



CTR HR Assistant

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Today's Speakers



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Housekeeping

- Participant audio & video are disabled.
- This session is being recorded.
- You will receive the slides and recording via e-mail within 24 hours.



Agenda

- Industry Trends & Challenges
- HR Assistant Overview
- Roles & Responsibilities
- Pricing

Evolution of the HR Role

- 55% of HR Leaders are getting request on a wider variety of topics
- 45% are finding it more difficult to prioritize and meet the conflicting demands on their time
- 71% reported burnout amongst HR Staff
- Over half of respondents reported difficulty in retaining and recruiting HR employees

Many Hats of HR

Interviewer, policy director, HR Advisor, Payroll, Accounting, HR Technology Administrator, Diversity Advisor---- and more.

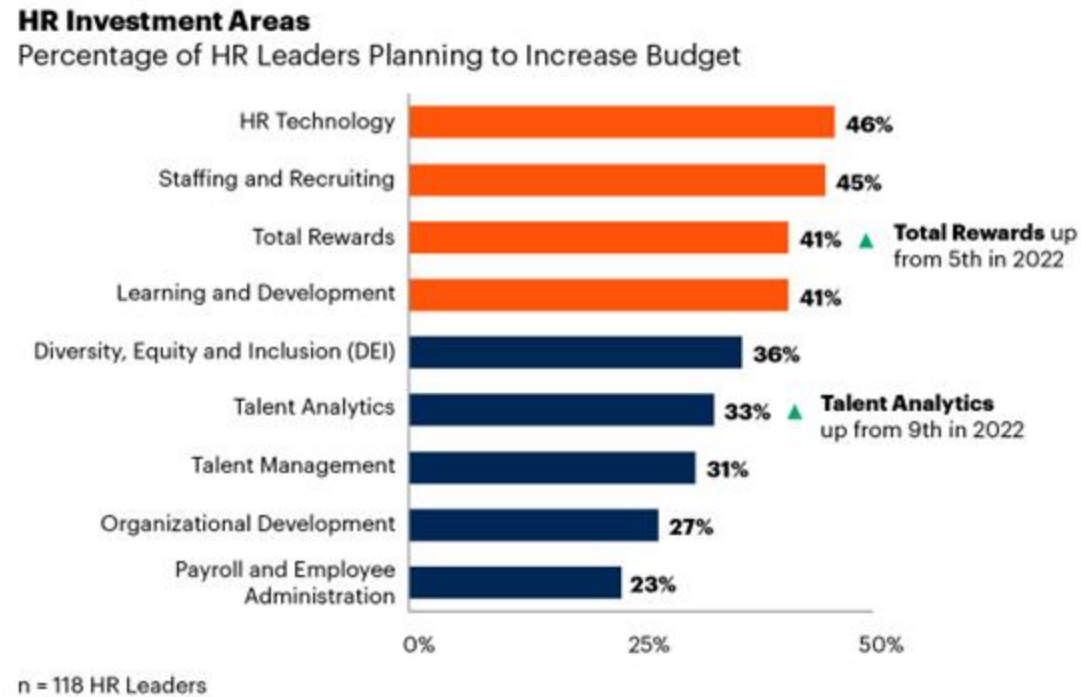
Figure 1: HR's Role Expanding Beyond Its Own and Operate Tasks



Source: Gartner (August 2023)

HR Tech Rated top Investment for HR

Figure 1. HR Investment Areas



Source: Gartner (March 2023)

The Disconnect Between HR Tech and Manager Satisfaction

Key Survey Findings in 2020

- ❖ 74% of companies surveyed plan to increase spending on HR Tech in 2020
- ❖ Managers are two times less likely than the C-Suite to say the HR Tech is effective
- ❖ Only 27% rated HR tech as very effective for changing behaviors at work
- ❖ 82% struggle with employee adoption challenges

PWC HR Technology Survey 2020

<https://www.pwc.com/us/en/library/workforce-of-the-future/hr-tech-survey.html>

Managements' take on HR tech differs from leaders'

■ C-suite

■ Middle management

50%

Increasing efficiency/
productivity

22%

42%

Reducing costs

15%

45%

Improving the
employee experience

23%

43%

Attracting and
retaining talent

13%

50%

Providing
workforce insights

14%

39%

Changing
behaviors

13%

Q: Overall, how effective have your HR technology solutions been in delivering the following outcomes? Showing results for 'very effective'. Base: Executive 175, Middle management 97
Source: PwC's HR Technology Survey 2020

The Disconnect Between HR Tech and EE Satisfaction

Key Survey Findings in 2022

- ❖ Nearly 80% of employees get frustrated with outdated technology at work, but only 54% of the C-suite believe their employees are frustrated.
- ❖ Nearly 70% of employees don't believe their company prioritizes digital transformation, but nearly two-thirds of executives said their company accelerated its digital transformation because of the pandemic.



