SIMPLIFY THE COMPLEX IN HR COMPLIANCE

Ease records management, lower risk and elevate HR capabilities in the post-2020 world
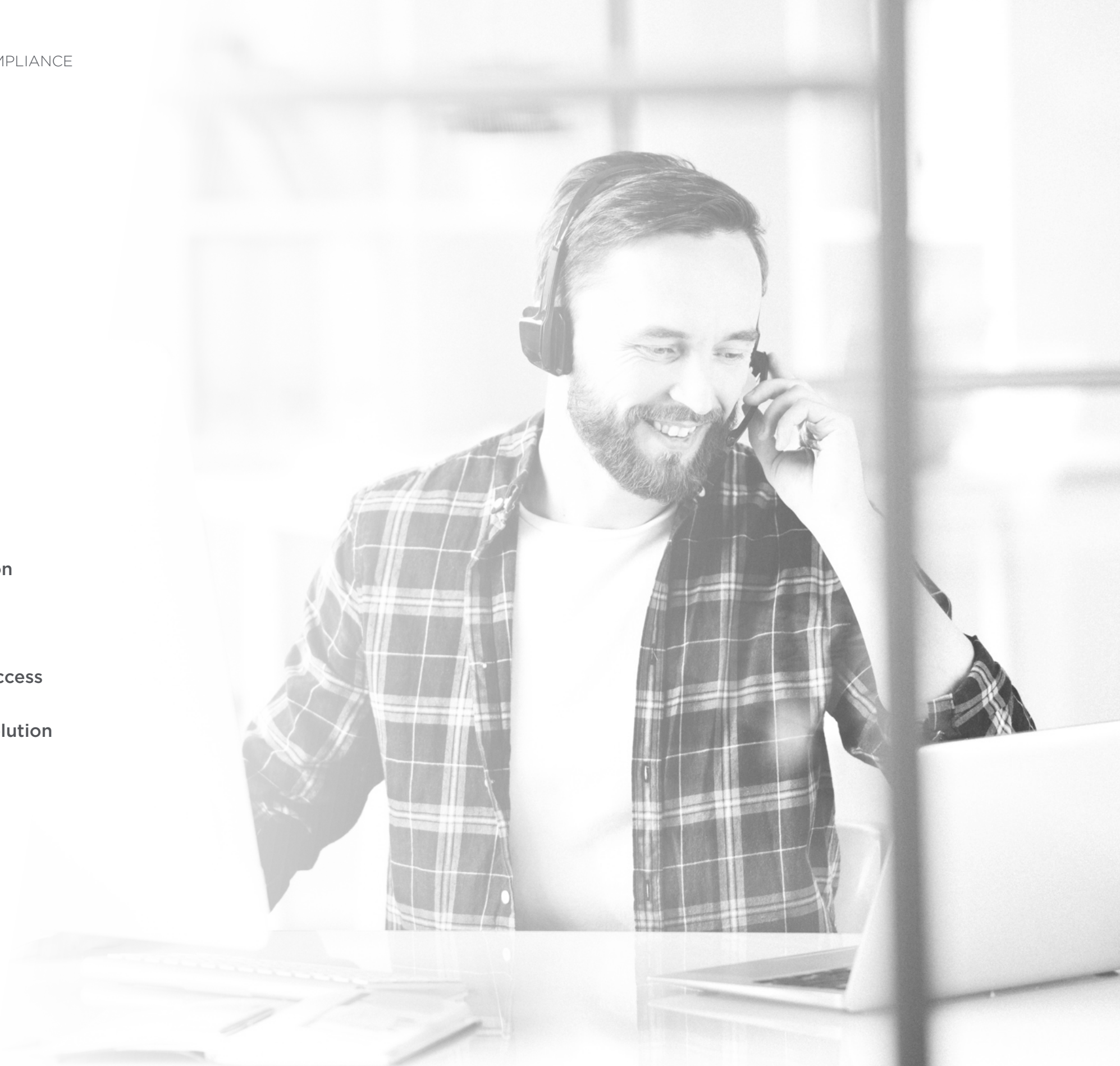
Hyland™

