

eBook



The Benefits of Integrating Federal HR Software into a Managed Service Model



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The Benefits of Integrating Federal HR Software into a Managed Service Model

Small- to mid-size organizations in the Federal Government frequently lack adequate resources to address recurring operational human resources (HR) activities. With limited staff and hiring resources, many of these organizations turn to managed service solutions, leveraging outside support to fill gaps in daily operations.

Even with the right match of managed services resources, there are often gaps when it comes to software and training. Outdated legacy systems make it difficult to onboard and train contractors who may not have worked with them before. The amount of time required to train and manage these individuals at least partially offsets the short-term benefits of sourcing to them. Moreover, those systems often present an inefficient means by which to complete vital tasks.

By integrating software solutions designed for federal HR with a managed service solution, small to mid-size agencies can benefit from more efficient outcomes.

An integrated solution provides these organizations with not only managed services to fill operational and transactional gaps, but software designed to complete these tasks and create peace of mind for stakeholders who can feel confident that contractors are already trained to use it.

What Are Integrated Service Solutions?

Through Integrated Service Solutions, federal HR departments can combine software designed to improve efficiency, reliability and security for HR processes, with people who are already trained to use that software. Rather than investing time and resources into training outsourced staff to use existing solutions, Integrated Service Solutions improve HR processes and offload operational support tasks.

In this eBook, we share how the integration of managed services and software solutions can fundamentally change how federal organizations operate.

Why Integrate Software and Managed Services?

Managed services have provided a much-needed stopgap against staff shortages and limited resources for decades. But the current solutions have pitfalls which have only been exacerbated by recent advancements in federal HR technology.

The first major issue is in the hiring process. For many agencies, finding people who are already qualified and experienced in using their legacy systems, and have the background needed to complete daily HR tasks, is difficult. Resources frequently are not available for additional training, meaning these individuals must struggle with new systems with which they are unfamiliar. This can lead to productivity loss or an increase in the frequency of errors.

Interagency Issues

To get around this problem, many organizations will source support from other agencies. This process ensures you are working with individuals familiar with the software systems and the requirements of those systems. It is an efficient solution for small organizations and subcomponents, like HQ offices for distributed teams, but there are pitfalls here as well, including:

- **Following another agency's requirements.** By working with another agency's staff, you are required to follow their requirements and work within their systems. These misalignments with your system can create more work or force change upon a previously existing process.
- **Lack of configuration.** Every organization has specific needs for which they would like their software systems configured. With an interagency agreement, one agency will need to conform to the configuration of the other, resulting in misaligned requirements and reduced productivity.





Limited Bandwidth within Small to Medium Agencies for HR Services

Regardless of size, most agencies have the same number of tasks to perform each year, but the smaller ones have fewer resources to manage and complete these tasks. An agency with 100-150 staff may only have one to two HR specialists on payroll full-time.

That means a limited HR staff is often focused on recurring reporting requirements instead of higher-level strategic tasks needed to facilitate and manage change in the organization. Common tasks that HR specialists could offload to outside support include:

- Classification and position management
- Recruiting, hiring and staffing
- Onboarding of new employees
- Benefits processing

- Payroll management
- Personnel processing
- Employee and labor relations issue mitigation
- Performance management
- Records management
- Retirement calculations and processing
- Reporting requirements for the above tasks

Any actions that relate to a federal employee's lifecycle in the Federal Government represents a point of administrative need in an agency – regardless of size. For a one-to-two person team, this list can quickly become overwhelming, which is where outside support comes in.





Constant Changes in Technology

Software systems are constantly changing, as are the requirements for their use in federal agencies. New security and functionality requirements, combined with specific requirements within an agency, can make legacy systems impossible to use in today's HR setting, and training managed service staff in their use becomes a non-starter.

You can address this concern by combining federally approved software subscriptions designed for federal agencies with staff trained to use that software. Instead of worrying about having to update your software systems and then train outsourced staff in their use, you can rely on your managed services solution to handle both of these issues for you.

In addition to changes in technology and the lack of resources for training in-house staff in those changes, many processes remain paper-based, especially in employee and labor relations or performance management. Other areas that are frequently paper-based that can be augmented with technology include:

- Classification and Position Management – A repository of position descriptions and classification components offers a significant upgrade from paper-based management of these processes.
- Retirement Calculation – Many agencies are still doing this by hand. An automated solution can greatly reduce time spent preparing and approving these calculations.
- Employee Onboarding – Managing paperwork and processing documentation for new employees during the onboarding process can be extensive.
- Benefits Forms Processing – Even in a small agency, benefits claims are common enough to require a significant investment of time, even more so when managing them manually.

