



Small business HR app guide

At Xero, we care about you and are here to support you with insights and resources. One way we can do that is by connecting you with HR apps and a trusted HR app expert to help you navigate the changing landscape of work.









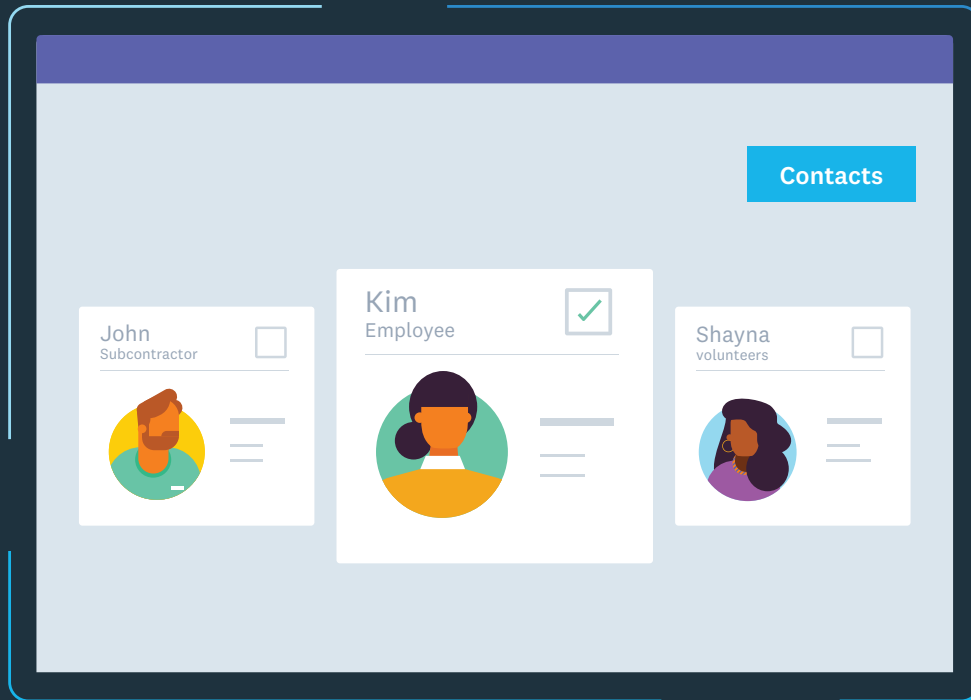


In the new and ever-changing work landscape, people management has to evolve to keep up.

HR and people management are complex, but critical to the running of your small business. This guide highlights some of the key trends in the market right now and explores the key features of the HR apps we recommend.





HR apps that connect to Xero



 HR ASSURED™ smarter workplace solutions	HR Assured <i>New Zealand and Australia</i> Gain time back to invest in your people culture.	Page 4
	enable HR <i>New Zealand and Australia</i> Great visibility drives great compliance	Page 4
	Employment Hero <i>New Zealand and Australia</i> When people's needs for competence, autonomy and relatedness are satisfied, they're motivated, productive and happy.	Page 8
	CitrusHR <i>United Kingdom</i> It's in your selfish interest as an employer to treat your employees well.	Page 12
	Payment Evolution <i>Canada</i> Culture is ground zero for the success of an organisation.	Page 16
	OnPay <i>United States</i> Business owners are still optimistic, and they're making adjustments where needed.	Page 20








HR ASSURED[™]
smarter workplace solutions







<p>Trends identified by</p>	 <p>HR ASSURED™ smarter workplace solutions</p>
	<p>Working from home HR Assured expects the working from home trend to stay, but employers will need to approach it carefully to ensure it works successfully. Keeping employees on task, keeping processes streamlined and information secure will require changes at the most fundamental level. Job descriptions, induction and performance appraisals will all need to be altered to cater for a diverse, remote workforce.</p>
	<p>Re-induction HR Assured's expert team predicts that COVID-19 will leave permanent changes to workplace practices, impacting both new and existing employees. Setting up and maintaining new practices such as hygiene and physical distancing will be required as part of standard business practice. Having an efficient process to re-induct your existing employees will be hugely beneficial.</p>
	<p>Employee versus contractor Employee wages and salaries make up a significant portion of a business's ongoing fixed costs. In the wake of COVID-19, HR Assured believes businesses are likely to look at shifting to a variable labour cost model which they'll achieve through hiring contractors. Similarly, many workers may feel contract work gives them flexibility to achieve a good work-life balance.</p>