CONTENTS

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STATE OF DIGITAL COMPLIANCE

WITH CLOUD CONTENT SERVICES YOUR ORGANIZATION CAN EXPECT TO BENEFIT IN AREAS INCLUDING:[i]

- Avoiding more than **$500K** in capital expenditure costs vs. on-premises content services
- Increasing speed in building content services solutions by **75 percent**
- Improving end user productivity by at least **50 percent**

TODAY'S DIGITAL WORLD MAKES HR COMPLIANCE EASIER THAN IT'S EVER BEEN

The way organizations conduct business today is unquestionably driven by the need for digital agility in every corner of our businesses.

This includes agility in electronic document and content governance, and is especially significant in Human Resources (HR), where from recruitment to payroll and benefits, HR departments manage endless volumes of sensitive employee documents and personal information subject to regulations.

The rising tide of regulations, ranging from the General Data Protection Regulation (GDPR) in Europe to the California Consumer Privacy Act in the United States means regulatory compliance is in a whole new realm — and so are the HR teams that must adhere to them.

The complexity of global regulatory compliance is immense, but so are the capabilities available to HR to leverage digital technology — some of which your organizations may already deploy in other departments — to manage compliance, as well as add significant value to HR's role in organizational viability and success.

IT'S NOT JUST ABOUT MONEY — EASING COMPLIANCE PROTECTS YOUR ORGANIZATION'S STANDING

Of course non-compliance can be very expensive (organizations can pay up to $2 million for GDPR non-compliance, for example). But it can also potentially damage your organization's reputation and trust in its future-proof sustainability.

Maintaining compliance using digital tools that leverage modern records management capabilities is considerably easier with the right information management platforms. But organizations can no longer use traditional manual records management approaches and hope to compete with those automating in this critical area.

Digital automation enables the organization to focus on strategic priorities by freeing up bandwidth of overworked HR staff. This lets them elevate the experiences, the opportunities and the capabilities of their organization's most valuable assets:

Their people.

Let's explore how »

WHY THE SHIFT TOWARDS AUTOMATION?[ii]

The perceived risks associated with an information governance failure are expanding beyond the original concerns focused on legal risk:

41%

Loss of customer confidence or bad publicity from data loss

38%

Regulator action from loss/exposure of personally identifiable information

35%

Loss of intellectual property or company

34%

Excess litigation costs or damages resulting from poor records keeping

RISK, COMPLIANCE AND AUTOMATION

MANAGING RAPIDLY EVOLVING REQUIREMENTS IN A DIGITAL-FIRST WORLD

Talent is on the move.

With increasingly remote and globally dispersed workforces in every industry, employees have more freedom than ever before to work for organizations that may not have been geographically possible.

In these highly competitive times, it is essential for HR to ensure compliance while focusing less on documentation and more on the 'human' side of Human Resources — like finding and retaining the best talent and supporting career path goals. HR must also support wellness, and diversity, equity and inclusion (DEI) initiatives to promote a just and equitable workplace for employees.

This is why so many organizations today are turning to digital solutions for their recruiting, hiring and onboarding; Despite vast increases in regulatory requirements and a new digital workforce landscape, the expectation persists that each required form will be completed 100% correctly, every single time. And there are considerable consequences for non-compliance.

Automating records management and other manual tasks in HR allows the department to play a more strategic role in the organization. Instead of managing paper, staff can focus on priorities like:

Potential audit areas in HR are vast, including FMLA, ADA, dependents, personnel files, I-9s, WC, EEO and compensation. Having automated governance policies and instant access to documents that might undergo an audit considerably reduces risk.

