



# erNavigator

Employee Relations Management Software

# enterprise

## **The case for the erNavigator.**

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# Executive Summary

**Labour & employee relations departments are looking to empower their organizations with technology that improves both process quality and efficiencies.**

**Investigation will reveal that the erNavigator functionality is acknowledged as a cost-effective leading enterprise grade solution that will meet all labour & employee relations needs and objectives.**

- erNavigator enterprise is a secure unique cloud service specially developed for large clients with complex needs. It provides extensive functionality, powerful analytical capabilities, and crucial information to empower both line managers and labour & employee relations teams.
- Developed in conjunction with leading employment law specialists, making sure that all essential and relevant matters are considered so that fair decisions are taken, and legally defensible cases are formulated.
- Comprehensive in design but easy to use, erNavigator enterprise enables users to work on labour & employee relations cases in a collaborative, efficient and effective way across an entire organization and is aligned with international best practices.
- erNavigator enterprise is designed for organizations that need a powerful and configurable solution to align with policies, procedures and operational practices. It can be configured for local business practices and legislation, coupled with a language translation pack for the user interface
- erNavigator enterprise has been successfully implemented in both multilocation site companies and large multinational corporations, across a broad range of industries. With implementations in over 27 countries the platform meets the needs of international customer requirements.
- The platform can be integrated with existing HR enterprise systems, as well as selected collaboration platforms, via standard API's.
- It is a fully modular solution.

## Introduction

A fair, equitable and harmonious working environment is a basic expectation of all employees, and there can be no doubt that this can provide a clear competitive advantage in the marketplace.

The interests of an organization are therefore best served if labour & employee relations are practiced in a way that fosters fairness, transparency, consistency, efficiency, and effectiveness, and which clearly demonstrates compliance with all legal and policy frameworks.

## Problem statement

Many organizations acknowledge that a key labour & employee relations challenge is the continuing use of manual and fragmented processes. This is further complicated by the utilization of post-fact record-keeping systems.

Manual processes that are not integrated with one another limit an organization's ability to proactively manage the quality and standard of labour & employee relations. They cause process inefficiencies that impact on both cost and risk and make it very difficult to integrate labour & employee relations activities into the larger human capital ecosystem.

By nature, post-fact record-keeping systems are reactive and do little to enhance enterprise value, as they can only be used to produce post-fact outcome reports. The benefits of real-time data discovery and analytics are hence lost to the organization. These systems cannot be used in the real-time practice, management, and control of labour & employee relations processes. Further, inefficiencies resulting in increased risk and cost cannot be countered, so consistency, compliance and fairness cannot be guaranteed. This is particularly problematic in environments with increasing volumes of records, complexities, and a wide geographic spread.

## Solution

We believe it is much simpler and more cost-effective to select a software solution from a trusted third party that lives and breathes labour & employee relations; one that can keep up with all the latest technologies, rapidly changing business practices and evolving legislation.

The erNavigator labour & employee relations platform is specifically designed to replace manual and fragmented processes and to enable user organizations to move beyond the limitations of post-fact record-keeping systems. It provides powerful tools to digitize all paper based and off system processes and to automate and standardize routine tasks so that companies can proactively manage and report on large volumes of labour & employee relations cases throughout the organization. It improves decision-making capabilities by automatically considering all localized legislative requirements and guides users through complex and high-risk procedures, by delivering relevant contextual information.



enterprise

**erNavigator** enhances enterprise value by creating process efficiencies that reduce the cost and risk associated with labour & employee relations management. The system also enables organizations to achieve full legal and policy compliance, to guarantee consistency and fairness, and to improve transparency and visibility with the availability of real-time data discovery and analytics.

# Making the decision

The benefits of implementing a labour & employee relations platform will become self-evident. The most important question facing forward-thinking organizations is how to go about choosing the best supplier to suit their needs.

When faced with the system decision it is vital for organizations to consider these important aspects:

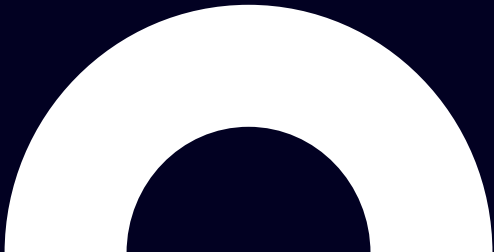


- ✔ Labour & employee relations modules
- ✔ System features
- ✔ System add on's
- ✔ Improving process quality & efficiency
- ✔ System benefits
- ✔ Supplier track record
- ✔ Change management services

We invite you to use the information sections on the following pages to help you to assess your organization's labour & employee relations management needs and to determine whether the erNavigator option is the right solution to meet your needs.



# enterprise modules

erNavigator enterprise comprises multiple modules covering key labour & employee relations processes, which have been developed and enhanced over 15 years of working with leading employers and labour law specialists. The solution is flexible, providing a core database and licensing of only the modules needed. All modules freely share information, making consolidated reporting a powerful feature.





