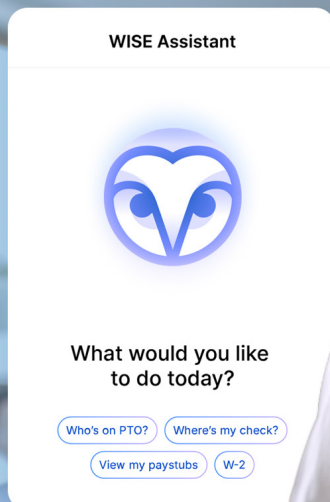




The 11 HR Metrics That Matter Most

A Cheat Sheet for Growing Businesses

Data is Everywhere. What Actually Matters?

Business owners have more data at their fingertips than ever before, but all that information just becomes noise without insights. Your workforce data can be an incredible lever for growth when you watch the things that matter most.

What's Inside

Learn how to track key metrics for:

- Workforce Planning
- Profitability and Labor Costs
- Employee Retention
- Compliance and Risk

PAYCHEX

Planning

Know what needs attention before it becomes a business problem.

You can't fix what you can't see. These three numbers tell you where your labor costs are heading while there's still time to do something about it.

Total Cost of Workforce (TCoW)

Wages, bonuses, and benefits add up fast. Check in only at year-end, and you're already behind. Track TCoW regularly, and it becomes something you plan around, not react to.

$$\text{Total Staff Expenses} \div \text{Time Period}$$

Labor Cost as % of Revenue

This is the number that tells you whether your team size matches what your business can support. If it drifts too high, this is an early signal to adjust.

$$\text{Total Payroll Costs} \div \text{Total Revenue} \times 100$$

Unplanned Overtime

A little overtime (OT) here and there is normal. A pattern usually means a scheduling problem, and it's often the same few people quietly absorbing the extra hours.

$$\text{Unplanned OT Hours} \div \text{Total Hours Worked} \times 100$$



Catch Issues Early

WISE Intelligent Time & Pay keeps a running view of your labor costs and hours, so a budget problem or a scheduling pattern shows up while you still have room to fix it, not after the pay run's gone out. That means catching cost issues earlier, and fewer people quietly absorbing extra overtime before anyone notices.

Profitability

Reduce administrative drag so leaders and teams can focus on higher-value work.

Hiring takes time, but not all of that time is well spent. These three numbers show you where the process is working and where it's costing your business.

Time-to-Fill

Time-to-fill tells you how long roles are sitting open. If that number's creeping up, it's a sign to dig into where the process is slowing down.

$$\text{Total Days from Job Posting to Offer Accepted} \div \text{Number of Employees Hired}$$

Cost-per-Hire

Job board fees are the easy part to count. The harder part (your own time and your team's) usually gets forgotten, which means the real cost of a hire is almost always higher than it looks on paper.

$$\text{Total Hiring Costs (internal + external)} \div \text{Number of Employee Hired}$$

Offer Acceptance Rate

A low acceptance rate usually means one thing: your offer isn't matching what candidates expected. This number helps you know to start digging into pay, speed, or how the offer's presented.

$$\text{Offers Accepted} \div \text{Offers Extended} \times 100$$



Time Back, Cost Down

WISE takes on more of the manual work behind hiring, like sourcing, screening, and benchmarking pay against the market, so roles get filled faster, at a lower true cost, with offers candidates are more likely to accept the first time.

People

Make complex decisions more easily with a balance of AI-powered guidance and human expertise.

Some of the most important calls you make aren't about a process – they're about a person. These three numbers tell you when something needs a second look, and when it's time to call an expert.

New Hire Turnover Rate (90-day)

If someone doesn't make it past the first 90 days, it's worth asking why. This number shows how often that's happening, and it's usually the clearest signal you have that something in the hiring or onboarding process needs attention.

Total New Hires Terminated Within 90 Days



Total External Hires

Voluntary Turnover Rate

When good people leave on their own, it's often about pay, growth, or feeling supported, not something that shows up on a resignation form. This number tells you it's worth checking in, even when nothing's officially "wrong."

Voluntary Exits



Total Employees in Period



100

Absenteeism Rate

A little time off is normal. A pattern can mean a lot of things: a personal or health issue, a scheduling conflict, or someone who's quietly checked out and doesn't feel comfortable saying so. Either way, it's worth paying attention to.

Total Days Absent



Total Workdays



The Human Side of the Data

WISE picks up on early signs, like a new hire struggling in onboarding, a retention risk building before someone hands in their notice, or an attendance pattern that points to burnout, and connects you with HR expertise so you can act while there's still a chance to change the outcome.

Protection

Stay ahead of compliance risk as the business grows.

Payroll and terminations are two places where a small mistake can turn into an expensive problem. These two numbers help you catch issues while there's still time to act.

Payroll Accuracy

A payroll mistake doesn't stay quiet for long. Employees notice immediately, and fixing it after the fact costs more time than catching it would have. This number shows you how often the run goes out clean.

$$\text{Error-Free Payments} \div \text{Total Payments} \times 100$$

Involuntary Turnover Rate*

Every termination carries some risk: a documentation gap, a claim, a jump in your unemployment insurance rate. It also affects the people who are still there, watching how it's handled. This number, tracked separately from voluntary turnover, shows how much of that risk you're carrying, and whether it's trending up.

$$\text{Total Hiring Costs (internal + external)} \div \text{Number of Employee Hired}$$

*Pair this with your Voluntary Turnover Rate (see the People section) for the full retention picture. One shows you who's choosing to leave, the other shows you how much of your turnover you're driving. And since involuntary separations affect your unemployment insurance rate, this number has a real cost attached even when it's the right call.



Fewer Surprises

Intelligent Time & Pay catches payroll errors, like missing punches or pay rate changes, before the run goes out, so problems get fixed before payday instead of after. When a termination happens, WISE also helps you document it correctly and brings in HR expertise for the decisions that carry legal weight, so you're protected if it's ever questioned later.

Confidence, Built In: How Paychex Helps

Eleven numbers won't run your business for you, but they'll tell you where to look. When a number tells you something is wrong, WISE is built into Paychex Flex to help you act on it with confidence, not guesswork.

Ready to put these numbers to work?

[Talk To An Expert](#)