

## HR technologies for 2010

### ● Web 2.0 technologies

Best characterised by the social networking movement, this technological movement has gained such momentum that HR managers will need to embrace the use of these communications platforms, says Brian Murphy, the director of Worldlearn Pty Ltd.

"In learning and development, these platforms create both the opportunity and pressure to create your own learning groups and to communicate with people who are doing the same job as you so you can learn from them," says Murphy.

### ● Best practice processes

With a number of enterprise resource planning (ERP) solutions appearing in the marketplace, Philippa Youngman, the MD of Pivot Software, warns HR managers to keep a look out for products that have the end user in mind.

"You have to remember that you're dealing with people," says Youngman. "While ERP systems look at funding, finance and other physical aspects of your company, your human assets are much less predictable."

Remember it's vital to accommodate different learn-

ing styles and to consider how easy it would be for a person to use the software without any training at all.

### ● Superannuation clearing houses

The number of employees not in their company's default fund is increasing at around 3 per cent per year, a trend HR managers are noticing as they spend more time on the paperwork for various funds.

Peter Philip, CEO of clearing house SuperChoice, says that time can be saved by using a superannuation clearing house: a web-based system that files superan-

uation contributions.

"Our customers are telling us they are spending up to a week a month taking care of this," says Philip. "If you do it electronically, you can cut that time to just a few hours."

### ● Business process automation

Moving from paper-based business processes to an electronic system can massively increase productivity, reduce time delays and improve the quality of data, according to Matt Murray, the information analysis leader of Blue Care.

The company recently turned to Aurion to help automate their business processes and is now piloting a software solution - moving all of their paper-based systems electronically.

"With a new employee, comes a set of requirements. Employers need to know birth dates, addresses, phone numbers and so on. An electronic system takes that information the first time and builds it into a HR information system," says Murray. "You make the fields mandatory, and they can't skip anything, not like a paper form."

### ● Web-based software

Mathew French, the sales and marketing director of Subscribe HR, says that internet-based software is a great way to add value to your organisation without blowing out limited HR budgets.

"HR managers are finding that they don't have a large amount of expenditure," he says. "They need access to tools on demand that can be paid for per month on a per head basis."

As internet-based software doesn't require any major instalment costs, French says that HR managers can present "glaringly obvious" business cases on how these internet-based systems can provide instant benefit to their organisation with minimal investment.