EmployeeConnect's HR/Payroll Intranet Solution Highlights

White Paper

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Introduction

In today's competitive business environment, all areas of the organisation must contribute to improving company performance. Human resource departments are no different, being challenged to focus more on strategic business issues and less on non-value adding activities. Unfortunately, every organisation has a limit on available resources. All too often this means that HR departments are having difficulty getting beyond the non-value adding activities of processing routine employee requests. This non-value adding processing is in the form of processing leave requests, executing superannuation election changes, printing payslips, or responding to ad hoc requests for an employee's current leave accrual. Additionally, organisations are finding it difficult to manage multiple versions of hard copy documentation that are proliferated throughout the organisation. Line managers also have HR administrative challenges, often having difficulty obtaining access to current and consolidated information on their employees' leave history, remuneration packages, or skills maps. These issues can all put constraints on your overall organisational effectiveness.

A current technology within internet/intranet software means it is possible to facilitate technology-based solutions to the above organisational challenges. Technology by itself will not resolve your business issues, but can only help if wisely exploited to fit your business model. It should also integrate with your existing environment, preserving your existing investment in an HR/payroll system. Implementing EmployeeConnect's HR intranet solution will empower your employees to maximise organisational efficiency. EmployeeConnect's on-line communications capabilities will significantly improve communications of daily news events, corporate directory information, and eliminate the need for paper-based policies, benefits and organisation charts. The employee self-service function will reduce payroll administration workload by empowering employees to update their personal information, bank account details or superannuation elections. In addition, they can view payslips, remuneration information, or leave accruals on line. An integrated workflow capability will improve your business process efficiency further by facilitating your current paper based HR processes on the intranet.

Solution Highlights

EmployeeConnect is a ready built HR intranet solution incorporating on-line communications, employee self-service , employee and management reports, and HR process workflow. You can improve internal communications by providing easy access to company and personal information for all employees. Empowering employees to view and update their own personal details will reduce HR administration. Line managers will have access to staff and performance management information. Your paper based processes can be replaced by web based forms with a versatile and integrated workflow engine.

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Designed with the user in mind, the forms and pages of EmployeeConnect are easily managed and updated to meet your specific business needs. A simple-to-use administration interface allows you to update forms and create workflow processes without complex web page editing or programming. With EmployeeConnect, the information on the intranet is easily managed by the HR department requiring only basic PC skills.

On-Line Communications

The on-line communications component of EmployeeConnect can be viewed as a tool that publishes corporate information that is not personal to a particular employee. This is information that is published about the organisation itself. The various components may include items such as:

- Employee Directory
- Policy & Procedures
- Benefit Information
- Positions Vacant
- Training Courses
- Company Newsletter
- Organisation Charts
- Corporate Information
- Handbooks and Manuals
- Notice Board

The type of information that can be included in these areas is highly flexible. For example, you may include photographs in the employee directory, on-line application capability for positions vacant, or allow employees to post information on social events on the notice board.

Like most web sites very soon the amount of information contained within EmployeeConnect will grow very quickly. With the additional capabilities provided through the new Search Engine your employees can quickly locate the information they require.

Screenshot one shows how a typical summary view of a Corporate Phone Directory appears. Clicking on a specific employee would bring up additional employee detail including photographs.