<p><u>Solution</u></p>	 
<p>What is it?</p>	<p>HR Assured is a complete workplace relations and HR management solution. It focuses on taking care of your business admin, giving you back time to invest in your people culture. Its specialised employment and human resources software helps you run your business effectively and compliantly. If you need a technology-only solution, check out enableHR.</p>
<p>Where it's for</p>	<p>New Zealand and Australia</p>
<p>What it offers?</p>	<p>HR Assured has two different offerings:</p> <ul style="list-style-type: none"> • HR Assured, which includes a complete software for managing employees – HRA Cloud – and also includes 24/7 support from an award-winning telephone advisory service (TAS). • EnableHR, a technology-only solution, which provides a complete portal for managing employees, volunteers and independent contractors. <p>HR Assured With HR Assured, you get access to HRA Cloud, which is fully equipped web-based software for managing employees remotely. You also get access to the award-winning telephone advisory service (TAS), which delivers 24/7 phone support on any HR or employment law issue. Qualified HR and employment lawyers are available for unlimited support to guide you through hiring, onboarding, termination, performance appraisals and everything else HR. They also stand by their compliance, and will cover all legal fees for grievances brought against their processes. They'll also cover up to \$2 million in the case that your defence is unsuccessful; talk about service!</p> <p>enableHR If your company is looking for a technology-only solution, consider enableHR from HR Assured. It is cloud-based human resources software which helps businesses manage their employees, volunteers and independent contractors. It's fully compliant with both Australian and New Zealand workplaces to help ensure you're satisfying employment law.</p>

Key features	 A complete set of processes to follow from pre-employment through to termination of employment. Curated checklists guide you through all the documents to create and send, questions to ask, and processes to adhere to at every stage of employment.
	 Branch management, which allows businesses that have different departments to be managed remotely. User access to each department can be customised to ensure privacy and effective management.
	 Performance reviews that can be customised to include relevant and specialised objectives and key results (OKRs).
	 Document storage for each employee record to keep records up to date and accurate. Easy management of re-induction documents.
	 Specialised checklists and employment management for contractors and volunteers, covering all employment types for a greater range of employment options.
	 Work health and safety management including documentation, processing, and risk management.
	 Reports that cover actions and settings in the software, timestamped to ensure clear visibility and provide insight.
	 Employee self service (ESS) so that employees can manage their documents, view and sign communications in their own time.
Industries	HR Assured services all industries, with built-in modern awards and enterprise agreements in Australia. This means it covers the essential government requirements for contracts in each modern award and enterprise agreement. HR Assured is suitable for industries with high compliance requirements such as allied health, construction, manufacturers, professional services, and hospitality.
Demo/Trial	You can request a trial with an HR Assured product expert, who will walk you through all the features and benefits of the software and service. You'll have the opportunity to ask questions and receive expert advice from a subject matter expert. There is no self-paced trial option prior to the guided trial.