Just over half of executives believe their staff gets frustrated by outdated tech



But over three-fourths of workers say they're fed up with outdated tech

PWC HR Technology Survey 2022 [Surveys show employees are frustrated with technology, big discrepancy with executives | Paycom Blog](#)
[Survey Shows Growing Dissatisfaction with HR Tech Vendors \(shrm.org\)](#)

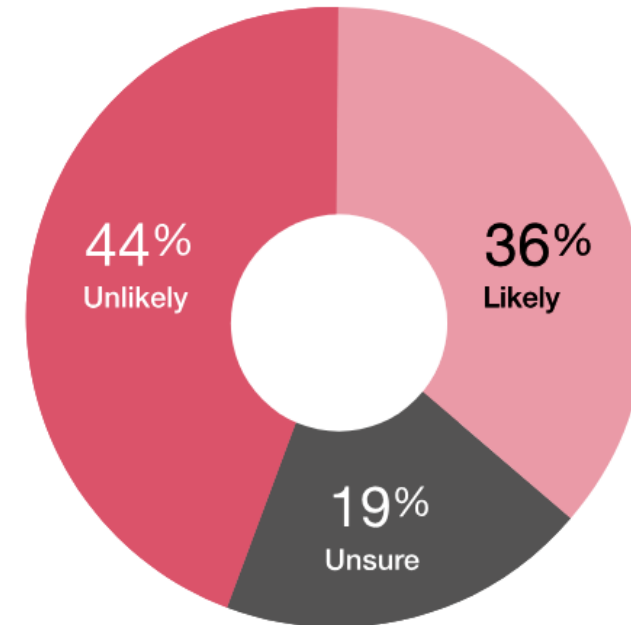
HR Administrators are not Satisfied with their Investment

Key Survey Findings in 2022

- 688 Companies surveyed
- Less than half are unlikely to leave their current provider

[2022 HR Tech Survey: PwC](#)

How many may switch vendors?



Q: How likely is your organization to switch vendors at the end of the subscription term?
Source: PwC HR Tech Survey 2022; base of 688

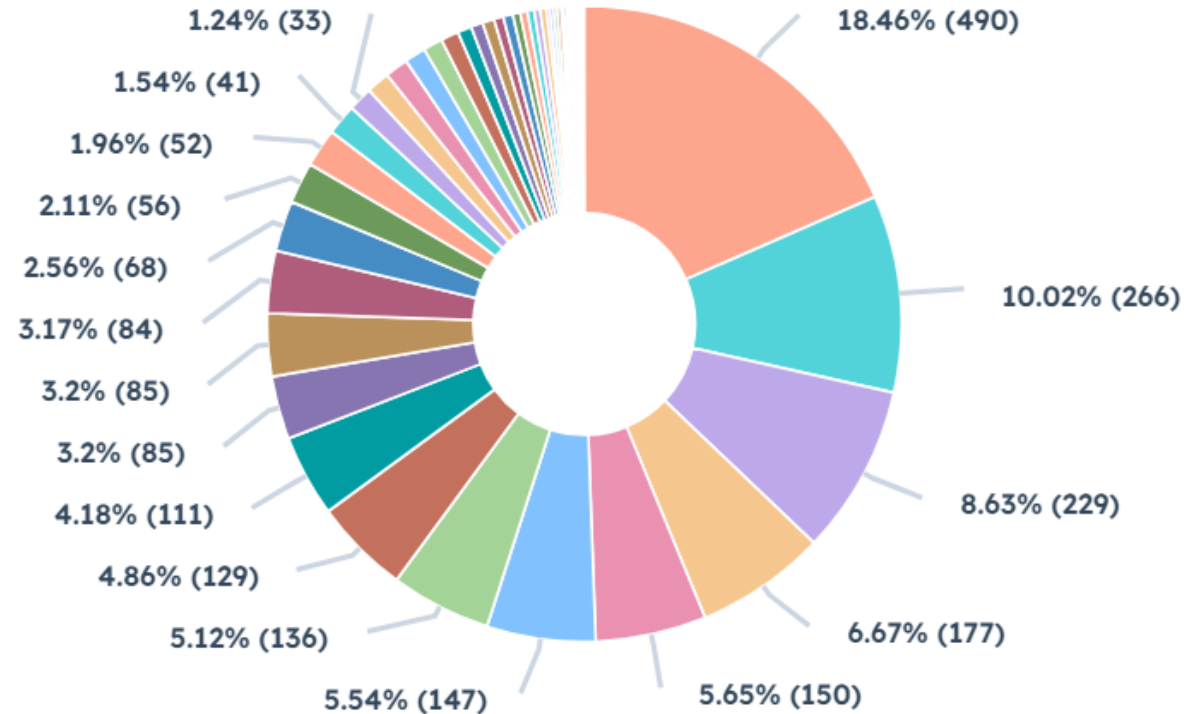
What are we hearing?

