

CURCIO ✦ WEBB



Health & Welfare Benefits Administration

Human Capital Management (HCM):

Should we implement an internal software platform
or hire an outsourced / co-sourced provider?

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HCM Software vs Service: 10 Considerations

Should you implement the HCM system selected by your IT/HRIS group or search for a benefits administration provider (outsourced or co-sourced)?

Review the attached decision criteria and place an X by the answer that fits best. We recommend several people in your organization complete this worksheet and compare scores.

Criteria	TRUE	FALSE
1. Our IT Group wants to manage the HCM system internally. <i>Challenge: You may be faced with internal political pressures to implement an HCM solution, even when this is not the right option.</i>		
2. We have adequate resources (internal or external) to implement and maintain an HCM solution. <i>Challenge: It can be difficult to find HCM resources know who know the system and have employee benefits knowledge.</i>		
3. We have the software development resources (internal or external) to change the HCM solution when our business or benefit design changes. <i>Challenge: Ongoing support resources can be even more scarce than implementation resources, depending on the HCM solution selected.</i>		
4. We have an HCM solution in mind. We're confident this solution can manage the plan complexity of our organization. <i>Challenge: Some HCMs are not designed for complex plan design, such as retiree H&W plans, unions, split families, etc.</i>		
5. The selected HCM solution supports ancillary H&W requirements such as COBRA, direct billing & ACA. <i>Challenge: Many organizations find it difficult to use their HCM service provider to manage these specialized functions and choose to outsource the ancillary functions.</i>		