- When forms are not exclusively digital, HR professionals spend 14 percent of their time maintaining employee records, including more than 300 hours per year just searching for information in paper files, disparate document repositories and email inboxes.[iv]

- Digitizing HR records and automating retention ensures compliance while freeing up staff to focus on additional priorities.[v]
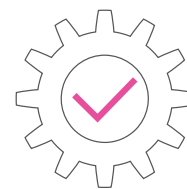
Strategic workforce planning **Hiring the best talent** **Supporting continuous learning and DEI**

Building a great company culture not only serves to attract and retain the best talent, it directly contributes to the organization's bottom line. According to research by MIT, organizations with the highest employee experience achieve twice the innovation, double the customer satisfaction, and 25 percent higher profits than organizations in the bottom quartile.[iii]

PAPER-FREE, AUTOMATED DOCUMENT MANAGEMENT LIGHTENS THE LOAD

When destruction delivers peace of mind

Often HR organizations put off moving to exclusively digital content management until a negative consequence surfaces. However, waiting for a giant fine as a result of an audit may not be the best strategy.

In today's digital workplace, compliance issues are easily preventable with some simple steps, especially when HR professionals are proactive in performing regulatory mandated records retention processes.

This includes conducting internal audits and knowing what information is critical to maintain for compliance, and what information is not. Keeping sensitive documents and data after they are no longer required for compliance opens up your organization to unnecessary risk, both from external and often internal data breaches — intentional or unintentional.

Fortunately, many compliance processes are made immeasurably easier by consolidating employee documentation exclusively in the digital realm.

Information destroyed is information that cannot be improperly accessed

Incorporating an automated document retention strategy using a modern content services platform is the easiest way to reduce your organization's risk of letting information fall into the wrong hands.

Measured and controlled document destruction eliminates sensitive documents that no longer need to be retained. It also lightens the volume of content that needs to be pulled for regular audits, lowering audit costs and reducing the risk of incurring fines.

Governance rules as a service simplifies the monitoring of compliance rules

Potential audit areas in HR are vast including FMLA, ADA, dependents, personnel files, I-9s, WC, EEOC rules and compensation. Having automated governance policies and instant access to documents that might undergo an audit considerably reduces risk.

When your content services platform integrates solutions for automated governance and document retention policy management, the extremely complex becomes simple to manage with the ability to:

- Apply aggregated, updated retention regulations to all relevant documents
- Ensure data within stored documents is in compliance
- Enable complete automation of the destruction of documents, per regulatory guidelines
- Ease audits with less content to pull for auditors and a lowered risk of fines
- Easily keep up with changing regulations to be protected tomorrow, not just today

When policies are automatically applied to content, the content services platform can automate the destruction of those documents per regulatory guidelines.

Records managers and administrators also gain visibility into the disposition process through built-in reports that list documents eligible for destruction and documents that were previously destroyed according to policy.

WHAT'S AT STAKE FOR HUMAN RESOURCES

A typical employee file can contain up to 30 documents — each with its own retention and destruction policy according to federal and state legislation, as well as industry best practices.

And employers whose employees' identities are stolen due to violation of privacy laws may be subject to fines of up to $2,500 per employee, while violation of the Health Insurance Portability and Accountability Act (HIPAA) can risk fines of up to $50,000 per violation.[vi]

Imagine if an auditor requests every I-9 you have. Your human resources (HR) department is required to comply. If you haven't destroyed any of these common documents, you'll have to hand all of them over.

Immigration Reform and Control Act Penalties (I-9)

- **$573–$20,130:**
  Knowingly hiring/continuing-to-employ fine schedule

- **$230–$2,292:**
  Penalties for substantive and uncorrected technical violations[vii]

THE POWER OF PARTNERSHIPS

HIGH-STAKES COMPLIANCE DEMANDS HIGH-QUALITY TECHNOLOGY PARTNERS

It's always been challenging to stay on top of constantly evolving regulations. It is critical to develop and maintain an exhaustive content and information retention strategy. This often means organziations must obtain costly, time-consuming legal consultation.

However, the deluge of new data-privacy legislation coming out is increasingly forcing HR leaders to prioritize making compliance easier with and with ironclad certainty.

Modern content services platforms provide a great start in easing compliance processes by providing a "toolkit" for solutions that not only solve HR business challenges, but at the same time help manage the compliance and document retention issues that HR faces every day.

EVALUATING THE RIGHT PARTNER

The best content services platforms are not the ones that claim to be experts in global legal concerns around compliance.

