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HR Tech: All-in-One vs Best-of-Breed

Welcome!

As HR leaders, we want to create an employee experience that powers each employee to grow and achieve, building meaningful and lasting relationships along the way, and ultimately driving the success of the company.

THE PAST

This has been our goal for a long time. For years, we've known exactly what we want, but our thinking has been far ahead of our tools. The challenge has been data fragmentation. It's been nearly impossible to piece together any level of employee experience when so much information is spread across systems and spreadsheets. By failing to communicate with each other, the tools we use have kept us busy with administration and prevented us from achieving our ultimate HR goals.

Many of the top HRIS solutions built their empires solving this problem. By providing many tools in a single integrated platform, all-in-one solutions were able to ensure that important data was consolidated and accessible. It's no wonder these solutions became popular early on.

THE FUTURE

The HRTech landscape has exploded over the last five years and a consistent trend has emerged. All-in-one solutions are no longer able to keep pace with more focused point solutions that solve a specific problem rather than trying to tackle everything at once. As HR becomes broader and more complex, it requires more solutions. Innovations like augmented reality, machine learning and artificial intelligence haven't yet fully impacted us. As new solutions are required to adapt to these changes, the weaknesses of the all-in-one approach becomes more and more apparent and problematic.

Selecting several specialized point solutions allows an organization to build a custom HR stack. They're able to select from best-of-breed solutions to get the functionality they need at the pricing that works and then swap solutions in and out as their needs change. But, the data fragmentation issue remains a sticking point. What good is having all the best solutions for each problem if each one creates a layer of administration that erodes the very thing we are trying to power – an amazing employee experience?

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> **" The two major approaches to HR stacks are fundamentally different and they're at odds with one another — they can't both be right. It's important that you select a provider using the approach that makes the most sense for your business. "**

We want to build our HR processes on a future-proof foundation. Migrating systems is time-consuming and expensive. Rebuilding processes in a new platform often results in data loss. We need to place our business where the ball is headed to avoid costly setbacks.

At Crewmojo, our new customers struggle with this question all the time. As a modern cloud-based organization, we're in a unique position to help with these challenges, we've adopted an open architecture philosophy, actively exposing API's to solve the data fragmentation problem. Open API's allow a customer to assemble the perfect custom HRTech stack for their organization's needs while ensuring all relevant employee data from other solutions is shared seamlessly across platforms.

As you'll learn, there are distinct advantages and disadvantages to the stacking approach versus the all-in-one approach. Having to choose between the two approaches creates an unpalatable compromise HR leaders shouldn't have to make.

Open API's completely level the playing field with all-in-ones when it comes to sharing data. When their data sharing advantage disappears, the advantages of custom stacks remain, making the choice for most businesses very straightforward.

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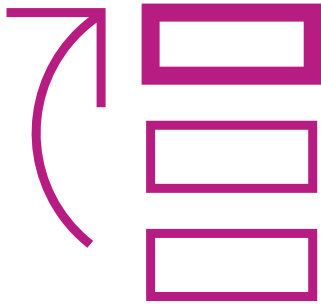
Specialized Stacks

Now

Specialized solutions have a narrow
focus. They do one thing and do it exceptionally well.

Specialized point solutions can be "stacked" together through integration to meet the needs of an organization.

Examples include Crewmojo, Enboarder, Docebo and Livehire

The Future

As HR becomes more complex, new point solutions will be introduced and evolve to meet the demands of HR leaders.

By selecting a specialized stack and then connecting these solutions together with high-quality integrations, a company is able to keep pace with trends by swapping new solutions in and out as needed.
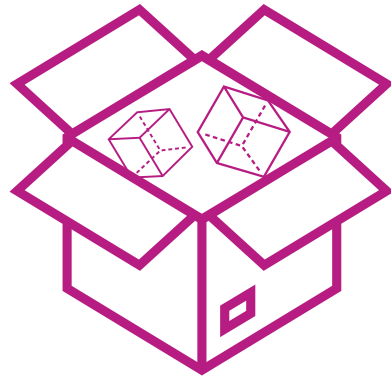
All-in-one

Now

All-in-one platforms roll a variety of solutions into a single platform.

They focus on the data fragmentation problem by providing all the functionality an HR team needs.

Examples include Workday, Success Factors, ELMO, Sage and Peoplestreme

The Future

As HR becomes more complex, all-in- one solutions will struggle to keep pace.

The functionality of each component solution will continue to lag behind what is provided by specialized point solutions.

Questions? Email hello@crewmojo.com

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Finding the Truth

What if that isn't the truth of the matter? What if that conversation only represents one side of the story and conveniently ignores the serious flaws of the all-in-one approach?

