

Udder Introduces 'Assist': A New Approach to HR Technology Management for Growing Organisations



London, United Kingdom Jun 11, 2025 ([IssueWire.com](https://www.issuewire.com)) - Udder has launched **Assist**, a flexible HR-Ops-as-a-Service solution designed to help HR teams better manage and optimise their technology investments.

Developed through extensive research with HR leaders, **Assist** transforms how organisations manage their HR technology, turning what's often seen as a technical burden into a strategic enabler for growth. The service provides operational support across five key areas: **System Optimisation, User Support, Process Enhancement, User Enablement, and Reporting & Analytics.**

"Our work with HR teams revealed a consistent pattern," explains Peter Hetherington, COO of Udder. "Many organisations invest significantly in HR technology but only scratch the surface of its capabilities. **Assist** ensures they extract maximum value from these investments whilst building internal confidence and capability."

How Assist Works:

- Combines proactive system optimisation with on-demand expertise, eliminating the need for in-house technical specialists
- Regular audits and enhancement recommendations keep systems performing at peak efficiency
- Frees HR professionals to focus on strategic initiatives whilst Udder manages the technology evolution

- Scalable support model with monthly hours that flex to match organisational priorities and growth

Assist provides strategic oversight of platforms, including Avature, HiBob, SmartRecruiters, and other enterprise HR systems. Rather than waiting for issues to arise, Udder specialists actively monitor system health, recommend process enhancements, and ensure organisations are leveraging new features and updates - turning HR technology from a maintenance burden into a competitive advantage.

Understanding the Challenge

Research reveals a striking opportunity: up to 60% of HR technology features remain untapped after implementation, representing significant unrealised value. Common issues include:

- Knowledge gaps after initial implementation training
- Limited capacity to keep up with platform updates and new features
- Difficulty translating system capabilities into process improvements
- Challenges in producing consistent, accurate reporting

Assist addresses these knowledge barriers through regular system audits, educational resources, and hands-on support to help HR teams better understand and leverage their existing technology.

Assist is designed for forward-thinking organisations that want to:

- Transform HR technology from a cost centre into a value driver
- Scale efficiently without expanding technical headcount
- Build internal capability whilst accessing specialist expertise
- Maximise return on existing technology investments

About Udder

Udder specialises in HR technology consulting, helping organisations select, implement, and optimise HR platforms. With a team of platform-agnostic consultants, Udder focuses on building client capability and knowledge to ensure long-term system success.

"Technology should accelerate HR's impact, not slow it down" notes Alan Walker from Udder. "**Assist** ensures HR teams can harness the full power of their systems whilst focusing on what matters most - their people."

For more information about Assist or to better understand your HR technology support needs, visit www.udder.works or use the free HR Tech Support Assessment Tool available at <https://udder.rocks/assist-by-udder>.

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