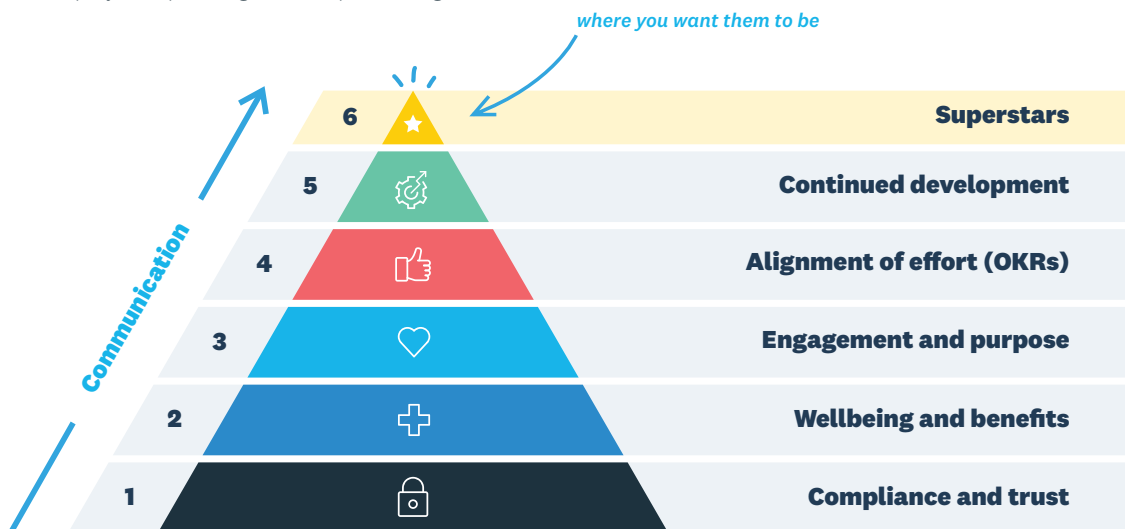


employmenthero.


Trends identified by	
	<p>Remote engagement</p> <p>As a remote-first company, Employment Hero is clued in on effective remote engagement. Employees are more likely to increase the frequency from which they work from home, with flexibility being a key drawcard. Businesses will need to find ways to keep employees engaged, motivated, and happy remotely to ensure an effective workforce. Reward and recognition, learning and development, team bonding and open dialogue will all become critical to the success of remote workforces.</p>
	<p>Flexibility</p> <p>From working hours, location, and even benefits, flexible approaches will be required to get the best out of your employees. Employment Hero expects flexible workplaces are likely to attract top talent, and inflexible workplaces could see their talent searching for more pliant pastures. Expect to focus on soft skills to keep your employees engaged and interested, and to achieve buy-in to a flexible working structure.</p>
	<p>Be outcomes-focused</p> <p>Flexibility extends to workflows as well, with outcomes-focused businesses achieving better results than process-focused businesses during COVID-19. One way to do this is through goal-setting frameworks, which will need to be updated in the new working world. Instead of focusing on the processes employees use, focus on their outcomes instead. Further, creating a psychologically safe workplace will give employees the tools needed to focus on outcomes.</p>

Employee Productivity Pyramid.

Outcome: Your employees operating at the top of their game!







<p><u>Solution</u></p>	
<p>What is it?</p>	<p>Employment Hero is cloud-based employee management software that aims to make employment easier and more rewarding for all those involved. From contracts to employee engagement, Employment Hero covers all the bases for running an effective human resources system.</p>
<p>Where it's for</p>	<p>New Zealand and Australia</p>
<p>What it offers?</p>	<p>Employment Hero provides a cloud-based software package that allows you to manage employees and keep them highly engaged. It is fully compliant with New Zealand and Australia requirements, covering more than 45 of the most commonly used modern awards (government minimum employment agreements) in Australia. There's a web-based version for desktop, and an app for both Apple and Android devices.</p> <p>Employment Hero's remote-first philosophy drives their product offering to suit any organisation that operates remotely. Their product follows a hierarchy of needs to contribute to happy, engaged and motivated employees. Starting with compliance and trust, the hierarchy moves up to wellbeing, then to engagement and purpose, and onwards to continued development and excellent performance. Employment Hero uses this approach to hone their product focus, by giving employers the tools to build a highly functioning workplace.</p>
<p>Key features</p>	<ul style="list-style-type: none"> <li data-bbox="507 1261 1412 1391">  Paperless onboarding to get employees up and running from wherever they are. Letters of offer, e-contracts and policies can be sent to hit the ground running on day one. <li data-bbox="507 1391 1412 1556">  Payroll and timesheets, including geo-tagging, start and end times and rostering features for payroll compliance. Payruns can be split by percentage into as many as 99 bank accounts for enhanced financial planning. <li data-bbox="507 1556 1412 1671">  Objectives and key results (OKRs) templates available to set effective expectations and monitor performance. <li data-bbox="507 1671 1412 1785">  Automatic award interpretation for over 45 modern awards (Australia only) <li data-bbox="507 1785 1412 1890">  Templates for effective 1:1 meetings between manager and employee, surveys and feedback forms to create a culture of communication.