From Prospective Clients

- ❖ Frustrated with lack of customer service and the "DIY" Model
- ❖ Lack of training and implementation support
- ❖ My HCM provider gave me a "Ferrari" without an owner's manual

Our Own Clients

- ❖ I don't want to be the middle-man between CTR and my employees
- ❖ I don't have time to learn the system
- ❖ Only 4% of companies are using the full HCM package



Our Solution...

- ❖ A service that bridges the gap between HR Leaders and employees by working directly with your employees
- ❖ A service that allows CTR to take more HR administrative items off of your plate



HR ASSISTANT

Our HR Assistant service offers System HR support to you and Self-Service support to your employees, empowering you to effectively manage your workforce and navigate HR challenges with ease.

- **Employee Portal Support:** Provide your employees with direct access to support for portal login, troubleshooting, and navigation.
- **Initiate and Facilitate Online New Hire Onboarding:** Streamline the onboarding process with our assistance in managing and guiding new hires through the process.
- **Employee Online Benefit Enrollment & Eligibility:** We help employees navigate the online benefit enrollment portal; employee eligibility monitoring
- **Employee Training & Adoption:** We will provide ongoing employee system training as needed
- **Initiate COBRA processing:** For client with COBRA admin, we will facilitate the COBRA notification process
- **Employer Workflow Requests:** Assist in managing and approving employee-requested changes through automated workflows.
- **Daily HR & Benefit Maintenance & Input**



Who is Payroll and/or HR Assistant for?

- Companies with high turnover
- Employee retirements
- Security concerns
- Understaffed
- Employees wearing multiple hats



ROLES & RESPONSIBILITIES

CTR's Role

- HR System Administrative Outsourcing
- Employee Portal and System Support
- Data Input
- HR & Benefits updates and changes
- Employee Training
- System monitoring
- System configuration changes

Client's Role

- Answer HR policy questions
- Notify CTR of system or policy changes
- Point of contact and decision maker for employee benefits
- Bill payment & Reconciliation
- HR Compliance
- Final approver and review of all HR system changes

SERVICE OFFERING REVIEW

CORE Support Service

Our Core Support Service provides the tools and expert, dedicated support to save you valuable time, streamline your processes and ensure compliance.

- Dedicated Client Support Representative
- Wage Garnishment Processing
- Payroll & Tax Filing
- State New Hire Reporting:
- Check & Direct Deposit Processing
- PTO Tracking
- Report Writing

Payroll Assistant

Our Payroll Assistant service offers comprehensive payroll administration with a dedicated payroll administrator so you can leave the payroll processing, tasks and employee maintenance up to the experts!

- Dedicated Payroll Administrator
- Payroll Entry or Import
- Review & Finalize Payroll
- Employee Maintenance
- Employer Updates
- New Employee & Termination Updates
- Timecard Verification Management

HR Assistant

Our HR Assistant service offers System HR support to you and Self-Service support to your employees, empowering you to effectively manage your workforce and navigate HR challenges with ease.


- Direct Employee Portal Support
- Initiate and Facilitate Online New Hire Onboarding
- Employee Online Benefit Enrollment Assistance
- Initiating COBRA Processing
- Facilitate Employee Workflow Requests
- HR & Benefit Maintenance and Input


Pricing Based On

- Initial scope of work meeting
- Develop pricing based on individual needs of the client
- Potential higher cost for clients with significant turnover



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Thank You