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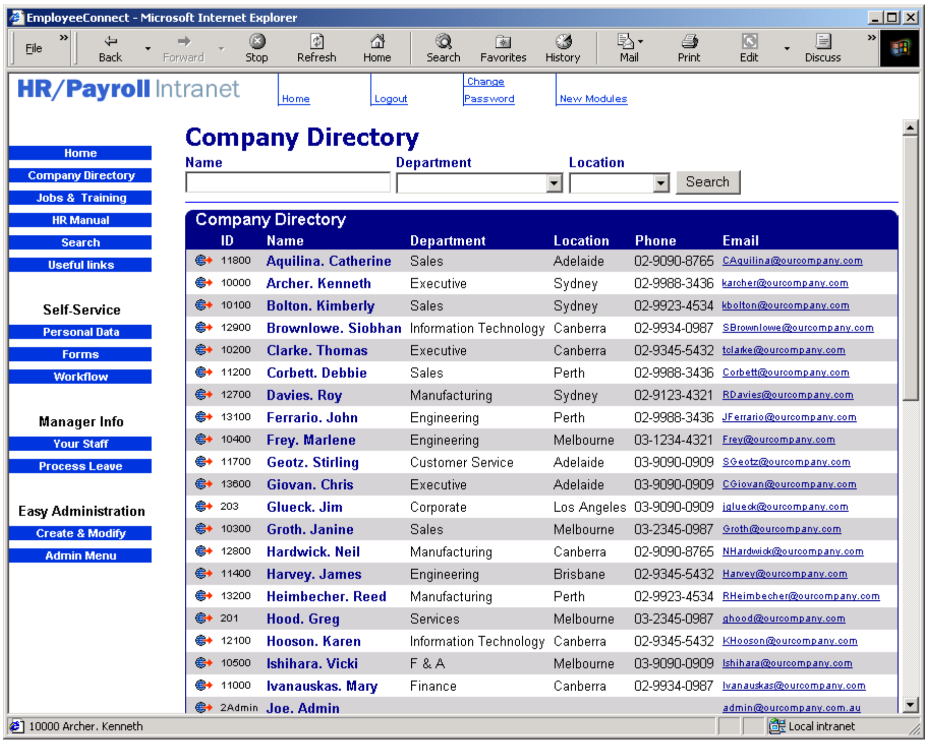
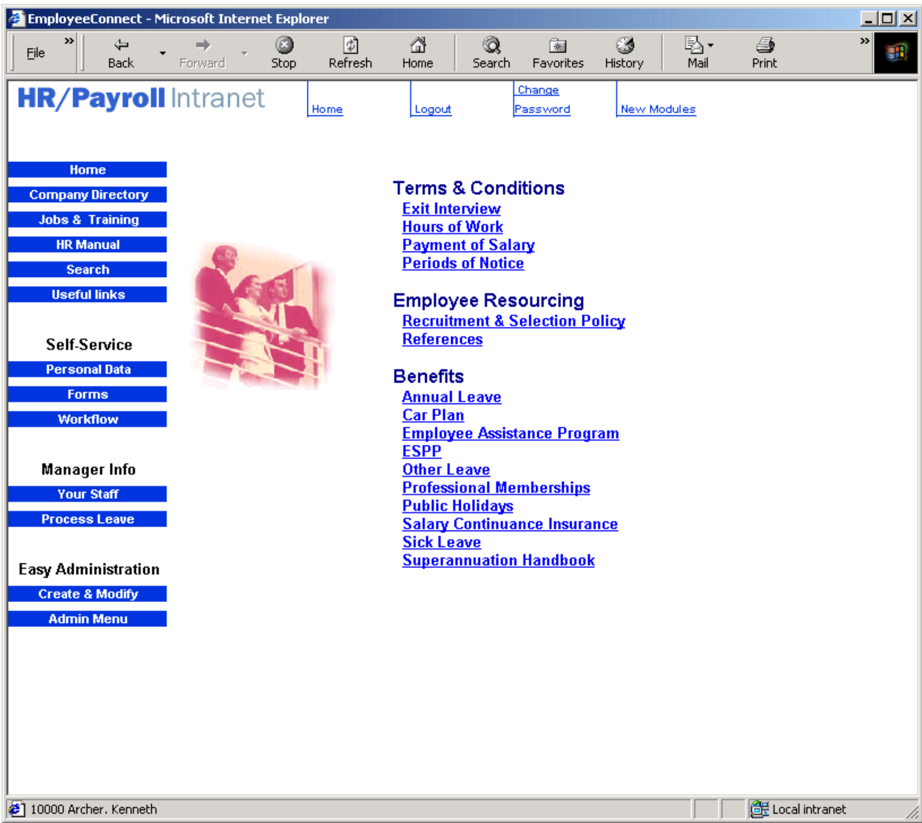


Screenshot 1 - On-Line Communications

Screenshot two shows how a typical HR manual could be placed online. Clicking on a specific heading would display the details of that policy.



