



The True Cost of Manual HR Processes



Numbers don't lie. Each task an employee completes without automated, self-service software hits the bottom line. On average, one manual task costs a company **\$4.78**. And those dollars quickly add up.



Provide plan documents and summaries

\$17.05

Inform employees of plan changes

\$20.38

Compare benefits plans

\$21.18

Process plan changes

\$17.00

Confirm dependent eligibility

\$13.39

Combined manual benefits enrollment costs:

\$89.00

Enroll workers in virtual sessions



Enroll workers in in-person sessions



Audit course completion



Administer materials



Generate training history



\$75.75

\$13.90 

\$13.93 

\$13.67 

\$13.68 

\$10.87 

\$13.40 

\$79.45

Submit timecards

Collect/organize time sheets

Follow up on errors

Verify accuracy

Calculate/update PTO balances

**Submit paid
time off (PTO)**

Review/approve PTO

Track FMLA and other leave

\$113.40

Complete performance review forms

\$15.41 

Maintain review forms

\$16.83 

Inform employees of position change

\$15.81 

Review total compensation

\$14.24 

Document performance coaching

\$13.66 

Combined manual performance management costs:

\$75.95

\$14.83

Calculate final payout



\$14.76

Shut off system/
facility access



\$16.00

Process benefits



\$17.30

Document exit interview



\$18.81

Prepare and complete exit interview



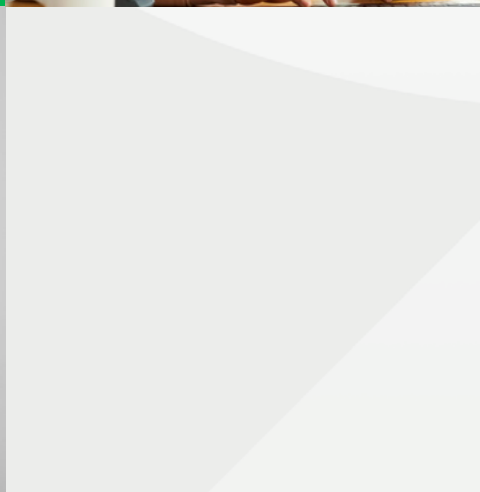
\$12.74

Document resignation reason



\$16.65

Find a replacement



Combined manual separation costs:

\$111.09



\$58.79

Onboarding

+

\$89.00

Benefits Enrollment

+

\$75.75

Training

+

\$79.45

Expense Management

\$113.40

Time Management

+

\$75.95

Performance Management

+

\$111.09

Separation

=

Combined manual costs:

\$603.43

These seemingly small costs carry big consequences. Without self-service HR tech, each manual task that could be automated amplifies this price.

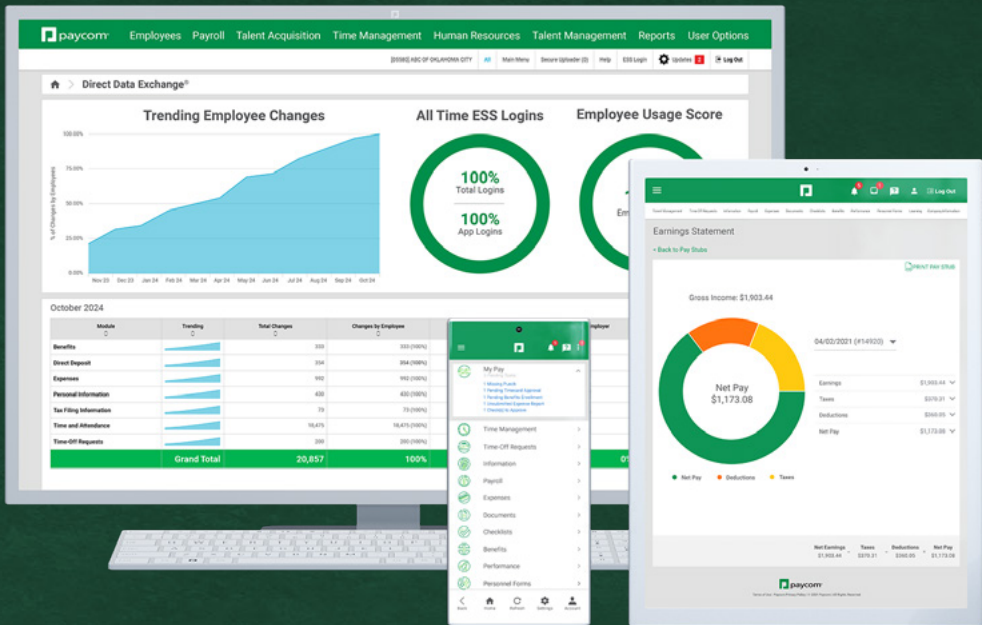
For example, a company with **500** employees that conducts quarterly performance reviews could waste **\$33,660** *each year* just maintaining the appropriate forms.

How much could *your* business lose?

How We Help

Paycom’s Direct Data Exchange® automatically measures employee tech usage. The tool reveals the real-time, bottom-line impact of HR tech use and maps a clear path toward improvement. With the ability to see this data:

- » employees can help increase accuracy overall
- » managers can avoid duplicate work and focus on development
- » HR can prevent inefficiency, reduce errors and leverage a self-service strategy
- » executives can get a real-time pulse on workforce behavior for informed decisions



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SOURCES Ernst & Young, *Estimating Labor and Non-Labor Costs Associated With Common Human Resources (HR) Functions/Tasks Cost Update 2023*, eyquest.com, December 2023.

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