

New lifecycle of HR department

Simple electronic forms on the intranet have automated the flow of people in Soitron and saved the HR Department one fifth of the time.



Requirements

- * Increase the efficiency of HR activities and processes and make them more transparent.
- * Avoid unclarities, inconsistencies and downtime in HF agenda.
- * Eliminate the administrative load of professionals of HR or other departments.
- * Facilitate the preparation of reports and surveys.

Solution

- * Creation of intranet system founded on web forms, based on Microsoft SharePoint technology.
- * Adjust HR processes and activities (e.g. recruitment, adaption of new people, changes in contracts and job positions, leaving the company) in order to become more automated and efficient in combination with the used technology.

Benefits

- * Thanks to processes automation it has been achieved a 20 percent saving in working time on HR department.
- * HR department can handle the paperwork related to the flow of people without having to recruit new employees.
- * Decrease in error rate as there is no need to manually transcribe data to different systems.
- * Possibility to check the current status of the agenda at any time (e.g. starting, reassignment or leaving of the employee, request for salary increase and others).
- * Possibility to create various reports and statistical surveys.

Increasing sales, expansion of business activity, opening branch offices in other locations – this also involves the increase in the number of employees. Naturally, more people are coming and also leaving the company or changing their workplace or job title - and with this turnover across the company, the administrative burden related to the recruitment, relocation and leaving of employees is increasing. It happens in every expanding company and it was not different even in case of IT at Soitron. The HR processes being set to a much smaller number of employees met the requirements in the past but suddenly they became inflexible and time-consuming.

Tomáš Turkovič, Director of Human Resources at Soitron has been aware that the administration is becoming too much for him and his colleagues on the department to handle. „Imagine that you need to hire one or two hundred people during the quarter of a year and besides there is always someone leaving the company or changing their work position,“ Mr. Turkovič describes the situation that was a few years ago.

Initial state (Excessive bureaucracy)

In connection with the flow of people, a large amount of papers and electronic documents were accumulated in Soitron and the administrative burden mounted up. For example, when hiring a new person there were always several excel files which were then to be checked, compiled and manually loaded into particular information systems. It was not possible to see who, when and what changes had been made to files where all the formalities were recorded or whether they had been made at all. Information between HR and other

departments of the company (such as payroll or IT department) was sent via emails. And therefore the applications were often pending and no one knew exactly where the agenda „got stuck“.

Often there were uncertainties and inconsistencies. The line manager was not sure when to release the employee of his department to another position, not even when he can expect a replacement. The accounting department did not have enough information about who and when joined the company, or when they are leaving the company. No one could easily ascertain whether the departing employee returned all company equipment or if a computer is prepared for a new employee and all formalities related to the commencement of employment are settled. Not only the piles of paper were emerging but the HR professionals spent too much time delivering contracts or amendments to various departments and branch offices. To illustrate, one employee used to have regular “surgery” hours at the branch office waiting for the whole day who and when comes to sign the papers.



“The system we have implemented is no robust information system that needs to be set and debugged for months”

Tomáš Turkovič,
HR Director, Soitron

New solution (Beauty of simplicity)

Mr. Turkovič had a clear idea that his department could operate more efficiently in case of changing some processes with the use of technology. So a new project has emerged whose aim was to streamline the flow of people within the company by using relatively simple system based on web forms - from recruitment, through changes in the employment contracts, register of trainings and other obligations of individual employees, to employees leaving the company. "The system we have implemented is no robust information system that needs to be set and debugged for months," Mr. Turkovič explains. The whole solution works on the intranet and is built on the Microsoft SharePoint technology and its main element is electronic forms. „We have chosen the path of simplicity and have upgraded the individual human resources activities and processes gradually," he adds. First, the process of starting employment has changed and then step by step the processes related to leaving of employees, changes to employment contracts and adaption of newcomers to company environment have changed and automated. The aim of the new model of operation was to relieve the HR department but also other people in the company of the administrative burden, enable the creation of various reports and surveys, and to simplify and clarify the processes. Not only to comply with the ISO standards but also for more prosaic reasons - to avoid questions if someone has approved the reassignment of the employee to a different position or the salary adjustment, or to ensure that the payroll department has all required documents on time (such as amendments to employment contracts) for payment of wages.

Results (One fifth of the time to spare)

Nowadays, many HR processes across the company are automated. When Mr. Turkovič approves employment of a new person through an electronic form, the system automatically generates tasks for different departments (e.g. IT, accounting department, and warehouse) related to the arrival of a newcomer. A new employee is also assigned a list of required courses and trainings he shall undergo after the start of employment. The system notifies not only the employee himself but also the manager who is tasked to oversee the adaptation process and to ensure that everything passes off on time. After the information that someone is leaving the company is confirmed by the authorized managers, the system will generate an email notification to concerned employee with detailed instructions what must be done before leaving. It involves information to which department the employee shall go, what devices and to whom shall be returned and where to go to sign the papers.

A great time saving is achieved due to the fact that data once entered into



„In Soitron, we like simple solutions. Automation process through Sharepoint is basically turning paper documents into electronic forms. To those, we have added several logical automations ... and it works. Thus we save time in HR, Finance and IT support departments.“

Pavol Pleva,
Product manager, Soitron

electronic forms do not need to be manually transcribed into different systems. Everything is recorded automatically what reduces not only the labor-intensity but also the error rate. Now, it is not a problem to prepare various reports, for example a report on commencement of employment, but before it was not possible from the different excels files. There is unambiguous structured information about every change in agenda – concerning arrival, departure, adaption or reassignment of an employee – to which the authorized employee has access at any time not only from a PC but also from a mobile phone. This has two advantages. Firstly, the involved employees do not have to contact the HR department with every query. And secondly, if someone makes a change in the form, for example confirms something, it cannot be called into question who and when has made the modification. Thus, there are no unnecessary discussions and misunderstandings. „This increases the discipline of managers as well as ordinary employees who receive clear instructions and deadlines for fulfilling the tasks," adds Mr. Turkovič. Thanks to the new system and processes, we managed to save about a fifth of the working time of the HR department. „Now we can devote more time to other activities, such as coming up with better recruitment campaigns or proposing new methods of development and educating people," adds Mr. Turkovič. Soitron has reflected its experience with changes and the automation of HR activities in comprehensive standardized offer of tools and processes. These are offered to companies that feel the need to automate the HR activities, want to save the time of HR professionals spent on administration and to make the whole flow of people in the company more transparent.

List of technologies

- * Microsoft SharePoint 2010, Enterprise edition
- * Microsoft SQL Server 2008 R2
- * Microsoft Windows Server 2008

Soitron

Our company has long been active in the European market as a systems integrator in the areas of IT Infrastructure, Unified Communications, Customer Interaction, Content Management and Security. For more than 20 years, we have been helping companies such as Tatra banka, Slovenská sporiteľňa, Orange, E-On, J&T, Hewlett Packard and many others to grow their business. Our philosophy is to continue moving forward; that makes us the leader in implementing unique technologies and innovative solutions. This is reflected in awards like IT Company of the Year 2010 and Cisco Best Partner of the Year 2012, and inclusion among the Big Five in the Deloitte Technology Fast 50 (2011). We are Microsoft Gold Partner and we have implemented several important projects in the commercial and public sector. Currently we have more than 600 international experts working for us, including professional teams in the Czech Republic, Romania and Turkey.

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