Screenshot 2 - On-Line HR Manual

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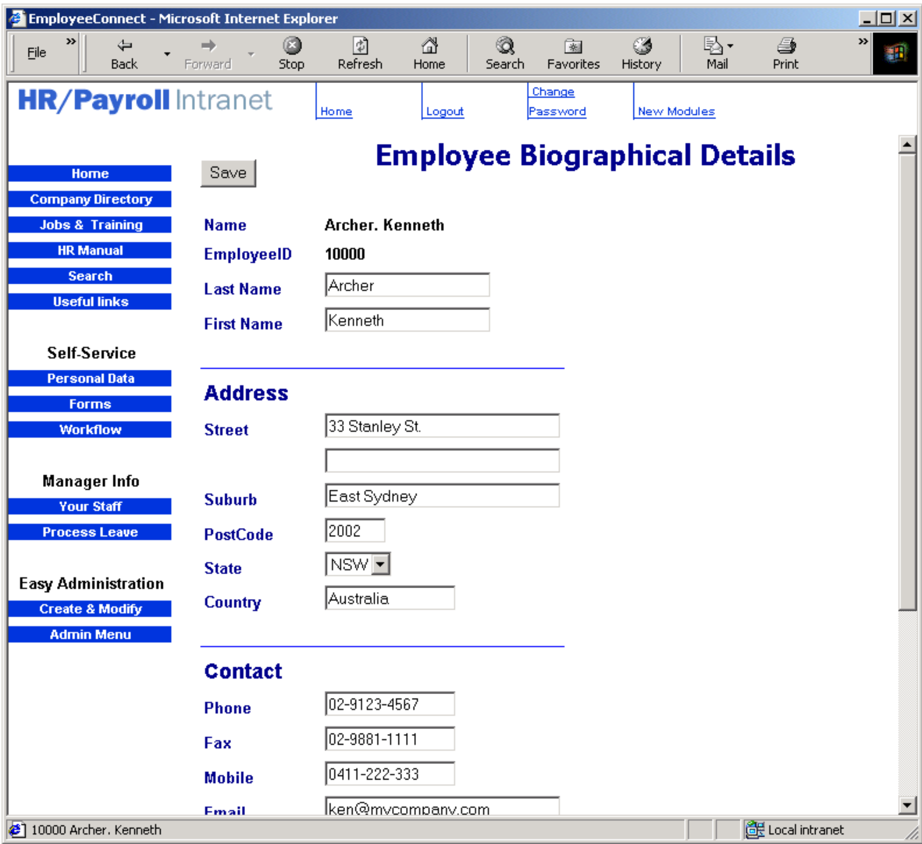
Employee Self-service

The employee self-service function allows employees to maintain and view personal information without submitting email/paper form requests or making telephone calls to your HR or payroll department. It will significantly reduce administrative requirements in managing employee personal details. The type of information you would build in to the self-service function may include:

- Personal Details
- Leave Entitlements
- Benefit Enrolment
- Contact Information
- Remuneration Package
- Electronic Payslips
- Skills & Qualifications
- Bank Account Details
- Superannuation Choice
- Opinion Survey

The information presented on the self-service forms can be either read, write, or update access by the appropriate employee. For example, you will want your employees to have read access to their payslip information on gross pay, taxes, and other deductions, but you will likely want them to have update access to their personal contact information or superannuation elections. Screenshot three gives an example of a personal details form that can be updated by the employee.



Screenshot 3 - Employee Self-Service

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Although EmployeeConnect will be installed with an existing set of self-service forms for multiple purposes as described above, it is likely that you will want to modify or recreate some forms to meet your specific business requirements. Our versatile and easy to use administration tools are designed to make the creation and customisation of self-service forms very intuitive. There are several different formats to choose from for the base report style. Each field in a report can also be defined in a variety of types including free form text, dates, preset selection lists or numbers.

Electronic Forms and Workflow

EmployeeConnect also has the capability to replace your existing paper based HR processes with electronic forms and an integrated workflow engine. This gives you the ability to significantly enhance organisational effectiveness by simply mapping your existing HR processes into EmployeeConnect and efficiently executing them via the intranet. The types of processes you could create in workflow include:

- Leave Request
- Performance Review
- Salary Review
- Incident Report
- Timesheet
- Overtime Claim
- Bonus Claim
- Expense Claim
- Recruitment
- Termination

In order to understand how the workflow processes work, it may be easiest to work through an example. In a very simple leave request, a typical process may be for submission of a request to the line manager for approval. Upon approval by the line manager, the request is then sent to the HR or payroll department for validation, acknowledgement or physical processing. Upon completion of this step, the requesting employee may be notified of the outcome of his request. With EmployeeConnect's workflow, these steps will all be resolved on line without the need for paper to be routed throughout the organisation. The employee would simply complete and submit an electronic form while logged in to the intranet. Once the form is submitted, it initiates a workflow process that could then notify the line manager for approval. The line manager will then approve or reject the request via the intranet, which will then route that request to the HR department to execute its responsibilities in the process. After the HR department validates the request on line, the requesting employee will then be notified of the outcome via the intranet. Screenshot four demonstrates a request tracking view for an employee to identify the status of a common leave request.