<p>Key features</p>	 <p>A company-wide messaging feed to enable shout-outs and recognition for jobs well done, driving engagement and happiness among your teams.</p>
	 <p>Guides on mental, financial and physical wellbeing available for employees to access, improving their overall psychological safety in the workplace.</p>
	 <p>Support line with access to HR and employment law specialists to guide you through any of their processes.</p>
	 <p>Mobile app for employee self-service, allowing employees to access, update and manage their documents.</p>
<p>Industries</p>	<p>Employment Hero is suitable for all industries. Business managing a casual workforce (like retail or hospitality) will benefit from time and attendance, rostering, electronic timesheets and payroll integration. Heavily regulated industries like childcare will find it much easier to manage certifications with Employment Hero.</p>
<p>Demo/Trial</p>	<p>Employment Hero offers a free trial of their software in a demo format. Intellectual property (such as contracts) are not available in this trial. You can also contact their product specialists to book a demo, and then go through the full features with their experts.</p>



 citrusHR





<p>Trends identified by</p>	
	<p>Visibility CitrusHR understands the importance of visibility. As workforces move to remote working, understanding where your employees are will be crucial. Social distancing measures, flexible work arrangements, and a lower tolerance for working through illnesses will mean your employees may be working from a variety of different places. Keeping track of where they're working from at a glance will help efficiency, and the wellbeing of employees.</p>
	<p>Staying connected CitrusHR believes that to avoid total Zoom fatigue, employers will need to find engaging ways to stay connected to their employees. Remote working will bring challenges of understanding how employees are coping, so communicating with the wider team will need to be embedded into your working culture.</p>
	<p>Furlough The UK employment sector has been well and truly introduced to the concept of furlough since the arrival of COVID-19. CitrusHR knows how complicated this can be, and what a strain it is for your people management. Managing the specifics of furlough – from grant payments to rostering of part-time furloughed staff – will be an important consideration for employers wanting to retain their staff.</p>

<p><u>Solution</u></p>	
<p>What is it?</p>	<p>CitrusHR is an HR solution that focuses on making HR refreshingly easy, providing key employee management information quickly, yet clearly. Their goal is to take care of your employment and HR tasks so that you can focus on what matters most.</p>
<p>Where it's for</p>	<p>United Kingdom</p>
<p>What it offers?</p>	<p>CitrusHR is a UK-based HR solution that focuses on employee management. It is designed to give maximum visibility with minimal effort, so that you can see all relevant information at a glance. Access is via web-based cloud software, with varying levels of user access depending on the user's role.</p> <p>CitrusHR uses a clean, simple interface with intuitive icons to convey key employee updates. It also provides letters of offer, contract templates and an easy-to-manage document storage system for the full HR experience. CitrusHR includes a payroll system to manage employees wages, which can integrate with accounting software such as Xero.</p>
<p>Key features</p>	<ul style="list-style-type: none"> <li data-bbox="504 1155 1412 1258">  Document storage for employee records to keep track of all employment documentation in one central location. <li data-bbox="504 1258 1412 1370">  Holiday and leave management, including a team-wide list to determine availability at any given time. <li data-bbox="504 1370 1412 1505">  A day-to-day grid of employee whereabouts, indicated by intuitive icons, to give visibility over who is working from home, from the office, or even that they're at the doctors. <li data-bbox="504 1505 1412 1639">  Built in reminders to alert employees to missing documents, expiry dates of permits and required actions so that they're always aware and on top of requirements. <li data-bbox="504 1639 1412 1751">  Job offer and contract templates built in to the system, created by employment law experts to ensure easy and accurate onboarding. <li data-bbox="504 1751 1412 1886">  Expenses and payroll features to provide employees with general employee cost and payment management, including minimum wage/ national living wage warnings for compliance. <li data-bbox="504 1886 1412 1998">  Furlough grant calculators to make the furlough process a much more efficient and pleasant process. <li data-bbox="504 1998 1412 2110">  Bespoke HR advice from HR and employment law specialists to guide you through any tricky processes.

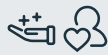


Industries	CitrusHR is used in over 100 industries in the UK, which demonstrates its versatility and wide-ranging application. The software is particularly helpful in the technology, marketing, creative and media, advertising and professional services industries. Government departments, trade organizations and charities can also benefit from the ease of information on display.
Demo/Trial	You can access a free 14-day trial of CitrusHR that gives most of the functionality. Features such as contract templates (which constitute intellectual property) are hidden from the demo. You can also access a guided demo from a product expert who will take you through all the features and be available for any questions. Click here for more information.

