



7 Myths About Change Management in HR Tech Projects Exposed!

Uncover the truth behind common HR tech change myths and learn how the right approach can make or break adoption.



Introduction.

HR technology transformations are people projects, not tech projects. They touch every employee, shifting how work gets done, how people engage with the company, and how culture evolves. Yet, change management in HR tech projects remains underestimated. Many assume it's only 'communications' or the change work is over once the system is live. These misconceptions put projects and their long-term success at risk.

At Pinpoint HRM, we've worked with countless organisations navigating HR technology change. We've seen what works and how the right approach can make or break adoption.

Now we're busting the seven common myths about HR tech change with fresh insights from industry experts and recent research.





Myth 01 “It’s Just Another Business Transformation Project.”

Not quite. HR tech transformations are unique. Why? Because they impact everyone—from frontline staff to executives on an individual level.

HR systems aren’t only operational tools; they shape the employee experience. Being onboarded, getting paid, requesting leave and completing timesheets are daily interactions employees have with their employer. Unlike finance or IT system upgrades that affect specific teams,

HR tech affects the entire workforce, making change management critical. HR systems also bring complex compliance requirements across industries and geographies. Navigating these requires HR-specific change expertise to ensure regulatory alignment and minimise risk.

Expert Insight

“Choose a partner who’s done this before. Investing in change will be the best ROI on the whole project.” – Andrew Dennan, ex-Head of HR Shared Services, Synlait Milk



Andrew Dennan,
Former Head of HR Shared Services, [Synlait Milk NZ](#)



Myth 02 “Change Management is Just Communications.”

If only it were that simple! While communication is crucial, effective change management goes much deeper.

HR tech projects disrupt ingrained processes. They replace spreadsheets, legacy systems, or even manual, paper-based workflows.

A solid change strategy needs to address:

- Process redesign and system adoption.
- User training across different employee groups.
- Stakeholder engagement and resistance management.
- Measurement and feedback loops to track adoption.

Without these elements, “communications” alone won’t drive meaningful change.



As simple as you think it needs to be—make it even simpler.”



Claudia Wentworth,
Head of HR Technology,
Breville Group



Myth 03 “Only Employees and Managers Are Impacted.”

A major oversight in HR tech projects?
Forgetting about HR itself.

As the project drivers, People & Culture teams are often assumed to be “on board” with the new system. But their roles shift too in this transformation. They go from process owners to system owners, responsible for ensuring the technology delivers long-term value.

Ignoring their change journey can lead to resistance, process misalignment, and missed opportunities to drive engagement across the business. These teams need as much support with the change as the broader workforce.



Myth 04 “The Change Manager is Responsible for Success.”



Wrong again! The Project Sponsor ‘owns’ the change. A Change Manager plays a vital role in strategy, coordination, and execution, but they cannot drive adoption alone.

Success requires:

- Executive sponsorship – Leaders who actively champion the change
- Change champions – Employees who influence and support their peers
- Continuous engagement – Ongoing communication and support beyond go-live
- Change is a shared responsibility, not a one-person job

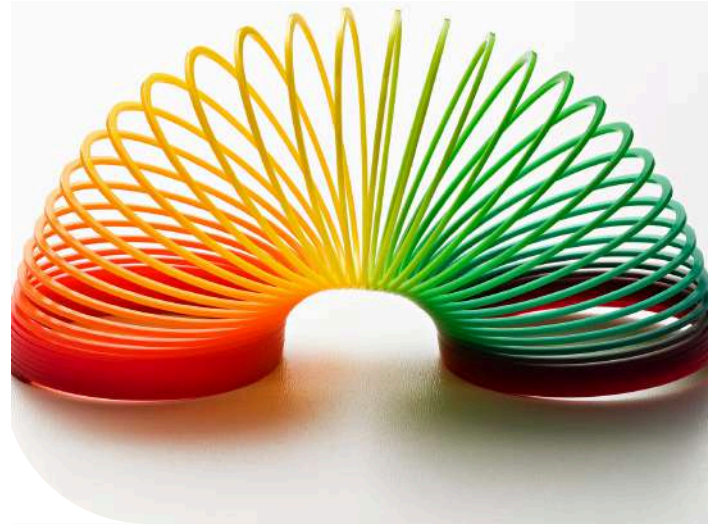


Myth 05 “We Have a Change Strategy, So We’re Set.”

A static change strategy is a recipe for failure.

HR tech transformations can take 12+ months. A lot can shift in that time. Business structures, leadership, workforce dynamics, or even regulatory changes. A change plan that isn't flexible quickly becomes obsolete.

Change strategies should be living documents. Continuously updated to reflect real-time challenges, feedback, and business shifts.



Myth 06 “All Our Change Collateral Must Be Digital.”



Digital tools are critical, but they're not the only answer.

Different workforce segments consume information in different ways. For deskless and frontline employees, traditional channels still play a valuable role. Posters in break rooms, printed QRGs and town hall updates are often the only way to reach workers with limited digital access.

The key is to tailor change messaging to your audience, ensuring accessibility and engagement.



Myth 07 “We’ve Gone Live— We’re Done!. ”



Go-live is not the finish line; it’s the starting point of real adoption.

Post-go-live, organisations need to focus on:

- Ongoing training – Reinforcing learning as employees use the system and as new system releases become available
- System optimisation – Tweaking processes based on real user feedback
- System and Process Embedding – Ensuring new employees are not left in the dark, and that their onboarding encompasses appropriate training in new systems and processes

- Managing resistance – Addressing challenges that emerge over time
- Measuring impact – Demonstrating ROI through efficiency, user satisfaction, and cost savings

Organisations that treat go-live as the end of change management often see adoption struggles, reduced ROI, and user frustration



Getting Change Right.

What the stats say

Gartner's recent research indicates that a significant number of HR leaders perceive change fatigue among their employees and believe that managers lack the necessary skills to effectively lead change initiatives.

73%

of HR leaders say their employees are experiencing change fatigue

74%

agree that managers are not adequately equipped to lead change

Setting Your HR Tech Project Up for Success

To offset these challenges and set your HR tech project up for success, we recommend you:

- Engage a change expert with HR tech experience
- Start early – change planning should begin as soon as the project kicks off
- Map out key persona groups and tailor strategies to them
- Develop a dynamic change strategy that evolves with the project
- Invest in engaging, branded change collateral – not just emails and slide decks
- Drive change from the top and activate grassroots change champions



Start your HR tech journey with Pinpoint today.




Known as 'The HR Tech Project Specialists', Pinpoint HRM has been assisting clients in designing and delivering people technology projects for 20 years, from vendor evaluation and project readiness to implementation and beyond go-live.

Our passionate team of 80+ HR tech experts work with clients across the full lifecycle of HR transformation and cover all the market-leading HR, Payroll, and Workforce Management software systems.

With experience delivering more than 650 people technology projects, we know there's more to success than just the tech!

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