Each of these tasks can see upwards of 40-50% decrease in time required with the use of technology tools that partially or fully automate some of these tasks. Combined with highly-trained outside staff, specialists can significantly reduce the time spent on operational or transactional tasks.

The Cost of Procuring Necessary Software and Tools is High

Procuring software and tools can be prohibitively expensive and can be challenging when trying to gather trained resources, especially when budget is limited. Often requiring multiple systems and customization can be an expensive endeavor that may be out of reach small to mid-size agencies.

That is where an integrated managed service can be beneficial and more cost effective. In such a managed services model, an agency can procure services and products for use as needed, while still reaping the benefits from an enterprise software solution that would be unattainable under other circumstances.

By leveraging such a system, you benefit from:

- Immediate onboarding of skilled staff to work on systems in which they are familiar
- Time to focus on the tasks you do best and that have the biggest strategic impact on your organization
- The ability to leverage remote work space when you do not have the physical space needed for a growing team
- The use of more robust software that is accompanied by knowledgeable staff who can work on ad-hoc or regular, ongoing tasks
- Blended rates and tasks that create cost efficiencies compared to hiring a single specialist at a set salary, e.g. an HR Assistant to do Assistant work and an HR Specialist who can concentrate on higher level, more strategic tasks
- A reduced number of administrative tasks being performed by specialists at a specialist salary





Our Solution

EconSys helps to extend HR capacity with staff nationwide in a range of disciplines. By combining our comprehensive enterprise FedHR software suite and our HR services team, you can reduce the time it takes to onboard new staff, ensure they are ready to start helping immediately, and remain agile and flexible in the face of variable staffing needs. It is that end-to-end HR service – from strategic to operational – that makes EconSys a trusted partner for dozens of federal agencies.

With our software and managed services integration, you will benefit from:

- Turnkey solutions to shortfalls in HR staffing
- Independence from interagency partnerships and processes
- Lower costs than other software/service solutions
- Reduction in the use of paper-based processing with already trained staff
- Scalable solutions that can be configured to match your needs quickly

Onboarding Managed Services and Integrated Software Solutions

Because we have worked with agencies throughout the Federal Government, we provide a flexible, fully configurable onboarding experience designed to fit the specific requirements of individual HR departments.

Whether you need temporary support in the form of staff augmentation or need new software systems and trained staff to operate those systems, we can design and deploy a solution based on your needs. Each engagement involves:

- 1. Evaluation of Agency Needs.** To start, we will discuss with you your specific needs. This includes evaluation of your current workload and internal resources, gaps in software and the potential for productivity improvements with key upgrades. During this process, we will evaluate any security requirements and discuss with you how software should be configured.
- 2. Configuring a Service-Software Solution.** The next stage is to design and configure a solution that meets your staffing and software needs. Because of the flexible nature of our FedHR Navigator software modules, this can be done quickly, and because our managed service staff is trained in the use of these modules, they can be ready to start immediately.
- 3. Supporting Your Agency HR Needs.** For agencies without budget allocated for FTE and comprehensive enterprise software packages, EconSys can quickly configure and deploy both software solutions and managed services to fit your needs.





Learn More About EconSys 3PS Today

If you are ready to learn more about the benefits of an integrated approach to managed services and federal HR software solutions for your agency, we can help EconSys 3PS (People Powered Platform Solution) is designed with smaller agencies with limited resources in mind. Our years of industry expertise and highly configurable software allow us to provide custom-crafted deployment solutions that supplement HR specialist duties on a regular or ad-hoc basis.

If you are ready to learn more about how EconSys can supplement your HR team and software, now is the time to get started. Contact us below to discuss your next options with a member of our team.

Services Included:

Management Performance	Personnel Action Processing	Retirement and Benefits
Classification & Position Management	Recruitment and Hiring	Awards
Employee and Labor Relations	Records Management	Separation
Executive Resources	HR Administrative Processing & Support	



About EconSys

Founded by Dr. George Kettner in 1990, EconSys empowers government agencies to improve the effectiveness and efficiency of human resources (HR) operations and manage the Hire-to-Retire lifecycle.

EconSys is composed of highly experienced consultants and subject matter experts who create technology and provide services and custom solutions to address HR issues in federal and state agencies. Our diverse staff of federal HR practitioners, statisticians, researchers and software developers strive to help agencies approach problems and decision-making more quantitatively.



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