The platforms offering the most value in managing evolving compliance mandates are those whose **solutions leverage established subscriptions and policies** that are researched, updated and maintained by trusted information experts.

These policies:

» **Aggregate all information governance policies**

» **Provide simple descriptions of why policies are important and how they should be executed**

» **Provide the legal research into policies and explanations done behind the scenes**

» **Augment the document retention capabilities of top content services platforms**

This eliminates the need for organizations to gather regulatory information on their own or engage legal firms.

> As laws change, you can count on high quality research from our international network of law firms to know how changes impact your organization so you can update your policies accordingly.

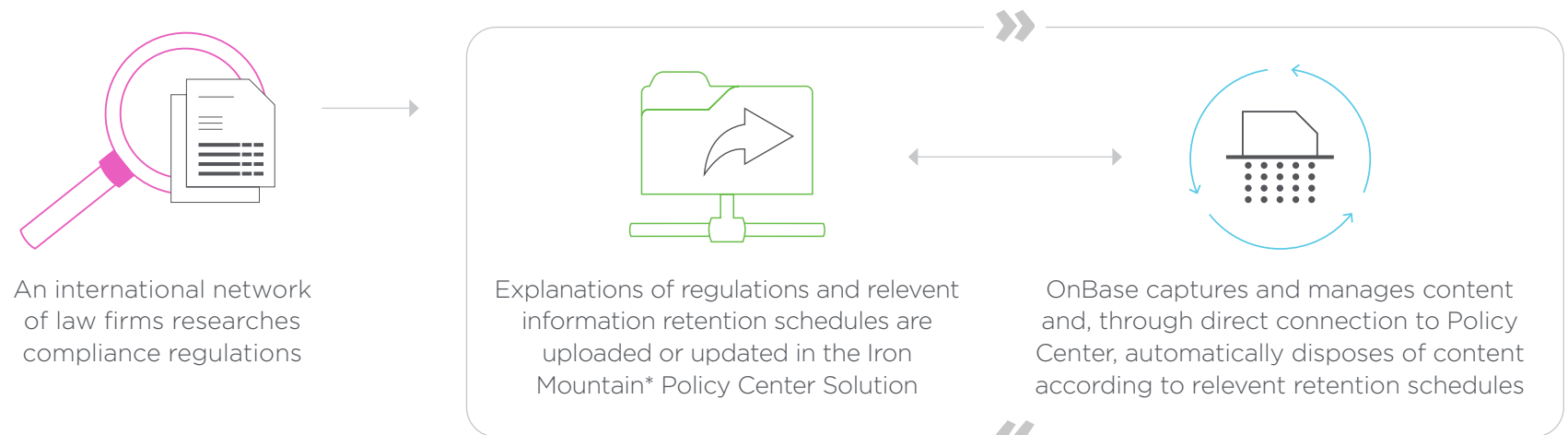**IRON MOUNTAIN ON THEIR POLICY CENTER SOLUTION**

TARGETED LEGAL RESEARCH AT YOUR DISPOSAL

With employment policy and regulations differing across the globe, across the country and even across city lines, HR departments have a seemingly impossible task of keeping up with all the local, state and federal statutes that apply to them. Partnering with a modern policy center means the governance policies you need to adhere to are identified, summarized into easy-to-understand language for your team and automatically applied to the applicable documents in your content services platform. The legal research is conducted by your partner, recorded in the policy center and applied to your content, which eliminates the need for your team to conduct exhaustive legal research or engage legal firms.

Additionally, the right policy center solutions will be updated regularly to ensure that as policies change, updates are made in the system.