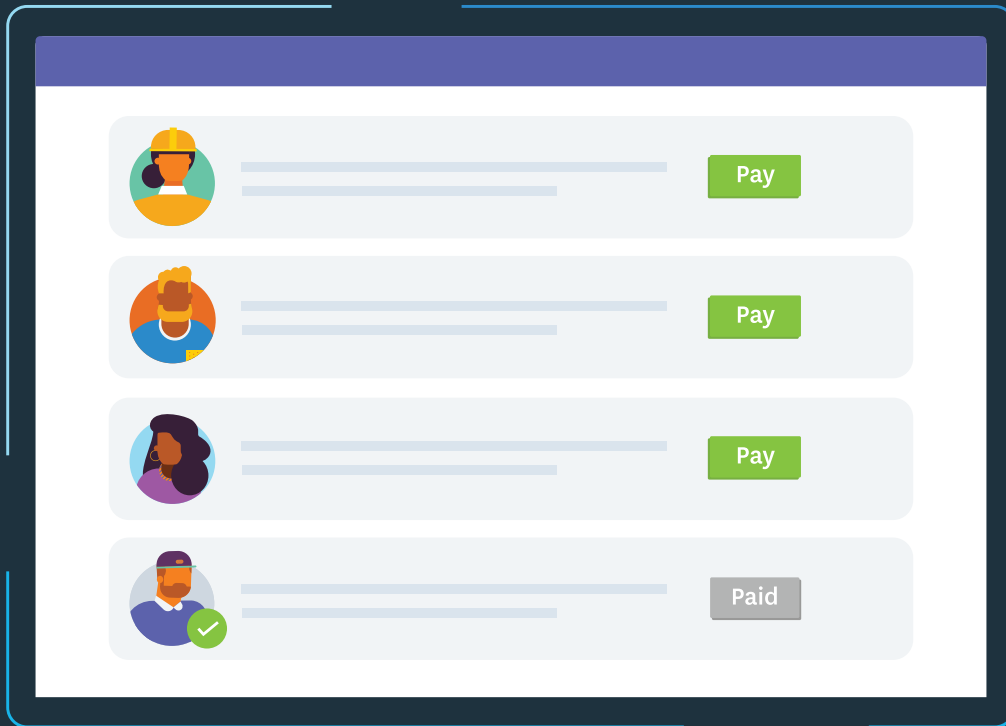


PAYMENTEVOLUTION





<p>Trends identified by</p>	 <p>PAYMENTEVOLUTION</p>
	<p>Onboarding</p> <p>Businesses need to ensure a culture of trust and psychological safety in order to encourage adaptability and fluidity in employees. This starts with recruiting and onboarding. In the current environment, especially if staff members are working remotely, more regular touch points are required when onboarding new employees. The practice of onboarding can extend beyond new hires. Cross-training is necessary so other employees can pick up a job and the business can maintain continuity in cases of unplanned work interruptions. To support successful onboarding, PaymentEvolution has a remote onboarding toolkit and consults on continuity and succession planning.</p>
	<p>Mental health and support</p> <p>PaymentEvolution keeps a finger on the pulse with regards to employee wellbeing by keeping lines of communication open. This allows them to configure solutions that best serve the needs of employees, no matter how unique. A recent example is supporting a newly remote workforce. PaymentEvolution recognises that many businesses are suffering from hardship whilst also trying to take care of their employees. PaymentEvolution makes offering support such as wellness plans and employee assistance programmes accessible to small and mid-sized businesses.</p>
	<p>Benefits</p> <p>A survey conducted by PaymentEvolution found that as many as 79% of employees working for small and mid-sized businesses don't have health, dental, drug or vision benefits. The number one reason business leaders cited for not having these benefits was that they didn't "know how to buy them." In fact, even where employers began the process of finding an appropriate benefit plan, complex and lengthy applications often proved to be insurmountable barriers of entry. PaymentEvolution knows how important it is for employees to have benefits and stepped in to simplify applications and streamline the wide array of choices. As a bonus, offering employee benefits is an effective way of attracting talent to a company, now more than ever.</p>

