process.
- ☐ Does the solution offer a single employee record shared across all applications?
- ☐ What separates your product from your competition?
- ☐ Provide a brief description of your recruiting and applicant management system. How is talent acquisition and new hire onboarding integrated with core HR functionality?
- ☐ Is HR functionality, including benefits administration, integrated with the payroll system?
- ☐ Provide a brief overview of your succession management and performance management functionality.
- ☐ How are compensation features integrated with talent management and payroll functions?
- ☐ Describe the process, steps, and time required for running payroll.

Can the solution enhance the employee experience and support data-driven HR decisions?

- ☐ Describe your application's employee self-service functionality. What types of information can be made available to employees? How can it be used to improve the employee experience?
- ☐ Provide a brief overview of your HR reporting tools and how they are integrated with your benefits and payroll system. Discuss how a nontechnical user can obtain reports from the system without assistance.
- ☐ How does the solution present employee information that has historically been tracked in silos across the organization, making it easier for managers to make more informed business decisions?

What resources are available to help HR reduce compliance risk?

- ☐ As HR regulations change, how do you ensure your clients stay in compliance?
- ☐ How are leaves of absence identified and processed in the system (i.e. personal leave and Family and Medical Leave Act [FMLA])?
- ☐ Describe tax resources provided to your customers on tax regulations at the federal, state, and local levels. How do your customers access this information? What tax updates, if any, are provided and how are these updates received?
- ☐ Does the solution provide all relevant end-of-year payroll processing reports, including W-2, 941, 1099, state, SUI, and worksite reporting? How do you support clients with preparing tax deposits and filings internally?

What is the vendor's approach to customer success?

- ☐ What is your process for effectively managing the implementation process? What is the starting point for implementation, and how long will the process take? How will you incorporate industry-specific common practices?
- ☐ What is your process for moving from implementation to customer maintenance?
- ☐ Provide an overview of your training programs and delivery methods. What ongoing customer training is available?
- ☐ Provide an overview of your technical support services.