KORN FERRY

BE **MORE** THAN

HR
TECH

Ready to Invest?
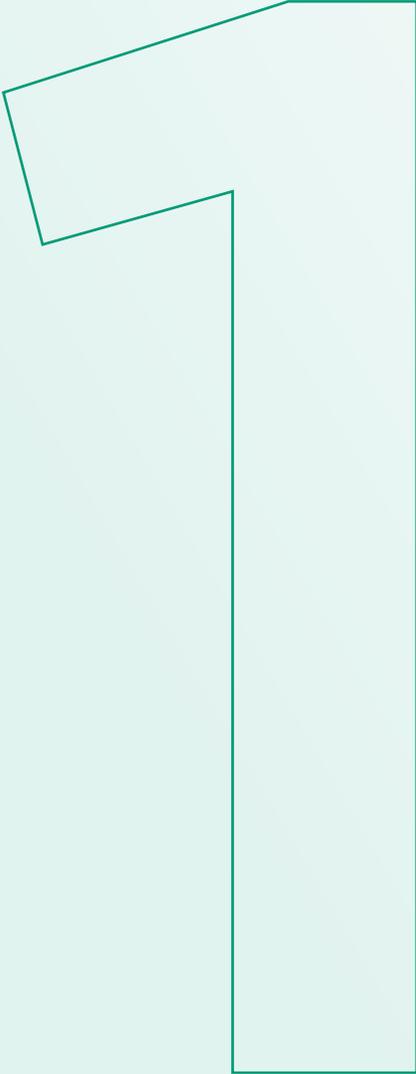Ask These Questions First.

15 MIN

EBOOK

*It seems like there's software and technology available for almost every area of HR now, from **performance management and L&D to succession planning and data analytics.***

BUT WHEN IT'S TIME TO INVEST, HOW DO YOU MAKE THE RIGHT CHOICE?

THESE KEY QUESTIONS WILL HELP YOU GET STARTED

1

WHAT IS MY PEOPLE STRATEGY **TRYING TO ACHIEVE?**

All HR technology decisions start with looking at your workforce and identifying the gap between where you are today and where you want to be in the future. HR spans an enormous range of functions that need to be looked at holistically to achieve desired outcomes.

How does the solution create a consistent, connected journey for talent?

How will this technology support our broader people strategy?

Can this solution handle the size and complexity of my organization?

Can this technology evolve with us as our needs change?

HOW ARE YOU DEFINING AND **MEASURING SUCCESS?**

It can be tempting to fall for the shiny new technology on the block. By defining what success looks like and how you'll measure it, you can better evaluate different solution providers and stay focused on substantive outcomes over style.

What are the quantitative and qualitative KPIs at different points in the talent journey that measure progress towards our end goals?

What is the expected ROI around goals including engagement, productivity, and efficiency?

Are the right people defining these success metrics and is leadership bought in?

What actionable insights do you want the technology to generate?

3

WHAT IS YOUR CHANGE **MANAGEMENT PLAN?**

The successful implementation of any HR technology depends on how it is rolled out. Motivating people to embrace new technology isn't easy, especially when it disrupts long-followed processes. From effective training to clear communication around benefits, a comprehensive change management approach will maximize adoption rates and impact.

How early do we need to begin communicating with our workforce?

What's the right mix of methods to incentivize adoption?

What are the people, process, and policy implications of this technology?

How do we educate our workforce on both how and why the technology is being used?

DOES THIS TECHNOLOGY CONSIDER THE **FUTURE IMPLICATIONS OF GENERATIVE AI?**

BONUS

From writing job descriptions and assessments to guiding candidates through the application process, HR leaders are swiftly adopting AI. In a 2023 poll of HR professionals conducted by Gartner:

81% have explored or implemented artificial intelligence (AI) solutions to improve process efficiency within their organizations.

76% believe that a failure to adopt AI solutions in the next 12 to 24 months means they will fall behind the competition.

But candidates are rushing to adopt AI just as fast. Ensure that your AI tech is designed to not only enhance efficiency but also avoid being tricked by other AI and AI-generated content it encounters.

READY TO EMBRACE
NEW TECH?

When you're clear on your goals, getting expert guidance on the trends will help you see which systems and tools are fads and which can fast-forward your business success.

Read our latest on how technology can make your people strategy more effective.

Why invest in high-tech solutions for high-volume hiring

Predict future talent needs with the right workforce planning tech

How HR tech helped this international chemical company work smarter

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Korn Ferry is a global organizational consulting firm. We work with our clients to design optimal organization structures, roles, and responsibilities. We help them hire the right people and advise them on how to reward and motivate their workforce while developing professionals as they navigate and advance their careers.

Business advisors.
Career makers.