



Retail

Case Study

erNavigator

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A Leader in Fashion Retailing

A leading international fashion and lifestyle retailer with more than 22 brands selling clothing, footwear, jewelry, sportswear, cell phones and homeware.

The Group operates in 31 countries and has more than 2500 stores.

Problem Statement

- Manual labour and employee relations processes.
- Non-compliant outcomes and inconsistent actions.
- Non-standard labour and employee relations processes, procedures, and documentation.
- Manual spreadsheet reporting.
- Geographically spread branch operations
- Difficulty modifying and communicating underlying labour and employee relations processes, procedures, documentation and form templates and tools, when policies and the law are updated.
- Differing levels of understanding of labour and employee relations requirements amongst the many managers.
- Two operating codes unionized and non-unionized.



Solution

The company implemented erNavigator enterprise with its API integrating the company's ORACLE HRIS with erNavigator, together with Active Directory Single Sign On.

The modules included misconduct, grievance, poor performance, ill health and disability and dispute resolution.

Special features included local knowledge, compliant forms and documentation, best practice processes, embedded internal controls, reporting, monitoring and analytics and learning and development.

The solution was configured to consider own company policies, union regulations, best practices, and local legal requirements.

erNavigator provides enterprise grade data security and cloud privacy. It is hosted on Microsoft Azure, the tightest data security and privacy features possible are embedded into Azure.

Benefits

- All labour and employee relations processes were digitized, standardized and automated across the entire organization, replacing all manual processes and paper-based files.
- All tasks and cases are now managed securely online and in compliance with own company policies, union regulations, best practices, and local legal requirements.
- All the evidence and case histories are now available online, anytime, and anywhere.
- If an employee is a member of the Union, the system automatically selects whether the Union rules and regulations are applicable.
- Local up-to-date labour and employee relations information is available to users, including law summaries, best practice guidance, policies and procedures, compliant forms and documentation, tips and training materials. All automatically presented to the end user, no further need to search for relevant information or look for advice.
- Compliant forms and documentation are pre-populated with relevant case information and automatically presented to the end user online. No further need to complete forms manually.
- Early detection labour and employee relations risk monitoring shifting decision making from reactive to proactive, non-compliant and inconsistent circumstances are highlighted for remedial action.
- All labour and employee relations data is centralized and erNavigator reporting, monitoring and analytics provides a complete picture of all labour and employee relations activities in real time all in one place, with deeper insights that help end users make informed, data driven decisions.
- End-users at branch level have been empowered irrespective of their level of labour and employee relations knowledge and experience. Online self-instructional learning and development tools, makes it easy for end-users to follow the correct processes, complete all the required tasks, reach the right decisions, and comply with company policies, union regulations and the law.
- Vital labour and employee relations knowledge and expertise is now spread quickly and efficiently throughout the organization, thereby building a sustainable and continuous learning and development environment.
- Labour and employee relations team members and line managers can collaborate easily online.

