

# THE STATE OF TODAY'S HR TECH STACK 2020

Optimize HR tech stacks to improve the employee experience as well as make productivity gains



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## HR tech stacks are a high priority

HR tech stacks are among the top ten priorities for most HR departments

**46%**

say that having a strong HR tech stack is among the top three priorities of their HR departments

Fully **80%**

say it is among their top ten priorities



Many HR professionals refer to the entirety of their technology solutions as the HR technology stack, aka the "HR tech stack"

## There are good reasons for making it a priority

When used well, HR tech stacks can improve HR efficiency as well as the employee experience

**63%**

agree or strongly agree that their HR tech stack increases HR efficiency/productivity

**57%**

say that their HR tech stack improves the employee experience

## However, few employers excel at HR technology

Just **3%**

say their HR tech stack is top-notch

Only **21%**

say their HR tech stack is above average

## Most HR tech stacks succeed in a couple of areas but underperform in many others

The two most common characteristics of HR tech stacks are:

allows employees to access components via mobile devices

**73%**

facilitates employee self-service

**71%**

Far fewer say their tech stacks:

are easy to reconfigure as needed

**28%**

nurture and reinforce the desired corporate culture

**21%**

The bottom line:

There's a HUGE amount of room for improvement

## Many systems suffer integration issues



Yet, only **44%** say their organization has a well-defined strategy for developing or continuing to develop a well-integrated HR tech stack over the next several years

## What does the future hold?

The employee experience is key to the future of HR tech stacks. More than half say that over the next two years their tech stacks will evolve to:



**52%** say they expect their HR tech stacks to allow greater access to remote workers

## How do HR tech-stack leaders\* differ from laggards?

HR tech-stack leaders are far better at integration



Just **5%** of HR tech-stack leaders say their stacks are poorly or very poorly integrated

Vs

**62%** of laggards

HR tech-stack leaders see more accurate and actionable metrics

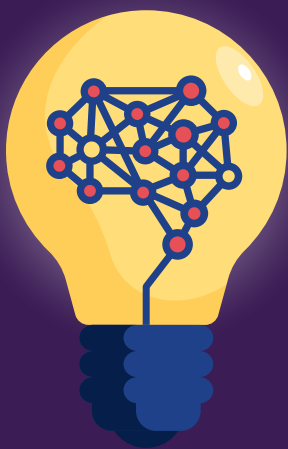


**49%** of leaders say their HR tech stack produces accurate and actionable HR metrics/analytics that enhance decision making

Vs

just **3%** of laggards

## Consider These Strategies



- Adopt** a continuous improvement frame of mind
- Train** your HR department in all relevant areas
- Hire** HR professionals with HR tech skills
- Consider** integration needs in advance and integrate key systems
- Strengthen** remote access
- Look** for quantifiable advantages, especially ones with a bottom line impact
- Focus** on basic HR technology solutions first

## About the Survey



The **State of Today's HR Tech Stack 2020** survey ran in June and July 2020. We gathered 294 complete and partial responses from HR professionals in virtually every industry vertical. Respondents are located all over the world, but most of them reside in North America, especially the United States.

\***HR tech-stack leaders**: respondents who say the quality of their organization's HR tech stack is above average or top-notch.

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**The State of Today's HR Tech Stack 2020**

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