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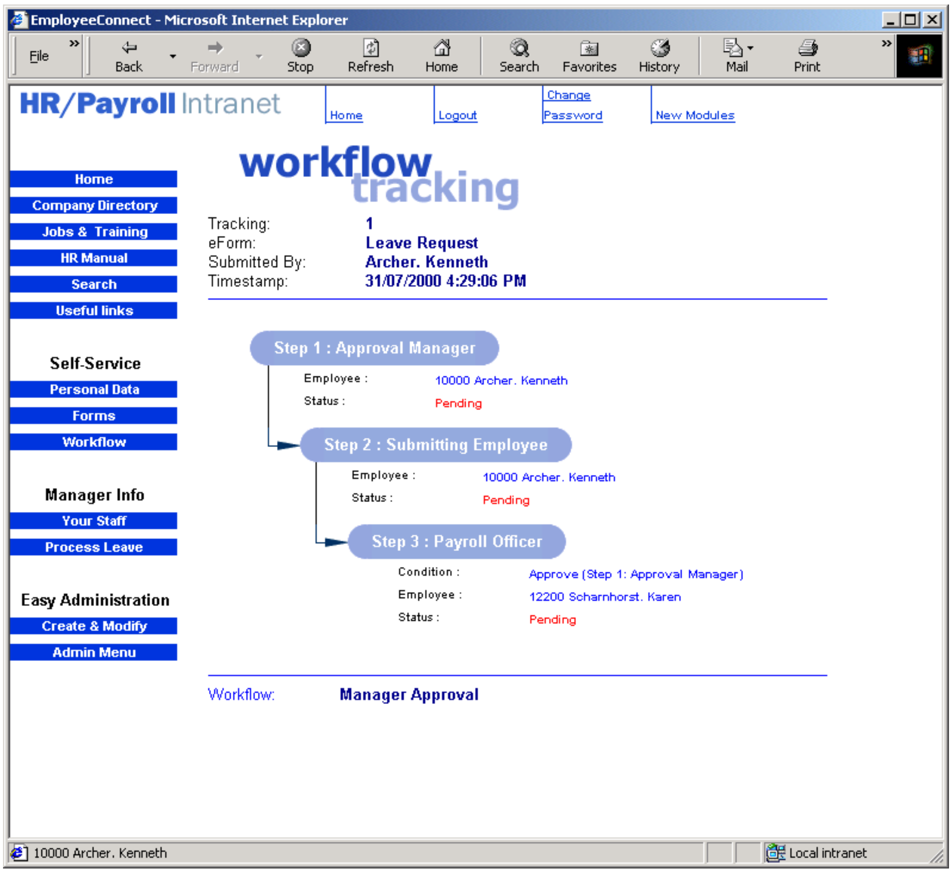

Screenshot 4 - Workflow Status Tracking

Each electronic form and workflow step is held on the database for future auditing purposes. In setting up the workflow process, the administrator will set the appropriate business rules for who should be involved with each workflow step, what should occur when someone doesn't respond to a step within a given period of time, or the total number of workflow steps to be executed in a process.

Management Access and Employee Grouping

It is quite likely that an organisation will require employees to be allowed access to different information based on various categories. This could include allowing managers to have views of different information from non-management personnel. It may also be putting special information on the intranet based on an employee's geographic location, job function or business unit. For example, you may want line managers to have access to reports on their employee remuneration or leave accrual details. It may also be desirable to have employees in different groups see different information on a home page or run separate electronic workflow processes. EmployeeConnect will cater for these needs.

With EmployeeConnect, each employee can be categorised into a number of groups. For example, an employee may be identified as a manager based in Singapore working in the Retail Services business unit. In this case, the manager may gain access to his staff's employment and attendance details. He would also see the home page appropriate for Singapore based employees. Finally, he may access a different leave request workflow process specific to the Retail Services business unit.

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Security

Any time HR or payroll data is distributed on a network, security must be of utmost importance. EmployeeConnect realises this and utilises not only the built in operating system security, but has also included additional security measures at the application level. Since EmployeeConnect runs in a Microsoft IIS environment on an Windows NT or 2000 server, the minimum security adhered to will be that of the Windows NT/2000 operating system itself.

In addition, EmployeeConnect has built a layer of security at the application level. The various pages, reports, links and workflow steps can be password enabled to ensure only the authorised individual can access information or execute a given workflow step. For example, you can allow all employees access to policies and procedures, but require a password entry for access to their personal details or workflow steps. This may be desirable if your employees typically stay logged in to the network all day and leave their workstation unattended. You can also set a "session time out" after a certain period of client browser inactivity. It is also possible to set a password "signature" for execution of workflow step.

