



ADVISORS



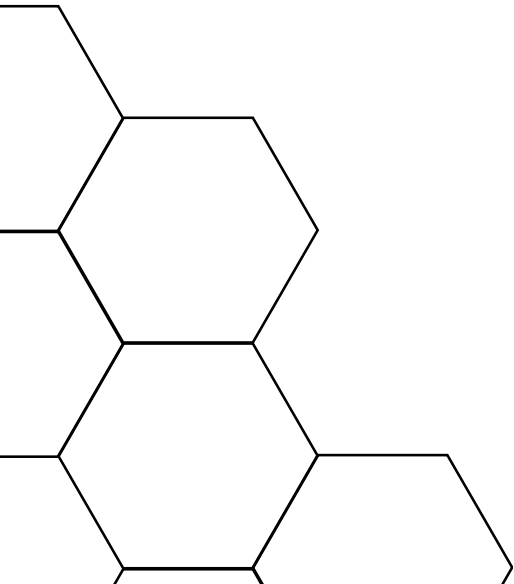
HR TECHNOLOGY BUYER'S GUIDE:

Critical Signals Vendors
Must Demonstrate in AI

2026

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AI is now the backbone of modern HR technology. In 2026, buyers must evaluate not only what a product does, but how it learns, how it behaves, how it protects people, and how it evolves. These categories represent the critical signals that indicate whether a vendor is mature, trustworthy, and ready for enterprise-grade AI deployment.

1. General AI Foundations

- What specific AI technologies (GenAI, predictive models, NLP, RAG, LLMs, etc.) does your product use?
- Which parts of the product are AI-driven vs. rules-based?
- Can you provide case studies demonstrating measurable outcomes?
- What advantages does your AI deliver compared to non-AI approaches?
- What parts of your AI stack are proprietary vs. licensed?

2. Functionality, Workflow Fit & Integration

- How is AI embedded into workflows, and where is it optional vs. required?
- Does the AI integrate with our HRIS, ATS, LMS, and analytics systems?
- Can the AI operate using our existing data structures and taxonomies?
- How customizable are prompts, outputs, and decision rules?
- Can we disable or limit AI features by role, region, or use case?
- Are all AI deployments identified, i.e., Is there “hidden” AI in the software?

3. Responsible AI Governance & Risk Management

- Do you provide an AI governance framework customers can adopt?
- How do you help organizations document AI usage for audits?
- What risk-scoring or impact-assessment tools do you offer?
- How do you ensure alignment with the EU AI Act, NIST AI RMF, and ISO standards?
- Can we configure guardrails, usage policies, or approval workflows?
- How do you monitor and communicate model risk, drift, or performance degradation?
- What internal governance bodies oversee your AI development?

4. Data Handling, Quality & Processing

- What data does the AI require to perform optimally?
- Can we use our historical HR data, and how is it cleaned or normalized?
- How do you ensure data quality for skills, job architecture, and performance data?
- Where is data stored, processed, and enriched?
- How do you prevent model drift caused by incomplete or biased data?

5. Ethics, Fairness & Bias Mitigation

- How do you detect, measure, and mitigate bias?
- What ethical frameworks guide your AI development?
- Can HR professionals audit and explain AI-generated recommendations?
- Do you provide transparency reports or model cards?
- How do you ensure fairness across protected classes and global regions?

6. Security, Privacy & Compliance

- How do you secure data used in AI training, inference, and storage?
- Are your AI components compliant with GDPR, CCPA, and the EU AI Act?
- Do you use customer data to train shared models?
- Can a customer opt-out of providing training data?
- What safeguards prevent unauthorized access to AI insights?
- How do you handle deletion, retention, and right-to-be-forgotten requests?

7. Model Provenance & Transparency

- Which models do you use (open-source, proprietary, third-party)?
- How do you evaluate and validate model performance?
- How often are models retrained, and what triggers retraining?
- Can customers influence or contribute to model training?
- Do you provide visibility into model lineage and versioning?

8. Scalability, Performance & Reliability

- How does the AI scale as workforce or data volume grows?
- What are the performance expectations for inference speed and accuracy?
- What infrastructure supports your AI?
- How do you roll out updates without disrupting workflows?
- What SLAs apply to AI-driven features?

9. Workforce Impact & Change Management

- How do you help organizations prepare employees for AI-enabled workflows?
- What guidance do you provide on responsible use and adoption?
- How do you support HR teams in communicating AI changes?
- Do you offer tools for monitoring adoption and impact?

10. Cost, Licensing & ROI

- How is AI priced – bundled, modular, usage-based, or seat-based?
- Are there additional costs for data storage, compute, or third-party models?
- What ROI benchmarks can you share?
- How do you measure and report value over time?
- Are there cost implications for scaling usage?

11. Feedback Loops, Learning & Continuous Improvement

- How does your AI incorporate user feedback?
- Can we refine outputs to match our organizational tone or policies?
- How frequently are models updated, and how are customers notified?
- Do you provide tools for monitoring model performance and drift?
- Can customers opt out of certain updates?

12. Vendor Expertise, Stability & Roadmap

- What is your company's track record in building and deploying AI?
- Who leads your AI strategy?
- Do you partner with academic institutions or research labs?
- How do you stay current with emerging regulations and technologies?
- What is your 12–24 month AI roadmap?
- How financially stable is your organization, and how are you investing in AI R&D?



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