# enterprise modules



## Misconduct

The discipline module manages all formal, informal and appeal processes. Additional features also allow for the management of suspensions, workplace investigations and evidence and substantive compliance reviews.

enterprise automatically manages compliance with policies and legislation, and any deviations are recorded and escalated. Progressive discipline is managed, and consistency and fairness measures are monitored.



## Incapacity including poor performance, ill-health, and disability

The incapacity module manages all poor performance-related issues such as performance improvement plans (PIP's), ill-health and disability processes including back to work routines.

Assists practitioners and line managers to manage reviews and follow-ups, as well as to allocate tasks to avoid unacceptable situations from continuing.



## Operational Requirements

The operational requirements module automates and manages all retrenchment, redundancy and downsizing processes in accordance with applicable labour legislation, considering the role that unions may have in the process.



## Dispute Resolution

The dispute resolution module manages all process from any dispute resolution forum, including voluntary processes such as conciliation or mediation and formal processes such as arbitration, tribunals, labour court and other litigation.

enterprise generates all legal case bundles and documentation thus eliminating the need to search for evidence and compile documentation manually.



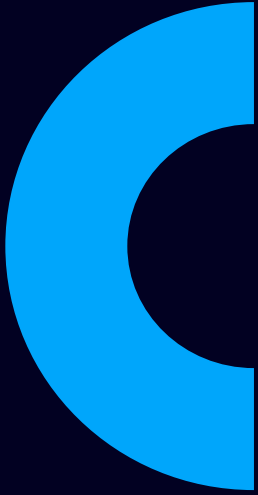
## Conflict Management, Grievance & Harassment

The conflict management module covers grievances, sexual harassment complaints, general complaints and tip offs.

The erNavigator automatically manages the case stages and line manager escalations.

Employees can raise grievances and complaints online, bypassing the need for the usual paper based manual processes.

The harassment portal is the first step to establish a secure and confidential pathway to lodge incidents.



# enterprise features

Explore the erNavigator features that support best practice labour & employee relations.



# enterprise features



## Case Management

Replace labour & employee relations paper-based files with an electronic file containing all relevant evidence.



## Process & Task Flow

Digitize all paper-based and off system processes and automate and standardize routine tasks. Direct users online through the organization's own labour & employee relations policies, methodologies and operational practices.



## Compliance management

Automatically comply with the laws, rules, codes and standards applicable to the labour & employee relations environment. Promote process effectiveness and quality by continually governing and measuring consistency, fairness, and compliance.



## Decision Support

Improve decision-making capabilities by automatically considering all localized legislative requirements.



## Guides

Guide users through complex and high-risk procedures, by delivering relevant contextual information.



## Content Management

Automatic generation of pre-populated labour & employee relations documents, forms, questionnaires and checklists.



## Logos

Logos tailored in accordance with organizational requirements.



## API's

Integrate labour & employee relations data with existing HR systems and collaboration platforms.



## Reporting & Analytics

Extends control by centralizing data and providing on-demand powerful reporting and analytical capabilities, shifting the organization from a reactive to proactive outlook. Organize labour & employee relations data to report on trends vulnerabilities and successes throughout the organization.



## Knowledge base

Companies have immediate access to local, comprehensive, up-to-date labour and employee relations knowledge and information developed and continually updated for the erNavigator by leading specialists.

With country-specific best practices and local legal requirements built-in, you can tackle any labour and employee relations challenges with complete confidence.



## Data Protection

Compliant with General Data Protection Regulations (GDPR) and ISO 27018 for cloud privacy and security.



## Cloud

erNavigator is hosted on Microsoft Azure. The tightest security and privacy features possible are embedded into Azure and the systems are completely transparent, so you know how your data is accessed, stored, and kept secure. Azure conforms to all global security and compliance standards.



# enterprise options

erNavigator enterprise can be extended with a selection of enhanced features at any time as client's needs change. From Outlook Connect to a multi - language pack, the solution can be tailored to meet advanced labour & employee relations requirements. These options can be tailored and developed for specific state or country requirements.



# enterprise options



## Language Pack

Multi-Language Pack provides a customization package to display the user interface in dozens of languages.



## Outlook Connect

Book and manage Outlook meeting requests on enterprise.



## Absence Without Leave (AWOL)

Electronically link enterprise with the organizations time and attendance system.



## Harassment Portal

The first step to establish a secure and confidential pathway to lodge incidents.



## Agent Access Portal

Provide multiples of users with limited access to start cases only.



## Case Auto Start

Trigger cases automatically within the erNavigator by electronically linking to outside sources such as Survey Monkey, Google forms etc.

