5 common mistakes customers make after implementation and onboarding is complete

Diverse and dynamic salary data

Access validated data from employees, employers, and the trusted survey providers we partner with.

Scalable compensation technology

Innovative software to empower competitive and transparent pay decisions no matter the size of your organization.

A customer-first experience

Leverage the expertise of the Payscale team and your peers in the compensation community for impactful outcomes.

Our customers know that working with Payscale gives you an advantage when it comes to competing for and retaining talent. Payscale helps drive pay decisions for over 37 percent of the total U.S. workforce and manages a total of $1.85 trillion in combined salaries through our platforms.

52 percent of Fortune 500 organizations are Payscale customers who trust our data, technology, and services to drive their compensation strategies. With pay transparency requirements continuing to roll out across the nation and globe, Payscale has 601K job descriptions across 40+ industries with diverse and accurate data sources to help you get pay right.

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1 Forgetting to refresh your data.

The first thing customers should focus on is to input your data into the tool. Some organizations leverage an SFTP or API to complete a data migration, however, many customers do this manually. It can be easy to forget to refresh your data when doing it manually, which is an important thing to keep in mind. If you do not refresh the data, the tool does nothing for you. Tend the data so you can leverage the full power of the platform.

2 Quick pricing all of your jobs.

We understand time is a constraint no one can afford these days, so it might be tempting quickly price your jobs versus benchmarking your jobs, but this will cause headaches for you down the road. Matching your roles to diverse data sources through Payscale enables you to price competitively and in compliance with pay transparency requirements. Additionally, benchmarking your roles provides the historical lens for what you paid a year ago, today, and in calculating merit increases and pay gaps for managing following compensation cycle.

3 Misaligning your usage and business goals.

For customers with an hourly or union associated workforce, you're most likely not regularly pricing jobs, or doing so ad-hoc. However, for the majority of our customers, you are pricing your roles regularly and could be doing yourself a disservice by not aligning your usage with the reasons you invested in a compensation tool. Frequent users understand the value in getting pay right for both attraction and retention purposes.

4 Disconnecting with the value of Payscale Connect.

Payscale Connect is your learning and support help center for all Payscale products. It offers community, learning opportunities, product support, and more. Customers can engage with a community of compensation peers, find knowledge articles and release notes, contact product support and track your support tickets, and increase your expertise with free product training and thoughtleadership webinars.

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5   Getting overwhelmed and frustrated.

No matter the size of your organization, initiatives around pay are more complex than in previous years. You're under pressure to balance budgets for competitive pay while also keeping an eye on the health of the business. You've made the smart choice to invest in compensation software, so dive in without fear. Payscale's user-friendly platform makes it easy to get pay right.

Payscale at your service

Consider us as an extended member of your compensation team.

Leverage our expertise to achieve successful compensation outcomes.

Learn more →

About Payscale

As the industry leader in compensation management, Payscale is on a mission to help job seekers, employees, and businesses get pay right and to make sustainable fair pay a reality. Empowering more than 50% of the Fortune 500 in 198 countries, Payscale provides a combination of diverse and dynamic data sources, experienced compensation services, and scalable software to enable organizations such as Angel City Football Club, Target, Gainsight, and eBay to make fair and appropriate pay decisions.

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