Administration Features

The fundamental premise of EmployeeConnect as a ready built HR intranet solution can only be effective if the system can be easily customised to organisation specific business requirement. EmployeeConnect's administration features provide the underlying strength of the product. Once the system is installed and original set up is complete, the ongoing management and customisation is very simple to execute. Adding content, links, additional forms or workflow steps to the system does not require support of the IT department or any web page custom programming. Screenshot five shows the initial administration screen that will be used to initiate creation or modification of forms, reports, workflow processes and so on.

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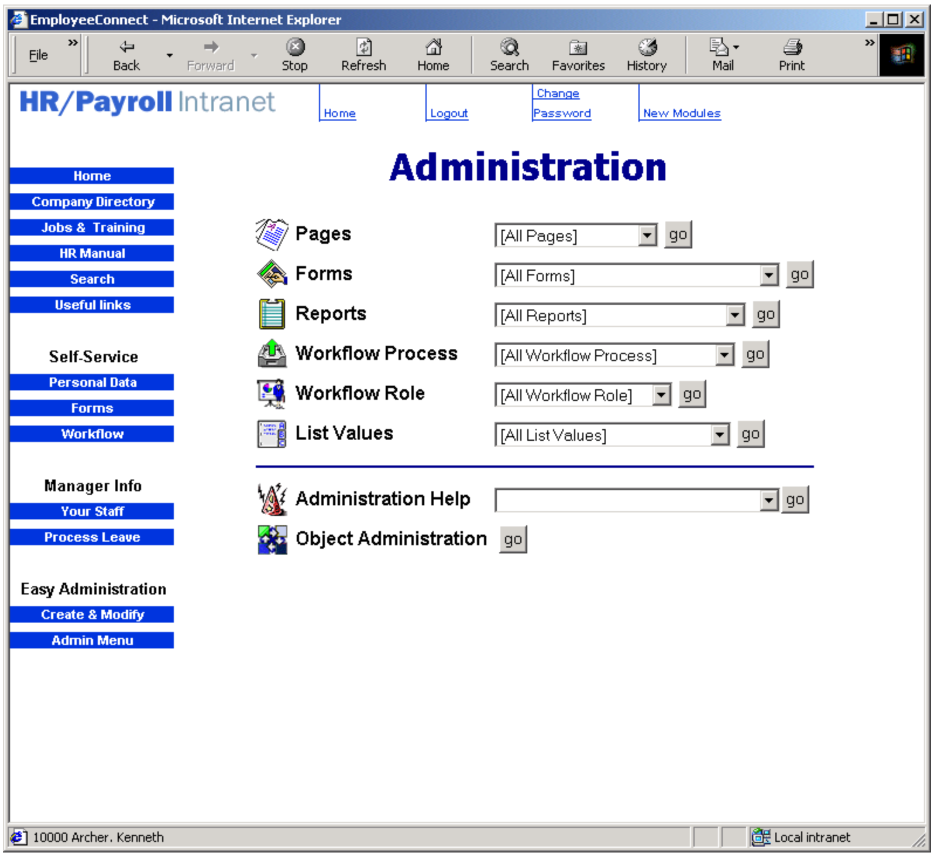

Screenshot 5 - Main Administration Page

For example, any electronic form or report can be tailored in its fields to be displayed or updated in a variety of formats to suit your business requirements. In a different example, adding or modifying a benefit, you simply place a file in the benefit folder on the server and EmployeeConnect automatically updates the benefits screen to show that benefit as a bullet point display with a link to that file. The target file can be any common format, html, MS Word, MS PowerPoint etc.

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Customisations

EmployeeConnect in its standard installation does not duplicate business rules that an HR/payroll system would include. However, situations may arise where it is desirable to have some special program logic run at various stages of workflow or employee self-service. To accommodate this, EmployeeConnect has built "code hooks" into various points of the application. These code hooks allow for sections of custom programming to execute logic tailored to your business requirements. Any electronic form to be submitted or workflow step will have code hook access points.

As an example, one business may allow negative leave accruals at management discretion, while another will not allow negative accruals as a matter of policy. Yet another business will allow an employee to request up to fifteen percent beyond their normal annual entitlement. The default installation of EmployeeConnect will allow any number of leave days to be requested, regardless of what an employee has available. By utilising the code hooks, you can build in simple programming routines that will execute when the leave request is being submitted to ensure the employee is entitled to take the amount of leave being requested. As the procedure is not very complex, a typical customisation of this nature would normally take only a few hours of programming time.

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