The partnership between policy centers and content services

HOW IT WORKS:

An international network of law firms researches compliance regulations

Explanations of regulations and relevent information retention schedules are uploaded or updated in the Iron Mountain* Policy Center Solution

OnBase captures and manages content and, through direct connection to Policy Center, automatically disposes of content according to relevent retention schedules

COMPONENTS FOR COMPLIANCE SUCCESS

THE TECHNOLOGY YOU NEED TO EASE TODAY'S HR COMPLIANCE CHALLENGES

1 **An automated content management strategy**

The volume of content expected to come into HR departments is increasing at staggering rates. HR leaders expect their information to triple in the next two years.[viii] In order to mitigate the risk of noncompliance — from regulated preservation to the timely destruction of every document that comes into your system — an automated content management strategy within your content services platform should include:

- Intelligent capture, which captures data wherever and however it enters your HR department and the turns it into actionable data and syncs it with core systems
- A complete and secure view of the entire digital employee record
- Smart workflows that keep processes moving

2 **Audit- and cloud-ready content security**

The best content services platforms provide foundational security features across every app and for every piece of data, protecting it in multiple ways. An optimal solution will also make your content cloud-ready, so your team has full access to the content they need, no matter where they are, while adhering to all security and compliance protocols. This includes:

- Enforcing automated and customized minimum access requirements, so only the right people can access sensitive documents
- A complete audit trail for every document, ensuring you can see who touched the document, what they did with it, and the date and time they accessed it
- Encryption for when data is at rest (not actively being used), in transit (moving between servers within the database), and in use (being accesses by authorized users)

3 Automated updates to compliance governance

Content and information retention strategies are critical to keeping HR compliant, but even an exhaustive document retention strategy can require legal consultation, which is often costly and time-consuming. Governance Rules as a Solution (GRaaS) a concept pioneered by Hyland, a content services provider, and Iron Mountain, a global leader for storage and information management services, creates a partnership that ensures your HR team is up to date with the latest regulations. When deployed, GRaaS:

- Eliminates the need for HR teams to gather regulatory information on their own or engage legal firms
- Automatically applies updated policies and retention schedules to all documents in your system
- Generates reports that list documents eligible for destruction and documents that were previously destroyed according to policy

4 Agility in building and deploying new applications

Today's HR leaders need ways to minimize the time it takes to create and deploy customized solutions. That's why application-based software solutions are rapidly gaining popularity, and why low-code platforms are increasingly important for business success. With the ability to create customized solutions using your content services platform, your team can:

- Identify a bottleneck and eliminate it, without heavy IT involvement
- Cut the app development time in half compared to non-low-code development[ix]
- Leverage pre-built solutions and customize them

MAKING THE COMPLEX SIMPLE AND SECURE: A POLICY CENTER SOLUTION THAT IS DOING IT RIGHT

Iron Mountain is the global leader for storage and information management services. Trusted by more than 225,000 organizations around the world, Iron Mountain helps customers lower cost and risk, comply with regulations, recover from disaster and enable a more digital way of working.

- Policy Center is updated regularly
- This ensures that as policies change, updates are automatically applied in the system.
- Updated policies can then update retention schedules within OnBase, and be applied immediately.

AN END-TO-END INFORMATION REVOLUTION

Deploying an industry-leading enterprise information system goes a long way to making your employee documents and information more secure and accessible. But without a document retention strategy, your organization is leaving room for risk.

Providing an end-to-end solution addressing both the aggregation of relevant policies and the management and execution of the document retention schedule, HR staff can rest assured your organization is in compliance, managing and reducing risk, improving the overall process and minimizing manual work.

ABOUT HYLAND

Hyland is a leading content services provider that enables thousands of organizations to deliver better experiences to the people they serve. For more than 25 years, Hyland has enabled more than 20,000 organizations to digitalize their workplaces and fundamentally transform their operations.

The Hyland and Iron Mountain partnership is revolutionizing and simplifying compliance for even the most complex regulatory challenges with Governance Rules as a Service (GRaaS). By leveraging the Iron Mountain Policy Center solution, GRaaS provides the support and assurance that your sensitive information is handled properly and disposed of as soon as it's no longer needed.

With the added power of Iron Mountain's content retention requirement aggregation and the execution of information disposition, GRaaS and OnBase provide a true end-to-end platform for enterprise information management.

Offering an industry-leading content services platform, Hyland helps HR departments gain instant access to employee information; faster, more efficient processes; and build confidence in the security of sensitive employee issues and documentation.

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Learn more at **Hyland.com/HR**