

Improving data quality in HR reporting with the help of iviis™

The professional services sector

iviis is currently working with the Australian arm of a global professional services company to leverage value from their Human Resource (HR) systems. The company has 5 offices in Australia and are one of the leaders in their industry, serving government agencies, corporates and financial institutions. The Australian entity employs 1300 staff.

What business problems did viisPeople™ solve?

According to the HR Project Manager, the HR department was suffering from the common problems of manual, paper based and time consuming administrative processes, disparate, disjointed systems, poor data quality and poor management information quality. Additionally the HR department had no budget to purchase other than core HRIS modules.

viisPeople solved these problems by;

- Providing a platform to rapidly develop and implement automated processes using intelligent forms which are:
 - » user friendly, provides robust data input validation and form control
 - » workflow enabled with options and control of the process flow
 - » complimented by additional event notification and alerting.
- Rapid development and publishing of operational reports and business insights into the data. The data became highly visible and data quality issues were able to be addressed and eliminated.
- Integration features which can easily push and pull data around the organisation and to and from the core HRIS system.
- The ability to quickly and inexpensively develop small applications, such as a WHS incident and Injury tracking system without having to purchase expensive market solutions.

viisPeople™ reveals insights

Providing an inexpensive and effective solution to the business problems outlined above is one of the key strengths of the viisPeople platform — and some three and half years later the company has progressively taken the core set delivered analytics and grown its dashboard to comprise over 70 individual measures and some 200 reports. It makes heavy use



Business Issues

Multiple systems were causing data reliability issues for this professional services company.

Solution

viisPeople™ has provided a way in which all systems can be integrated and data consolidated across them all.

Outcome

Management now trust the data that is being provided to them as they know it is originating from a single source.

of the as delivered functionality to drill down through the organisational hierarchy to, for instance, map data on age and gender break downs by function, division or team.

The company is now able to develop strategies based on the analytic insights from grouping different slices of the measure dimensions to highlight concerns like the number of high performers leaving over differing service durations or by geography.

The analytics dashboard also lets HR drill into detailed reports to confirm the data veracity, and graphically displays 12 month moving average turnover dimensions and snapshot point in time data for later analysis.

An over-arching solution rather than a replacement solution

viisPeople sits overtop of the existing core HR system and draws people data from this and other related company systems. Manual entry is still possible but this is rare as even spreadsheet data can be automatically imported into viisPeople.

“Its integration or the ability to integrate with other systems is one of the key features and one of the reasons that you can use it on top of other systems; you don’t need to replace your existing core systems if they are doing their job” says the HR Project Manager.

Being able to better leverage their current suite of HR software, rather than having to replace systems where a lot of time, effort and money has been invested, is a huge economic benefit to the company and something that this company have found operationally invaluable.

Another component of the viisPeople functionality the company has utilised extensively is workflow. This function delivers process and notification automation. This means updateable forms, messages and reminders are created automatically and using viisPeople platform data, sent to the right people at the right time.

The primary HR Project Manager stated, “There is considerable flexibility with the workflow tool. Often you don’t want to workflow the forms immediately they are updated and iViis allows you to batch the forms and send them at pre-set times. Parallel workflows are also possible.”

Rapid and inexpensive development

Development has been put in the hands of the HR department and one dedicated non IT resource has been used to:

- Automate and integrate all of HR’s core life cycle processes
- Automate and integrate additional processes such as flexible work, extended leave and secondments
- Automate the Performance review process including the annual review and goal setting process

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- Develop an automated on-boarding process which collects pay and personal information pre-start and delivers access to on-line pre-start training modules
- Develop their own workplace health & safety Incident & Injury tracker
- Ensure referral bonus payments are correct and paid at the appropriate time
- Collect and analyse exit survey data.

The platform provides an alternative to purchasing fully functional systems for small solutions saving resources and money.

The foundation to create and enhance employee engagement

The company well understood that to compete for and then retain the best and brightest industry talent it needed to prove, in very basic ways, that 'things around here just work'. This started from the very first interactions potential recruits had with the company, progressed through a seamless first-day experience and on to no-fuss day-to-day administration processes.

The viisPeople platform was integral to creating this experience. The web based on-boarding process was developed using viisPeople to collect and distribute key pre-start information. It also facilitates access to some company mandatory training and makes it available to new hires pre-start.

Automation and workflow for the on-boarding process using the platform meant that on day one all the employee provisioning had been done and the employees first pay is seamless and without problems.

Generating HR credibility

By taking away the majority of the manual effort required to administer processes and generate information, the company was able to free up resources and in some cases absorb decreases in headcount. The turnaround time required to produce both the regular reports and impromptu requests by senior management or executives was greatly reduced – a clear win and widely acknowledged throughout the company.

viisPeople was also the catalyst for increasing data quality across the company. Information and reporting is now generated using credible high quality data. This capability gave the company the ability to improve overall data quality much faster than if users either had to search blindly for weaknesses or were waiting for these to show themselves organically. This was another clear win that increased the visibility of the HR teams' work across the company.

The HR Project Manager says viisPeople has been a game changer, freeing up valuable time and resources and facilitating a stronger relationship with employees and managers, who appreciate the business like, professional way administrative processes operate and the quality of information available.

iviis™ provide software solutions that help organisations know their business, now. For the manufacturing sector, the iviis™ supply chain management solution enables them to collaborate more effectively across their supply chain, helping increase efficiency, reduce costs and improve customer outcomes.

To arrange a consultation with one of our experts, visit www.iviis.com