<p><u>Solution</u></p>	 <p>PAYMENTEVOLUTION</p>
<p>What is it?</p>	<p>PaymentEvolution provides small and mid-sized Canadian businesses with easy-to-use and secure online payroll and payments software as well as benefit plans and HR services. Serving more than 20,000 companies and with over 100 years of senior HR experience on hand, they are focused on empowering businesses and making complex processes simple.</p>
<p>Where it's for</p>	<p>Canada</p>
<p>What it offers?</p>	<p>PaymentEvolution products integrate with Xero and other accounting software providers in Canada, in addition to other add-ons such as time-keeping solutions. This means you can get their solutions, like PaymentEvolution Payroll, up and running in no time with seamless connectivity.</p> <p>PaymentEvolution are trusted advisors owing to the approach they take in responding to the needs of their clients, all while creating a human experience. When providing services, PaymentEvolution adds value with thought-provoking questions and high-impact actions to enhance your internal operations and employee offers (with confidentiality where required, of course). Their services are not off-the-shelf, but instead aim to close the practical gaps that stand in the way of compliance for most businesses. PaymentEvolution creates human experience literacy so that solutions become accessible and easier to implement for more Canadian businesses.</p>
<p>Key features</p>	<div data-bbox="571 1391 619 1435" style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p>Payroll services that, being online, are always updated with the latest tax tables. This way employers know that they are always up to date with any legislative changes, without ever having to install updates. Custom pay rules can be set up for deductions, benefits and earnings. Payments are directly and securely deposited into employees' bank accounts.</p> </div> </div> <div data-bbox="544 1615 651 1659" style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p>PayChequer is a self-serve employee portal that delivers and retains payroll records. Employees can access their payslips and tax slips at any time from their mobile, desktop or tablet. Employees can also view their vacation balance, see deductions, and update their own address information. PayChequer is included free with any plan.</p> </div> </div> <div data-bbox="571 1850 619 1895" style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p>BusinessPayments securely and swiftly delivers electronic payments to vendors, suppliers and contractors. This function integrates with accounting software, and therefore enables automatic reconciliation. Payments are debited from your bank account and transferred to the receiving party with no credit card fees and low transfer limitations. All data is encrypted and payments made to any Canadian bank account arrive within four business days.</p> </div> </div>






Key features	 <p>Benefits for health, dental and other benefits are available for businesses of any size. Benefits management is also integrated with payroll which means that you can invite employees to enrol online. There is no employee cap, and real-time quoting makes it easy and quick to enrol.</p>
	 <p>Job costing is for small businesses that operate across multiple locations and employees. This tool, along with the customer care available from PaymentEvolution, is a great option for businesses that want integrated job costing functionality. This feature sits within the platform and integrates with most accounting software.</p>
	 <p>HumanExperience experts are available to address HR needs ranging from hiring to pandemic planning. Prices are affordable and scalable, and even available to businesses that only need a consultation from time to time. The first 20 minutes of human experience consulting is free.</p>
Industries	<p>PaymentEvolution operates in all industries in Canada, and services international firms with staff in Canada. They estimate as many as 65% of their client base are service-based businesses with fewer than 200 employees, but PaymentEvolution can service businesses with up to 500 employees.</p>
Demo/Trial	<p>Small businesses can see the PaymentEvolution payroll solution using a readily available payroll demo via the website. Alternatively, you can create an account with some basic information for free and explore the full-feature suite during the free trial period.</p> <p>Click here for more information.</p>
Resources	<p>PaymentEvolution_TipsForModernRecruitment</p>



