IBM **Services**

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HR shift to the cloud

Transform key processes
with a data-driven approach
to HR decision making

Why are so many organizations looking at cloud-based human resources (HR) systems as a replacement for older, on-premises HR technologies?

From the very beginning of the digital transformation era, IBM has been helping clients make and execute the decision to move HR functions to cloud.

We generally hear three key reasons for shifting HR functions to cloud:

"Our HR technology is old, difficult to use and lacking many features that provide a positive user experience."

"We do not trust our HR data and are unable to gain insights from the data to help inform business decisions."

"The current HR system is too costly to run and support, considering the little value we are able to derive from it."

If your organization is struggling with some or all of these challenges, you may already be considering cloud-based HR options. A recent study from Gartner predicted that by 2025, 60% of midmarket and large enterprise organizations will have moved their HR technology to the cloud.[1] IBM can help you make cloud HR decisions with confidence—and serve as your trusted partner and advisor to design and implement the system of your choice.
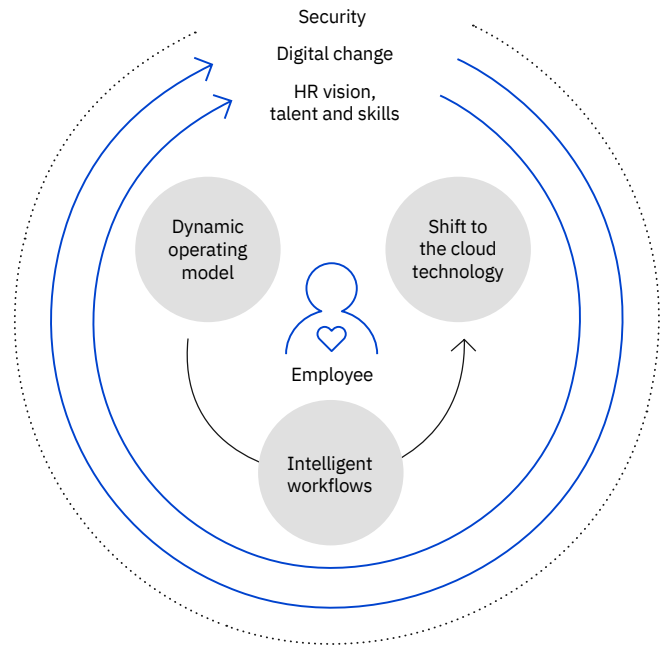

Figure 1: The IBM Design for Me approach

Our solution

How do we do this, and what makes IBM unique amongst the other system integrators in the marketplace?

Over the course of several years, IBM made the transition from a traditional, on-premises HR system to one in the cloud. Our decision criteria were clear: create a better employee experience and do it at a lower cost. We learned many important lessons along the way, and now we share this approach through our market offering IBM Design for Me.

First, we design and implement cloud HR systems with a heavy focus on the way employees experience the system.

Through a series of envision workshops, we use design thinking to put you and your leaders in the shoes of your employees—what we refer to as personas. We'll work with you to identify the key moments in the employee lifecycle that are most important to your employees. The journey that each persona typically makes is validated and then serves as a kind of blueprint throughout the implementation project. Decisions are made after reflection on how each course of action will impact the employee experience.

Cloud-based HR systems typically lead to operational changes because they are more efficient and easier to use than older, on-premises systems. For this reason, our Design for Me approach includes a component specifically created to help your organization consider its current HR operating model with an eye toward greater efficiency and an improved experience for your employees.

IBM also brings great depth in terms of our knowledge of robotic process automation and artificial intelligence in HR. These capabilities help us enhance your HR operating model with the power of IBM® Watson®.

Moving to cloud is a significant change that requires careful management from the very beginning of the project. We work with you to plan project communications, encourage leadership support and alignment with the project's purpose, and train your employees to operate in the new cloud HR environment.

Expected outcomes

What should you expect from working with IBM to make your HR shift to the cloud?

– A thoughtful, persona-based HR experience
 for employees
– A data-driven approach to HR decision making
– Decreased technology cost for HR
– Increased agility for responding to business needs

Learn more →

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