# Improving both process quality and efficiency.

- Directs users online through the organization's own labour & employee relations policies, methodologies and operational practices.
- Improves decision-making capabilities by automatically considering all localized legislative requirements.
- Guides users through complex and high-risk procedures, by delivering relevant contextual information.
- Digitizes all paper-based and off system processes.
- Increases efficiencies by automating and simplifying routine tasks.
- Promotes process effectiveness and quality by continually governing and measuring consistency, fairness and compliance.
- Extends control by centralizing data and providing on-demand powerful reporting and analytical capabilities, shifting the organization from a reactive to proactive outlook.

## System benefits

### Fairness & Transparency

enterprise prompts you to follow compliant courses of action, similar case circumstances always result in consistent and transparent outcomes for all employees. enterprise provides ongoing access to employee's disciplinary profiles, so that progressive discipline is always followed, ensuring consistency and fairness.

### Information Accessibility

With enterprise you have a complete view of all employee's profiles comprising, case files, documentation, evidence, offense history, timelines and so much more. Because data is collected and shared more efficiently, cases can be reviewed and resolved more quickly. All information is always accessible on the cloud anytime and anywhere so that you can quickly identify adverse trends and take proactive action.

### API's

Your existing HR systems and collaboration platforms can be integrated with enterprise so your staff can easily extract case-related information required for processing. enterprise is designed to let you build more innovative employee relations solutions.

### Reporting & analytics

enterprise provides users with a complete view of all labour and employee relations information at both at granular level as well as high level views utilizing its powerful analytical capabilities. labour & employee relations cases can be accessed, reviewed, and resolved more quickly as data is collected and shared more efficiently due to collaboration across the entire corporation.

# erNavigator track record

Since it was founded in 2003, erNavigator has become recognized as the market leader for software to manage labour & employee relations, as measured by new customer wins, deployments, revenue growth and customer successes.

erNavigator is internationally recognized. It has a software presence in 27 countries and is growing. The company also has over 15 years of experience; a wealth of knowledge developed over many years of implementing successful tailored solutions. Most importantly, it has proven industry expertise, with a track record in a broad range of industries, including:

- ✦ Mining;
- ✦ Petrochemicals;
- ✦ Financial services;
- ✦ Manufacturing;
- ✦ Retail;
- ✦ Distribution;
- ✦ Hospitality;
- ✦ Media;
- ✦ Government;
- ✦ Education; and
- ✦ Healthcare.

**erNavigator** has a passion for constantly meeting changing needs and circumstances, providing ongoing upgrades and development. The company has a retention rate of more than 98%, driven by both the functionality of its solution and its high level of service excellence.



# Change management services.

## Training

erNavigator offers tried-and-tested training to get users up and running quickly. Its training programmes are designed specifically to meet client requirements and include the following options:

- ✔ Classroom-based end-user training.
- ✔ Online instructor-based end-user training.
- ✔ Online self-instructional end-user training.
- ✔ On-the-job individual coaching: and
- ✔ Custom learning content.

## Implementation

erNavigator is configured in accordance with client requirements, policies, and procedures. The implementation program covers all configuration tasks and is managed on a formal project management basis, making sure each project is completed on time and within budget.

## Maintenance and upgrades

The erNavigator team shares a passion for continually enhancing the solution by creating ever-greater value for clients. Maintenance and upgrades are made available to clients at no additional charge, ensuring that the system is continually compliant with changing legislation and business practices.

## Ongoing support

Ongoing end user and technical support is available through erNavigator's email and telephonic support call centre. All support requests are managed and monitored in accordance with service level agreements.

# The case for erNavigator

erNavigator offers:

- ✔ Quick access to an industry-leading and tried and tested employee relations process management solution.
- ✔ Placing you in a position to guarantee consistency, compliance, fairness, and transparency across an entire organization.
- ✔ Time-efficient implementations.
- ✔ Easy access to customized, standardized and automated labour relations processes with superior analytics and reporting capabilities.
- ✔ Maximum cost efficiency using an intelligent digital platform designed by experts in the HR environment.
- ✔ Maximum ROI.
- ✔ A 'future proof' system that is constantly being updated to meet changing needs and circumstances.
- ✔ Improved user adoption and a user-friendly and intuitive interface.
- ✔ Scalability and flexibility.
- ✔ Simplified integration with existing HR systems and processes.
- ✔ Optimal use of internal time and talent; and
- ✔ Innovative add-ons.

## A flexible and scalable solution

Realising organizational value depends not only on the skills and experience of a company's staff, but also on processes and procedures that are effective and reliable. Speak to one of our consultants today and we will help you tailor a software solution unique to your labour & employee relations needs.



# erNavigator

[www.ernavigator.com](http://www.ernavigator.com)

**North America and Canada**

**EMEA (Europe, Middle East, Africa)**

Contact Person: Grant Skinner  
Telephone: +1 (416) 300 9194  
Email [grant@ernavigator.com](mailto:grant@ernavigator.com)

Contact Person: Mike Fisher  
Telephone: +27 (11) 656 4950  
E-mail: [sales@ernavigator.com](mailto:sales@ernavigator.com)

