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Why Core Stakeholder Groups are Best Positioned to Lead HR Acuity Implementations

To ensure the successful implementation of HR Acuity, it is essential that core stakeholder groups or HR Acuity users—such as **Employee Relations (ER), Compliance, Ethics, Security, and Legal**— lead the project and retain **ultimate decision-making authority.** This ensures the system is aligned with strategic goals, data needs, and operational workflows across all relevant functions.

Key Reasons Stakeholders Must Lead:

They Understand the Data

- These teams know what data is critical for case management, trend analysis, and leadership reporting.
- They can anticipate how data from other systems (e.g., HRIS, LMS) will be cross-referenced.

The Core Stakeholders Drives Business Value

- Core stakeholder groups are best positioned to ensure the system supports:
  - Organizational risk management
  - Legal compliance
  - Stakeholder reporting
  - AI enablement

They Have the Vision

- These teams typically have a roadmap for how the system will evolve and integrate with other tools.
- They understand what leadership and cross-functional partners need from the system to drive strategy outcomes.

Avoiding Implementation Pitfalls

- When technical or administrative teams (e.g., those not using the system) lead without close collaboration, decisions may be driven by system constraints or cost rather than functional value.
- Common issues include:
  - Incorrect mapping of HRIS fields
  - Limited dashboard & reporting accuracy
  - Misalignment with compliance or legal requirements
  - Underutilization of features like ACP or role-based access due to lack of stakeholder involvement
- These missteps can lead to confusion, low adoption, and missed opportunities to take full advantage of the platform's capabilities.

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Core Stakeholder Group & Cross-Functional Partner Engagement Matrix Example

Project Phase	Area	Core Stakeholder Group as Leader	HRIT as Key Stakeholder	Budget Owner as Key Stakeholder	Other Stakeholders	Change Management
Planning	Project Governance	✔ Final say	✔ Technical input	✔ Budget input	Legal (ACP), Security, Compliance	Set the tone for flexibility and future-state thinking. Encourage stakeholders to move beyond current processes and envision what's possible.
Discovery & Requirements Gathering	Data Mapping	✔ Owns mapping	✔ Provides HRIS structure	✖		Challenge legacy thinking. Ask whether current processes truly meet future needs. Define KPIs that reflect maturity and strategic goals.
	Reporting Needs	✔ Defines KPIs	✖	✖		
Configuration Planning	Security & Access	✔ Defines roles	✔ Implements controls	✖	Security	Ensure access and security decisions reflect evolving roles and responsibilities. Promote thoughtful enablement of AI and security audits with clear adoption strategies.
	AI Enablement	✔ Decides users	✔ Enables access	✖	Security, Legal	
System Configuration & Validation	System Configuration	✔ Approves setup	✔ Builds integrations	✖		Prepare stakeholders for launch by aligning resources and expectations. Clarify legal involvement and internal definitions to avoid confusion.
	Legal Compliance (ACP)	✔ Defines ACP rules	✖	✖	Legal	
Launch & Empower	Training & Adoption	✔ Leads rollout	✔ Supports tech training	✔ Budget oversight		Focus on training and adoption. Reinforce best practices and support users through the transition. Normalize new workflows and expectations.
Evolve & Scale	Continuous Improvement	✔ Owns roadmap	✔ Supports updates	✔ ROI tracking		Drive continuous improvement. Use feedback and metrics to adapt tools, processes, and support models. Build flexibility to meet changing business needs.

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Talking Points for Core Stakeholder Teams to Use Internally

"Our team brings a unique lens to organizational data—one that protects the business, supports employees, and ensures compliance. We appreciate your partnership in making sure this perspective is reflected in how the system is configured and that we retain ownership of the implementation process."

"When core stakeholders are not part of key decisions during the HR Acuity implementation, misconfigurations can occur that limit the system's impact. Let's work together to stay aligned with both operational needs and strategic goals."

"This initiative goes beyond technology—it's about risk management, compliance, and employee experience. We're excited to collaborate across teams to ensure its success."

"Involvement from our stakeholder group helps ensure the system supports legal, ethical, and operational excellence. We're looking for champions across the business to help us lead with impact."

Marketing Message for Stakeholder Engagement

"As core stakeholders in issue management, we're not just implementing a system—we're bringing to life the legal and emotional contract between employer and employee. We are stewards of culture, transparency, and trust. Your collaboration is essential—not only to ensure a successful implementation of HR Acuity, but to help us elevate the role of issue management across the organization. Your insights help us grow in maturity, align with business needs, and ensure we're building a system that reflects our shared values. We deeply appreciate your investment in our success. Together, we're creating a more transparent, compliant, and people-centered workplace—one decision, one case, one conversation at a time."

Strategic Message for Stakeholder Alignment

"Our goal in leading this implementation is to build a structure that is simple, scalable, and intentional—one that supports our people, protects our organization, and grows with us. We deeply value your collaboration and support. Your insights help us shape a system that works for everyone, and your partnership strengthens our ability to deliver meaningful outcomes.

At the same time, this is a critical opportunity for our stakeholder team to grow in maturity—by leading with confidence and clarity. Because we understand how issue data will be used to drive decisions, ensure compliance, and support culture, it's essential that we guide this process from start to finish. With your support, we can build a system that not only works—but works with purpose."