

ISOLVED HELPS LIFT VIBRANT NONPROFIT PHILADELPHIA FIGHT OUT OF THE “PAPER-LITHIC ERA” OF HR

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There are several versions of the well-known [HCM Maturity Model](#), a framework for understanding and pinpointing where HR departments are in their evolution and where they can eventually be, from purely operational to strategic. A helpful whitepaper walks readers through an easily accessible explanation of [The Five Phases of HCM Maturity](#) according to isolved—in order: Basic, Integrated, Automated, Developed, and Engaged. In commencing their journey through the phases of the HCM Maturity Model, HR departments first strive to become tight in workflow, introducing efficiency to the absolute essentials for employing people. When they ultimately become fully mature, they are proficient and effective in influencing the employee experience and employer brand.

A lot happens in between. Meanwhile, so-called thought leaders in human capital management (HCM) like to talk about the future of work, where fully mature HR really thrives. And they should talk about this. It's where HR wants and needs to go. But the reality is that, just like [Paleolithic Era](#) humans were in the [Old Stone Age](#), HR departments at thousands of the small businesses across North America are in the Old HR Age. Stuck in a “Paperlithic Era” day in and day out, most are just trying to barrel through an administrative juggernaut without making any mistakes ([3Sixty Insights 3SICS22122 - “Isolved Brings Digital Transformation to HR at Skagit County Boys & Girls Clubs,” December 2022](#)).

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their employer's brand, and just generally do the renaissance-like and forward-thinking things that lift HR into a strategic place. The typical HR person, meanwhile, would love to be lifted out of an often soul-crushing morass of tactical, operational workflow supported by old or bad software—if there's any technology involved at all beyond a conventional spreadsheet application, the modern-day equivalent of Paleolithic humans' rudimentary chipped stone tools. In its discussions with isolved's subject matter experts and customers, 3Sixty Insights has found that the vendor not only understands, but

Dispensing with Rudimentary Tools

For HR practitioners at most small businesses, theirs is a far cry from the fully mature HR organization's daily life filled with opportunities to engage with employees, elevate

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AT A GLANCE

Solution

isolved People Cloud™

Research Participants

Philadelphia FIGHT

Synopsis

3Sixty Insights spoke at length with Colleen Davis, payroll/HR systems manager at Philadelphia FIGHT, a Federally Qualified Health Center (FQHC) supporting multiple populations, her employer has a story illustrating how an organization can swiftly get into the HCM Maturity Model and begin evolving healthily in its HR function. Davis led the charge to modernize HR at Philadelphia FIGHT through automation, eventually landing with isolved — experiencing significant results helping to lift HR out of an administratively heavy “Paper-lithic Era.”

CASE STUDY VIGNETTE

also deeply appreciates, small businesses' challenges when it comes to just trying to get the basics of HR under control.

Stepping into the Model

Before they can begin maturing in their HCM, HR departments need to step into the HCM Maturity Model, period. Some HR departments exist in a state just left of the first stage of HCM maturity—i.e., outside the official scope of the HCM Maturity Model. Fortunately, these HR departments are often just

one straightforward step away, moving in the metaphorical and literal right direction, to solving for their basic needs: their unruly, unautomated, sometimes even paper-based operational HR. It may have taken prehistoric humans millions of years to evolve out of the Paleolithic Era. With the right software, however, HR departments can leave the Paperlithic Era of HCM behind pretty quickly.

