HR Case Management Goes Global

In 2010 versaSRS was implemented by a world leading global resources company to manage governed workflow functions within their Human Resources Administration Hubs internationally.

Bridging the Gap in SAP

In 2001 versaSRS was initially deployed within a Shared Service Centre for a world-renowned resources company. The system was selected to manage incoming employee emails and improve service levels. The business had a charter of requirements with regards to case classification, standardisation, prioritisation and workflow management. These could not be managed within their ERP.

Within a few years versaSRS was integrated with a telephony system, processed all new internal HR work requests, as well as their associated tasks. It provided VPs with a suite of reports previously unavailable to them. Staff workloads were streamlined via the application of SLA timeframes and case templates to improve delivery and productivity.

In 2010 versaSRS was chosen as the global HR Administration Case Management tool to support the HR Administration Hubs in adhering to strong business process disciplines not configurable within its ERP.

Today, versaSRS delivers a standardised workspace to 26 HR hubs around the globe. Employees now have global access 24x7, and the platform delivers clear business defined HR processes to facilitate the administration of critical tasks for employees that fall outside core ERP application support.

Case Study Stats

versaSRS was launched as a global HR Case Management system in 2010 for a world leading resources company.

versaSRS Stats:

2.5 million cases in the last 5 years

461,642 cases in one year

38,470 cases on average/month

173 versaSRS users

Supporting **49,185** employees

10 Web forms creating **1000 requests** on average/month

**265** Standard Reports

∞ Custom Reports

vForm = Power[2]

vForms are electronic forms that can be designed & integrated into versaSRS to improve business workflow. Integrated web forms for the HR Department are designed to automate service requests such as:

- Enquiry Management
- Unqualified Payment
- Payroll Process
- Re-Open Closed Case
- Off-Cycle Payment Request

- Stop Payment Request
- Periodic Reporting Other
- Payroll Escalation
- Payroll Error Register
- Contact HR Admin Hub

These forms have evolved from defined and sometimes complex business rules that can be broken down and developed into a vForm to speed up processing by the business by routing the form through to the appropriate business unit responsible for the request. Some examples of these forms appear below.

- A one click links spawns requests to HR Central Admin from the Admin Hub, Automatically linking the original request as the parent case.

- The Admin Hub can prioritise cases within the business for processes such as Payroll Escalation.

- HR Central Admin can engage HR Admin Hubs via internally raised cases.

- Employee requests are used to quickly create cases manually (e.g. when they are initiated via a customer walk-in or via a telephone call) whereby a template is used to pre-populate the content of the enquiry. By entering an Employee ID the case is automatically linked to the employee record.

- Other standard procedures can be created and associated with "one-click" case creation based on pre-defined business rules and driven by case templates held within the system. These include:

  o Creating a Letter of Offer. A standard letter is automatically attached to an outgoing email and email pre-populated with standard content.

  o Employee On-boarding. Managed sequential or parallel workflow is created based on governed process and tasks created and sent via email to appropriate parties.
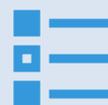
Providing A 100% Fit Every Time

Our strength is our team and its ability to quickly respond to a customer's ever changing business's needs. Our philosophy is to deliver our customers with excellence. We understand that business requirements need attention to detail, an emphasis on quality and a quick turnaround.

versaSRS is delivered via a web browser, yet it offers a look and feel users would expect from a thick-client desktop application. Browser delivery allows our software to be easily deployed and updated from a central location. This reduces the need for IT specialists deploying patches through planned outage.

Microsoft Partner
Silver Application Development

Our solutions can support businesses of any size, whether they are a multi-national enterprise customer or simply growing an idea. We can deliver a range of solutions to improve business processes and business critical applications.

As a Microsoft Certified Partner our software solutions are built on fully scalable Microsoft Technologies. Our systems interface with email gateways and can extract contact data via Active Directory and ERP vendor data.

We can also provide data migration services through consultation for bringing the data across to our solutions. We can

archive data to improve the database performance when it grows with your usage through other areas of your business. This ensures that you can keep databases to an optimal size and performance is maintained.

The capacity handling of our solution, its ability to grow with your business, to provide visibility of key activities, and meet key business deliverables is at the core of the solution. versaSRS meets audit and compliance requirements to reduce the risk within a complex business structure. With that in mind our products are truly scalable.

Microsoft Azure

SQL Azure   Azure Active Directory   Azure Cloud Services   Azure Web Apps   Azure Web Jobs

Exchange Online   Office 365   SharePoint   Power BI