 onpay

<p>Trends identified by</p>	
	<p>Optimism</p> <p>The main trend coming through is that small businesses are maintaining their optimism, but they are also looking for opportunities to protect themselves by cutting costs. Small businesses have great belief in themselves or they wouldn't have started their business; that optimism is part of who they are including through COVID-19 and beyond. In June 2020, 62% of small businesses expected things to be back to normal by the end of the year and 43% overall expected to see an increase in revenue this year (2020). This is a great attitude to take. While it's lower than the 69% of small businesses who expected to see an increase in revenue last year, they still expect good fortune in the future.</p>
	<p>Practical outlook</p> <p>OnPay is seeing people get creative, coming up with new ways to work effectively and being excited to get back to work. However, 53% of small business employees say that someone they work with has either been laid off, furloughed, or has lost wages. Business hasn't stopped by any means. Some small businesses are looking for ways to pivot, and others are finding the best ways they can to work safely, with almost twice as many offering some form of work-from-home policy. This combination of cutting some costs while looking for the best way forward has many small businesses staying in good shape until things actually do get back to normal.</p>
	<p>Legislative support</p> <p>With so many legislative changes and updates happening every few weeks, OnPay makes sure their team is there to support their clients every step of the way. It is important to make any resources or information easy to understand, up to date and inclusive of any product updates to maintain compliance. Small businesses need to know what their entitlements are as well as how to service their employees.</p> <p>OnPay has focused efforts on both education and product enhancements, with webinars, online guides and customer service some of the ways OnPay is supporting their small businesses. Product enhancements are also making it easier for small businesses to apply for and receive governmental relief – businesses that use payroll software are 19% more likely to get governmental relief.</p>

<p><u>Solution</u></p>		
<p>What is it?</p>	<p>OnPay combines its experience with the latest technology to develop payroll software that’s fast, intuitive and designed to help small business owners do what they do best. OnPay services all 50 states in the US and has expanded over time to provide flexible HR tools and in-house benefits.</p>	
<p>Where it’s for</p>	<p>United States</p>	
<p>What it offers?</p>	<p>Not only does OnPay offer payroll, it also has integrated HR tools at no extra cost and an internal agency to take care of benefits such as medical, dental, life, vision and disability. There’s no added charge for benefits administration or integrations with benefits providers, so clients who choose to offer benefits only pay any premiums or fees charged by the insurance, workers’ comp, and retirement benefits providers. There’s also no cost for integrating with top third-party apps, world-class support, or the accuracy guarantee that OnPay gives their small businesses.</p> <p>Every small business client has access to all of OnPay’s payroll and HR functionality from the get go. Having all the HR tools available makes it really easy to onboard and offer work from home policies by automating workflows so tasks can be assigned and allowing all documents to be paperless. Because it is built into the OnPay platform, small businesses can easily toggle between payroll and HR. Even small businesses with between one and five employees can use the HR functionality for getting forms filled in electronically, and making a handbook agreements available to employees.</p>	
<p>Key features</p>		<p>OnPay has full-service payroll including unlimited monthly payruns, multi-state payroll, 40+ payroll reports, multiple ways of paying employees and single sign-on.</p>
		<p>The integration with Xero is designed to be flexible enough to map to the general ledger of any business. Custom item-mapping and employee-level detail give flexibility in how small businesses track expenses.</p>
		<p>OnPay offers special payroll services for businesses with more complex payroll requirements, like restaurants, farms and agriculture, nonprofits, churches and clergy.</p>

<p>Key features</p>	 <p>Six levels of permissions give you the flexibility to run payroll how you see fit. Delegate responsibilities and choose who can see payroll and HR in the OnPay app.</p>
	 <p>Employees and contractors can self serve with self onboarding, lifetime access to their payslips and tax documents, ability to update their personal information, ability to control their voluntary payroll deductions and download what they need (payslips, employment documents and tax forms).</p>
	 <p>Both employers and employees have their own mobile friendly (web-based) app so they can update, process and view information anytime, anywhere.</p>
	 <p>OnPay offers free account migration and helps with setting up integrations with other accounting or time-tracking software.</p>
	 <p>Their complete HR solution includes self-onboarding, offer letters, in-app PTO (paid time off) management, and custom workflows to assign and track HR- and IT-related duties across any business.</p>
<p>Industries</p>	<p>OnPay services businesses with up to 500 employees in all industries across the US including healthcare and agriculture. They have many customisable integrations with accounting, timekeeping and HR software providers to enhance the services they provide across the various industries. Not only this but some of these integrations, such as the integration with Xero enables OnPay to provide more advanced reporting to small businesses and save time on reconciliations.</p>
<p>Demo/Trial</p>	<p>You can sign up to try one month of OnPay free via their website. Or, you can join a live demo with one of OnPay’s payroll experts to see how OnPay simplifies payroll, HR and benefits for small businesses. These sessions are held weekly with three different time and day options each week for your convenience. You can also schedule a one-on-one demo via OnPay.com</p> <p>Click here for more information.</p>
<p>Resources</p>	<p>Streamline your back office on OnPay-Xero</p>

