

2020 HR TECHNOLOGY PULSE SURVEY U.S. REPORT

Gallagher's 2020 HR Technology Pulse Survey collected data from more than 400 organizations to gain insights into their experience with HR technology to help them achieve better outcomes through better benchmarking. The resulting report serves as a tool for benchmarking against your peers based on region and organization size. The following are high-level findings.

Gallagher's HR and Benefits Technology Consulting Practice specializes in helping employers strategize, buy, implement and optimize HR technology. For a deep-dive into the full 2020 HR Technology Pulse Survey findings and personalized guidance, contact your Gallagher representative.

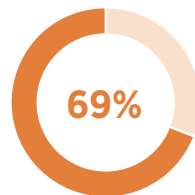


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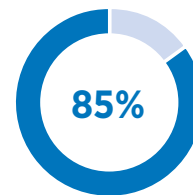
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EXPANDING TECHNOLOGY ASSETS

Most employers plan to purchase HR technology, but don't have a strategic approach that aligns with organizational goals.



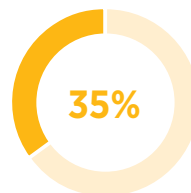
Expect to expand or replace HR tech—or both—by 2022¹



Don't have a comprehensive HR tech strategy aligned with organizational strategies¹

EXECUTING PROJECTS SUCCESSFULLY

While project failure is relatively rare, HR tech implementation should always be a total success.



Have implemented new HR tech since 2018 with complete success

GAINING SUPPORT FOR INVESTMENTS

Many HR leaders face challenges in convincing leadership to make new investments in HR technology.

Top challenges in convincing leadership to make HR tech investments

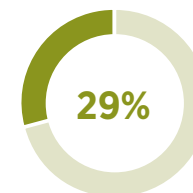
1 Leadership doesn't understand the value of the investment

2 Past failure with HR and benefits technology

3 The HR team lacks the skills/confidence to sell the value

MAXIMIZING INVESTMENT VALUE

Optimizing your current HR tech requires formal processes for staying current on market developments, governing vendor relationships and managing new software releases.



Use more than 75% of their HR tech capabilities