What if the HRTech industry as a whole is headed in a completely different direction and these large, all-in-one companies are hoping you don't realize their solutions are outdated and fundamentally flawed?

Cloud solutions made a lot of sense when HR was managed out of spreadsheets, so it's no wonder they gained market share early on. By rolling all the solutions an HR team needs into a single, unified platform, they can ensure that all data is shared between processes and the data fragmentation problem is solved.

Unfortunately, as with so many other things, what sounds good in theory doesn't play out well in practice. Although all-in-one solutions solve the data fragmentation problem, new problems are introduced; serious problems that are becoming progressively worse as the need for an amazing employee experience progresses.
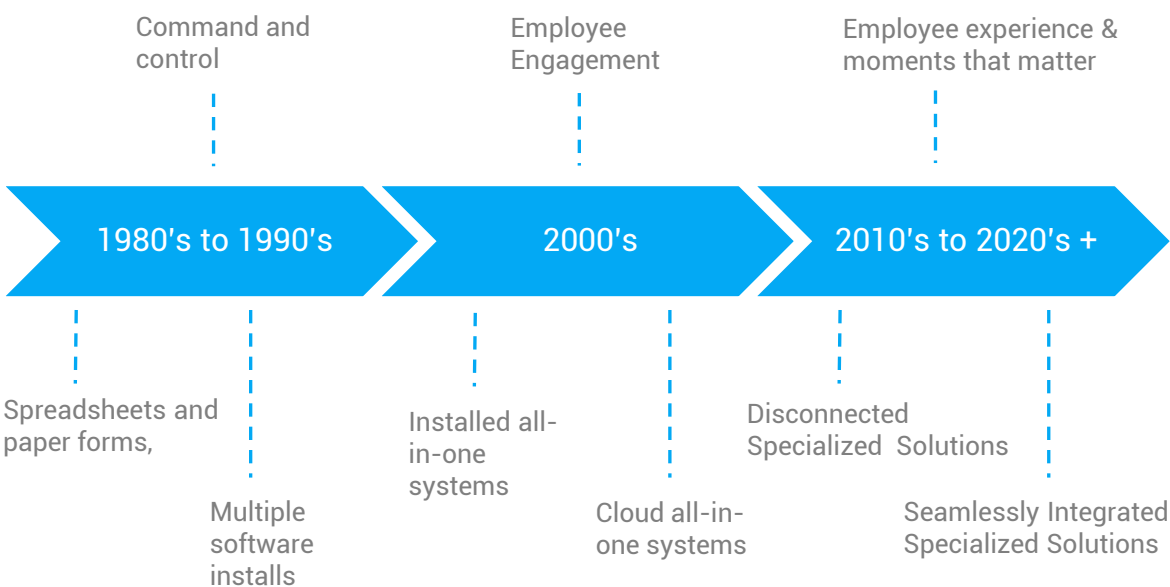
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Jack of All Trades, Master of None

In recent years, HR has shifted from a compliance and policy focus to an employee experience focus.

It's no longer acceptable to make HR processes automated and efficient at the expense of employee experience. HR processes need to add value and deliver the same level of experience that as has become expected of consumer apps.

As each HR process is taken apart and redesigned into an experience fit for humans, the role of HR becomes ever more complicated.

THE GROWING SCOPE AND COMPLEXITY OF DELIVERING HR SERVICES

Command and control

Employee Engagement

Employee experience & moments that matter

1980's to 1990's

2000's

2010's to 2020's +

Spreadsheets and paper forms,

Installed all-in-one systems

Disconnected Specialized Solutions

Multiple software installs

Cloud all-in-one systems

Seamlessly Integrated Specialized Solutions

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> **As more and more solutions are added to a platform a growing challenge is created. It becomes more difficult to do any one thing particularly well.**

Now a single company is responsible for the innovation, development, and support of solutions for a widening scope of problems. As more and more solutions are added to maintain the "all-in-one" platform, resources become increasingly strained.

While at one time it was all about making HR teams more efficient it made sense to roll it all into a single platform, that's no longer the case and creating amazing employee experiences will only become more complex as time goes on.
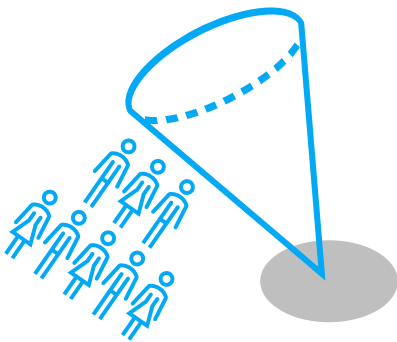
Specialized solutions can maintain their product with laser focus on the problem they are solving resulting in more focused innovations.
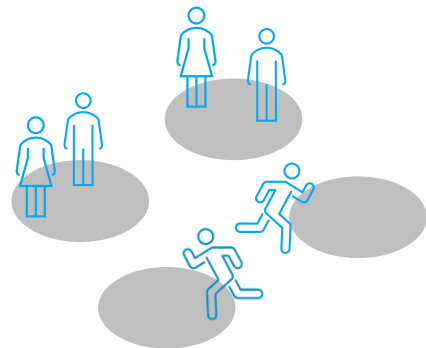
All-in-one solutions have a continuously expanding scope of problems being addressed, spreading their resources thin and making it hard to keep up with innovation and service.

