

Your HR Software scorecard

Attributes	Key considerations	Provider 1 score	Provider 2 score	Provider 3 score
Features and functionality	<p>How easy-to-use is the software? Can I easily access analytics and HR reports? Is the employee self-service intuitive? What administrative tasks will be required, and what will be automated?</p> <p>e.g. leave approvals, new starter set-up, manager workflows.</p>	/5	/5	/5
Technology	<p>Is the software cloud-based, does it have a mobile app? What software updates do you carry out? Does it integrate with other software e.g. payroll, time & attendance, or expenses?</p>	/5	/5	/5
Customer service	<p>How do I get support? Phone, email, tickets? How big is the support team? Who will help me and answer my queries? Will I be able to contact your support team when I need them?</p>	/5	/5	/5
Reputation	<p>What is your Trustpilot rating? Who can I contact to obtain a reference? What do your current customers say about your HR software, implementation, and service?</p>	/5	/5	/5
Switching	<p>When should I switch? How long will it take to switch? How will the switch be managed? How much time do you need from our side? What training and support do you provide?</p>	/5	/5	/5