



CLOUD-BASED HUMAN CAPITAL MANAGEMENT: ACCELERATING ORGANIZATIONAL EVOLUTION TO BE #MORETOGETHER

Abstract

Now is the time for HR to evolve and make the transition from carrying out regular functions like workforce and recruitment management to becoming a true strategist capable of ensuring continued value for the organization. Today, there is a digital disruption sweeping through the industry - one which is also empowering the HR to become #MoreTogether along with the business, its people and processes.

Amidst a fast-evolving business landscape marked by the increasing technology adoption, competition and workforce disruptions, Human Resources (HR) continues to play a crucial role in helping organizations maintain their presence in the market. Today, HR has the opportunity to further evolve and lead an organization-wide transformation to enable all stakeholders – employees, partners, customers, vendors, and shareholders – to be **#MoreTogether**.

For this, HR has to become the **game-changer** that organizations need – by transforming the status quo to ensure that the people, processes and business are aligned with each other and are transparent with one another. HR also has to become the **productivity-enhancer** that organizations want – by providing

possibilities for employees to uplevel and share their skills and knowledge to drive growth.

To deliver on the organization's needs and wants, the HR department will have to ultimately become a **forward-thinker**. For this, they will have to lead the field with the adoption of the technological tools that will be most relevant to the function. HR can leverage these tools to empower people within the organization to collaborate, work and unleash their potential to be **#MoreTogether** with technology as the key facilitator of this disruption.

Driving People, Processes and the Business to be **#MoreTogether**

Some of the avoidable challenges, like poor

customer experience, arise from employees working in silos. The tendency to work in silos affects other crucial areas too. This can be avoided by uniting the workforce under one common objective – to be **#MoreTogether**. HR will have to take the lead in driving this intent organization-wide.

To meet this objective, HR will need the support of the right digital tools and technologies, especially a cloud-based Human Capital Management (HCM) tool with a suite of offerings capable of running a number of functions like on-boarding, collaboration, social business, learning and performance management, and recruiting. This will empower HR to break the mould and create new opportunities for employees and the organization to connect more, do more and learn more.





Connect More: Bring unprecedented possibilities to individuals inside and outside the organization to collaborate and communicate meaningfully to achieve strong results.



Do More: Enable all stakeholders to streamline and accelerate processes for greater efficiency and productivity.



Learn More: Deliver unique ground-breaking insights that will provide a differentiating edge to make informed decisions about investments and focus on top priority areas.

Connect more

The workforce of today is unique – it is more multi-cultural and diversified than it has ever been. It demands constant relevant engagement, which companies have to provide to prevent disengagement. Adding to this is the need for collaborative platforms and tools with the capability to power dialogues within and between teams, and for a knowledge repository that can streamline and store information effortlessly.

HCM-Enabled Social Integration for Greater Collaboration and Communication

HR should leverage comprehensive cloud-based HCM platforms capable of integrating tools like social media that bring the potential to drive engagement, and harness the collective knowledge and expertise of a globally diversified workforce. As a social collaboration software, social media can facilitate communication among employees, and enable organization leaders to actively engage, recruit, and harness the right talent at the right time. It can also be used for brand building, collaborating via groups, crowdsourcing new ideas and innovations, recognizing employees and promoting social learning.

With such a wide scope for use, this software will allow for an organization-wide transformation of culture, communication and engagement. A key consideration on the business transformation journey is adopting a cloud-based HCM platform with which a powerful

social media tool can be seamlessly integrated. Both should align with each other and the needs of the business. It should ideally enhance cross-company collaboration and communication on all types of projects via groups and sub-groups (private and public), irrespective of participant location and profile.

The social media tool should have the capability to perform several valuable business-specific tasks like announcing initiatives, assigning tasks, setting task priorities and deadlines, and generating auto reminders. Importantly, it should serve as an aggregator of the content that employees add through a compatible cloud platform and eventually become an inherent knowledge database that can be leveraged in future. With a robust social collaboration software, learning solutions can be integrated to provide easy access to course recommendations and schedules, thereby allowing talent to grow collectively and cohesively.

Do more

Employee productivity stagnating or dropping can have a huge impact on the organizational ecosystem. One of the key factors contributing to this is the time that the workforce loses while looking for information or getting queries answered. This challenge is amplified by the growing need for flexibility, agility and scalability, which is currently preventing employees from realizing their full potential.