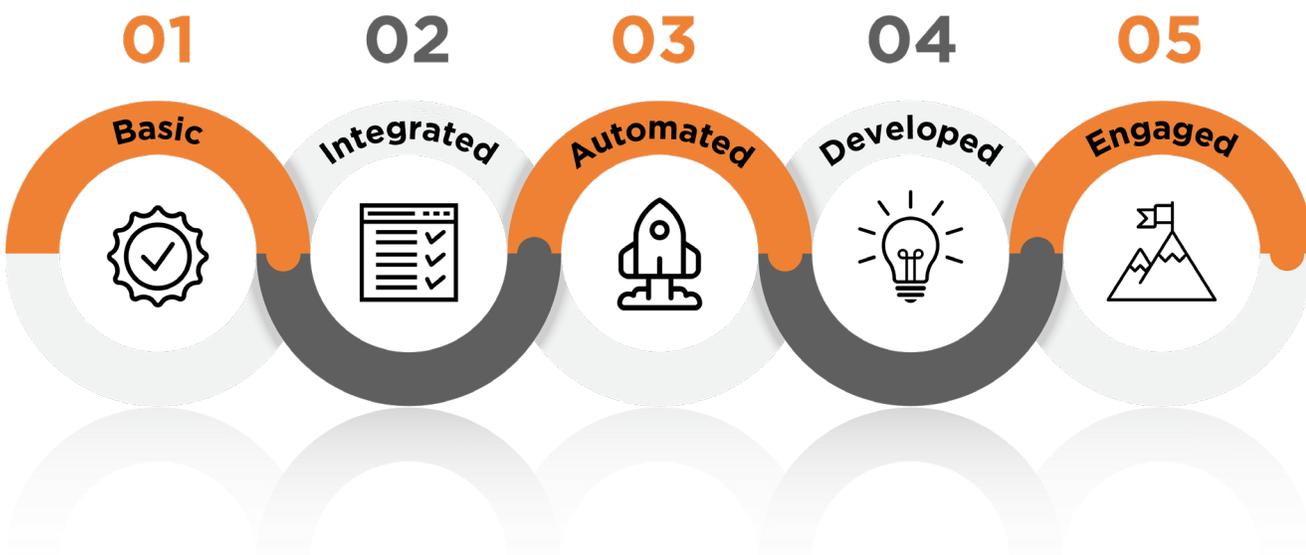
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Illustrating how an organization can swiftly get into the HCM Maturity Model and begin evolving healthily in its HR function is [Philadelphia FIGHT](#), a Federally Qualified Health Center (FQHC) supporting multiple populations, but mainly within the field of HIV/AIDS research, treatment, and prevention. Turning to [isolved](#) at Philadelphia FIGHT, "it was night and day, and it was a beautiful thing," says [Colleen Davis](#), payroll/HR systems manager.

About [isolved](#)

Founded in 1986, [isolved](#) provides a full suite of HCM functionality designed for the upper SMB market and the lower midmarket. Through broad and deep capabilities in talent management, core HR and payroll, workforce management, and engagement management, [isolved](#) People Cloud helps clients with the following HCM outcomes:

- Workforce Effectiveness
- Retention & Development
- Diversity & Inclusion
- Employee Engagement
- Employee Wellbeing
- Employment Value Proposition
- HR & Employee Efficiency
- Work-Life Balance
- Journey & Career Support



isolved Customer Snapshot: Philadelphia FIGHT

Payroll/HR Systems Manager [Collen Davis](#) still recalls when she first joined [Philadelphia FIGHT](#), in 2014, to help an overloaded finance department. At the time, all 200 employees used paper timesheets, and Davis had to manually enter all that data into a spreadsheet and also into her organization's then-time and attendance system, which was Paychex. The process was complex, with a mix of exempt and non-exempt, full-time vs. part-time and 1099 contractors vs. W2s. Running payroll and doing time and attendance were cumbersome, time-consuming processes, all using an interface that "felt like an old DOS setup," she says. Staff were spending long hours entering data for payroll as well as 403b remittance and grant reporting. Employees were guessing after the fact at their hours worked, with any misreporting creating underpayments or overpayments.

The Journey to Efficiency: Davis led the charge to modernize through automation, trying out another payroll service for a year, but having a terrible experience with both the solution and its poor customer service. In late 2017 she moved her organization to a third-party payroll provider called PROXUS, which was acquired by isolved in 2020. Now isolved is their database for all core HR. Employees are empowered to elect their own benefits, view their info and make PTO requests, and the user interface is friendly and accessible. The login page is adaptive to mobile devices, creating a positive employee experience, particularly for workers without computer stations. Davis can get a report on anything she needs, while time and attendance has turned from nightmare to dream. "Just the ability to do that simple upload into isolved of all the hours people worked was like magic."

How It's Going: While her role has transitioned from accounts payable to payroll coordinator and now payroll & HR systems manager, Davis' commitment to remaining an isolved customer is as steadfast as ever. "isolved is amazing. I love that the people there know my account so well. In fact, our optimization specialist, Christine Renninger, is the same person from PROXUS who did our initial implementation — so it's helpful to have that history and that close relationship." The workload of grant reporting has been greatly reduced, producing reports in a click that would have taken hours to compile.

What's Next: Last year she had recognized the need to be able to view the entire system for both payroll and HCM data keeping, rather than each division working independently. She has cleaned up the system, reviewed assets that may not have been fully implemented, and purchased new modules, all with a goal of increasing automation and using the software to its full capabilities. "As we get more time on our hands, we've automated more processes to really start thinking more strategically about how the software can serve our employees and the company as we grow and evolve."

isolved Solutions Used: Payroll | Benefits Administration | Onboarding | Hire | Perform | Time & Attendance

3Sixty Insights Inc. Navigating the Information Technology Buying Process.

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