HR Software Demo Kit 2027

1. Send this US scenario script to every vendor

- [ ] Reciprocity: a New Jersey resident working at your Pennsylvania office.
- [ ] Daily overtime: a California employee working 10 hours Monday and 6 hours Tuesday.
- [ ] Mid-year move: an employee moving from Texas to Colorado in July.
- [ ] Garnishment: a child support withholding order for one employee.
- [ ] New state, new hire: registrations and the new hire report within 20 days.
- [ ] Offer to payroll: a candidate accepts Friday and starts Monday.

2. The 45-minute agenda

- [ ] 0 to 5 min: context check (headcount, states, pay schedules).
- [ ] 5 to 15 min: employee lifecycle on one record.
- [ ] 15 to 30 min: your scenarios through a live pay run.
- [ ] 30 to 38 min: time, PTO, and one monthly report.
- [ ] 38 to 45 min: implementation, support, and a written three-year price.

3. Questions to ask every vendor

- [ ] What will we pay in years one, two, and three for every module on this call?
- [ ] Is the renewal increase capped in the contract?
- [ ] Which fees are one-time?
- [ ] Who is our implementation lead and what is the week-by-week plan?
- [ ] How many parallel payrolls are included?
- [ ] What is your payday first-response time for payroll issues?
- [ ] Do we get a named contact?
- [ ] Who handles state tax notices?
- [ ] Can we export all data at any time, in a standard format?
- [ ] Can you share your SOC 2 Type II report?
- [ ] How fast do state law changes reach customers?
- [ ] Which AI features are live today, and is our data used to train models?

4. Scorecard (score each demo alone, within 24 hours)

- [ ] Payroll accuracy and US compliance: 25%
- [ ] Ease of use for employees and managers: 20%
- [ ] Time and attendance: 15%
- [ ] Hiring and onboarding: 10%
- [ ] Reporting and analytics: 10%
- [ ] Integrations and security: 10%
- [ ] Implementation and support: 10%

5. Reference call checklist

- [ ] Two customers within 30% of your headcount.
- [ ] What surprised you in the first six months?
- [ ] How did the first payroll go?
- [ ] How did support handle your first real problem?
- [ ] Would you buy it again?

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