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The All-in-One Trap

All-in-one solutions are inherently closed systems. They provide a solution for each problem and employees are expected to use those solutions, regardless of whether it's the best tool for the job. Furthermore if the HR team decides to use an outside tool, they'll still be paying for the native solution each month in addition to the alternative they're using.

"All-in-one solutions suffer from a lack of focus and force the same solution on everyone, regardless of their exact needs. If all-in-one solutions aren't the answer, what is?"

The more a customer seeks outside alternatives to their native solutions, the less value that customer is receiving and the more likely they are to eventually migrate away. Over the past few years, all-in-one solutions have been scrambling to improve their employee interfaces, apps and underlying architecture to cater for modern working environments.

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Strengths of Stacking

Pay For Only What You Need

Assemble The Perfect Stack

Prepare For Growth
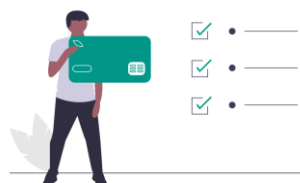
By creating a custom app stack, you can connect the tools that you need and pay for only the functionality that is useful to you.

Pick and choose from best-of-breed solutions to assemble the stack that makes sense for your culture and company.

Easily swap in new solutions as your business expands or pivots so that your stack adapts to your requirements.

Where stacking has traditionally been lacking

While stacking offers distinct advantages over all-in-one solutions, historically, all-in-one solutions have done a better job of data sharing and consolidation. This means HR teams have been forced to choose between an inferior set of tools or out-of-sync data! That's not a trade-off anyone wants to make.

The drawback of creating a custom stack of solutions has always been the quality of integrations available between point solutions. Fortunately, many companies have opened API's and collectively created an eco-system of single click, deep integrations.

The holy grail of completely consolidated data, accessible across your stack is now possible.

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Going beyond HR integrations

Not only do modern HR solutions integrate with each other, but they also play nicely with your organization's productivity tools like Slack, Teams, Zoom, Gmail, Microsoft 365, and more. Thereby ensuring a seamless integration of HR processes into your employee's flow-of-work.

This integration architecture is one of the most important software innovations of the decade. It has completely leveled the playing field with all-in-one solutions. Any data consolidation advantage all-in-ones had - disappears completely.

The major drawback of stacking (fractured and inaccessible data) is completely eliminated and all the advantages of stacking remain.

It's now possible to create a truly future-proof HRTech stack for your organization. One that is flexible, tightly integrated and adapts to your changing needs. One that opens you up to all the innovation presented by a rapidly evolving industry.

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HR Mission

Ultimately, our decisions need to align with the HR mission.

And we need to be asking ourselves what might seem like a silly question. But it's not so silly because each of us may have answered (or answer) this question differently with the passage of time.

> *Are we implementing the software for the benefit of the administrators of the platform (IT, Finance and HR) or are we implementing the software for the benefit of the end users (our employees)?*

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Other Resources

Continuous Performance Playbook

Ready to move forward with your continuous performance in your organization?
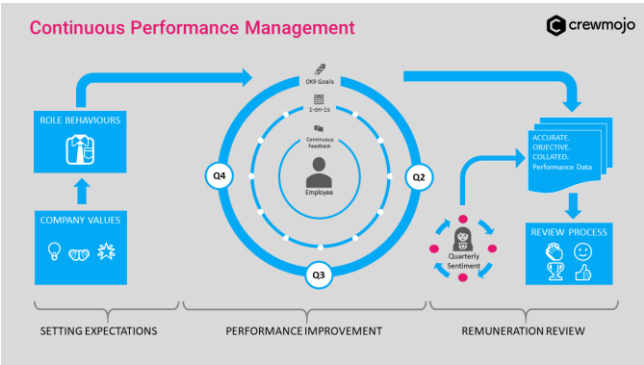
A comprehensive playbook packed with practical tools, templates, insights and traps to avoid for every stage of your project.

DOWNLOAD

What Is Continuous Performance Management?

Definition, Examples and Best Practices Behind a Continuous Performance Management Strategy

READ MORE

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People Management Platform

LEARN MORE

Speak to us about building a modern culture of performance through happier, more successful employees.

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