Well-Strategized Cloud Solutions and Methodologies for Powerful Achievements and Outcomes

There is a need for a comprehensive cloud-

based HCM solution capable of driving innovation and catalyzing the change that businesses need, to do more and achieve more. The HCM solution should ideally have the capability to integrate cloud-based systems and leverage cloud platforms and Design Thinking, which can be applied to any issue to work out a solution. Design Thinking brings the edge to transform, streamline and synchronize HR processes in a unique way that leverages people's creativity. It can help them approach situations with a relatively free mind and work to ensure user-empathetic outcomes.

A strong Design Thinking-led approach can drive transformation across the business, while reducing total cost of ownership (TCO) and enhancing collaboration and innovation. While Design Thinking changes the way organizations look at situations, a strong cloud methodology will bring the capabilities necessary to set in motion the activities critical to achieve goals. This is contingent on the implementation approach for cloud deployments - it should be agile, flexible and modular. It will bring the capability to scale to the delivery needs of the business and even facilitate co-innovation with customers.

The cloud methodology should provide the option to choose between private, public and hybrid cloud, based on significance. The cloud platform-enabled solution should be secure, scalable, and modular, so it can be used as needed, at different levels. A well-strategized combination of cloud solutions and methodologies will provide consistent project delivery capabilities, reduce difficulties and enhance quality

by creating a common language and framework that can be used across a number of projects.

Learn more

Today, it's no longer about whether to make the transition from on-premise to cloud, but about when to execute it. And when organizations decide to make this move, traditional systems of project execution will not be effective especially when there is a lack of clarity on how to embark on the HR digitization journey. Intensifying this issue is the need for a robust knowledge management system.

Design Thinking and AI-based Models to Stay Relevant and Competitive

With technological innovations accelerating, organizations have to start their digital journey soon. Cloud brings big advantages compared to on-premise systems. To truly tap into these benefits, businesses have to transition from traditional methods of execution to new and game-changing ways of driving the shift. This starts with the assessment of their internal technology landscape,

development of a solution to meet organizational needs and creation of a roadmap for the transformation. It will bring new and critical insights that can help make informed decisions regarding investments.

One of the concerns businesses have with transitioning to cloud is data security. This can be mitigated by adhering to best practices for a comprehensive security program across application, middleware, database, etc. It will give the insights necessary to take a decision about the best cloud solution for the landscape. Once security concerns are addressed, cloud transformation methodologies that bring together unique accelerators and process boosters, should be looked into. Another key enabler of this transition is Design Thinking.

Digital transformation, when driven by software-as-a-service (SaaS), will gain new functionalities periodically. To leverage this, a knowledge management system offering easy accessibility to processes, best practices, methodologies and information sources, is essential. It will enable continuous learning, which can

become effective with the integration of a knowledge management approach. Within HCM, artificial intelligence (AI) will have a role to play in reducing disruptions caused in workflows, by taking over mundane and repetitive tasks that employees typically spend hours on. It can also uplevel knowledge management system capabilities, ultimately making the system robust.

Slowly but surely, traditional unscientific functions in learning programs like productivity assessments based on the feedback of managers or peers are becoming obsolete. AI is now providing insights on the learning and development needs of each employee basis factors like employment history and career goals. Machine learning algorithms and programs can also inform about the learning courses likely to be most relevant to employees. By incorporating AI in continuous learning, HR can help the workforce upgrade skills and competencies to align with the ever-changing demands of the work environment. The key to success in the digital world is to enable the workforce to learn **#MoreTogether**.



Becoming Future-Ready. Becoming #MoreTogether.

Now is the time for HR to emerge as the true disruptor within the organization, with the support of new and reimagined cloud-based HCM that will initiate a digital transformation to help everyone within become **#MoreTogether**. Today's HCM will empower the HR to connect people with a strong intent to drive collaboration, while enabling them to learn and expand their knowledge together as they do more to power great organizational successes.



About the Author



Vivek Barnwal

Principal Consultant, SuccessFactors and SAP HCM, Infosys

Vivek is an experienced solution architect in SAP HCM and SuccessFactors with 13+ years of professional experience, including 11+ years in HR Transformation, Consulting, Pre-Sales and Quality Assurance in ERP and HCM across Implementation, Support, Upgrade and Integration projects. He has worked with customers of various sizes and global footprints in North America, Europe, Middle East, Asia and Australia in different industries including Manufacturing, Mining, Oil & Gas, Insurance, Retail and Automobile in HR technology, process and transformation projects and has rich experience in time management and payroll. He has been one of the leading contributors to the SAP Community in the SAP ERP HCM space with around 20+ blogs published and has been twice awarded as SCN Topic Leader – SAP ERP HCM in 2014 and 2015.

Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 14,000 cloud assets, over 200 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

For more information, contact askus@infosys.com



© 2021 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

[Infosys.com](https://www.infosys.com) | NYSE: INFY

Stay Connected   