Workforce & Call Center

Case Study

erNavigator

A Leading workforce and call center solutions provider

International workforce provider connecting people with jobs that create more efficient workforces.

Problem Statement

- Manual labour and employee relations processes
- Non-compliant outcomes and inconsistent actions
- Non-standard labour and employee relations processes, procedures, and documentation.
- Post fact record keeping
- Differing levels of understanding of labour and employee relations requirements amongst the supervisors and line managers
- Manual spreadsheet reporting
- Multiple locations and multiple policy and legal requirements
- Managing a huge and ever-changing outsourced workforce across many clients and partners all with differing labour and employee relations rules and policies. In addition, dealing with multiple systems and IT requirements.

Solution

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

The modules included misconduct, grievance, poor performance, ill health and disability and litigation and mediation.

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

Early detection risk monitoring was implemented together with reporting and analytics.

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

- The mutiple 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.
- Depending on the location of the employee the system automatically selects the appropriate company policy and country legal requirements to be followed.
- Best Practice Quick Start ensured that the company quickly and cost effectively standardized all labour and employee relations processes on a foundation of best practice processes, procedures, and documentation, without having to spend time and money re-engineering and re-documenting processes across all the divergent parts of the business
- 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 risky, serious, and high- profile cases are now automatically routed to the appropriate specialist for authorization.
- 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.
- Labour and employee relations processes are now integrated with the HR ecosystems via the erNavigator proprietary API linked to the company SAGE HRIS.