



erNavigator

**6 Key questions to consider when
determining to build a labour and
employee relations software solution.**



Table of Contents

Executive Summary	3
Introduction	3
Problem statement	4
The solution.....	4
Making the decision.....	5
Build questions	5
A flexible and scalable solution.....	7

Executive Summary

Most labour & employee relations departments are looking to empower themselves and their organizations with technology that improves both process quality and efficiency.

With this objective in mind, Business, HR and IT must firstly recognize that Labour & Employee Relations professionals cannot fulfil their business objectives relying on manual processes and post fact record keeping systems.

Handling volumes of cases across an entire organization, whilst ensuring fairness, consistency and compliance is just not possible with manual processes. Compounding this, generating accurate and up-to-date reports by extracting data from manual processes onto excel spreadsheets is extremely difficult and time consuming, if not impossible.

Likewise post fact record keeping systems rely on the input of data from mostly manual processes, which after-the-fact reactive reporting offers very little by way of business value.

Once acknowledged, organizations must then turn their attention to a consideration of whether to build or buy a solution. The buy decision is dealt with in the documented titled "7 key questions to consider when selecting a labour & employee relations software solution." The build decision is dealt with in this document.

Unless alignment is achieved between labour & employee relations requirements and the greater business, HR and IT objectives, these build improvement projects generally never really get off the ground and if they do are not cost effective and usually ends in tears.

The search must then be re-directed towards the selection of a labour & employee relations management platform that has the capability to meet all labour & employee relations requirements and one that will revolutionize both the quality and efficiency of labour & employee relations activities across an entire organization.

Investigation will reveal time-and-time again that the services & functionality available on the erNavigator labour & employee relations management platform is acknowledged as a leading cost-effective enterprise grade 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, increasing complexities and a wide geographic spread.

The 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 management 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 simplify 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

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 management platform will become self-evident. The most important question facing forward-thinking companies is how to go about choosing the best alternative to suit their needs.

When faced with the build decision it is vital for organisations to consider these important aspects

- Levels of innovation.
- Industry-specific knowledge and experience.
- Economies of scale.
- Efficiencies in design and installation.
- Ease of usage.
- Scalability; and
- Reliable long-term support.

We invite you to use the questions section on the following pages to help you to assess your organisation's labour & employee relations management needs and to determine whether the build option is the right one to meet your needs.

Build questions

Q1. What are the costs and issues associated with building a solution?

A: Building a labour & employee relations solution and keeping it current is a complex and expensive undertaking. The expense of securing and retaining a broad set of highly skilled technical resources, as well as unintended costs and consequences associated with how development and maintenance teams are used, should all be taken into account when considering the build option.

If a company assigns its developers to a specific project, there is an opportunity cost associated with that as they then must stop working on core applications. Further, designing, scaling and developing a complex project outside of the development team's scope of business expertise can easily lead to 'analysis paralysis'. Teams can overcompensate for their lack of specific knowledge by over-planning and over-scoping the project, defining unnecessary and excessive requirements as a hedge against knowledge gaps. There is also the challenge of managing changeovers when developers leave the company, when it may find that the system cannot be adequately supported and maintained.

Building a robust labour & employee relations solution that can handle the demands of volumes of cases across diverse operations requires significant resources in terms of time, money, and management oversight. Even then, a proprietary solution may fail to achieve the same level of functionality that could be provided by a third-party vendor.

The clearest benefit of buying in is that the system will have been developed by labour & employee relations experts; professionals whose sole mission is to create and support the best possible

solution to meet your needs, both now and in the future. Third-party labour & employee relations solutions also provide important benefits related to economies of scale and the ability to offer best practice.

Q2. How important is scalability?

A: A labour & employee relations solution needs to be scalable on a technical, functional, and economic level. It should be just as easy to use and just as functional whether there are 10 or 1,000 end users. Equally, an organization should not have to rewrite system code when moving the application to the cloud or when upgrading to accommodate new technology, and the cost of maintenance should not rise exponentially as more end users are added.

Labour & employee relations solutions should also be able to accommodate different user types and deployment models, including on-site, cloud and hybrid options. As importantly, organisations must have the capability to support and maintain their systems, as well as to accommodate ever-changing technologies.

If your organization does not have the design expertise for a project of this nature or a track record of serving a broad user set, it is unlikely that the design team will be able to design a system that is suitable, scalable and maintainable.

Q3. How can we avoid scope creep?

A: A survey conducted by Gartner Inc., the world's leading research and analysis company, found that about half of all project failures are caused by functionality issues and major delays. New requirements emerge over the life of any project as users understand its full capabilities and as their needs change and develop.

The best way to avoid scope creep is to select a third-party vendor that has dedicated tens of thousands of hours to developing an integrated solution that is able to address evolving requirements.

The erNavigator can be implemented within 30 to 60 days, while building a proprietary system can take up to a year. By using a proven solution provided by a trusted vendor, organisations do not have to take on the challenge of developing and managing projects that fall beyond the scope of their core competencies.

Q4. How important is it to be able to leverage functionality?

A: While an organisation may know the basic needs of its end users, it may not have the in-house expertise to provide them with the in-depth labour relations and analytics functionality they need.

As an established solutions provider, erNavigator has in-depth experience of how to integrate different functionality into a labour & employee relations solution to ensure that every page within the application provides the interactive functionality necessary to ensure that it is a simple and intuitive tool for every end user.

The right labour & employee relations solution empowers end users to process cases in real time and to create, customise and consume reports, dashboards, and data visualisations. It also enables them to benefit from real-time data discovery and easily share business intelligence to make more informed decisions.

Q5. What about enhancements and new features?

A: When users require new features or when legislation and policy changes occur, an organisation has to invest additional time in designing, coding and testing. A labour & employee relations solution is a dynamic business tool; one cannot just 'set it and forget it'. Restrictions in the organisation's capacity to be responsive to change can result in the system having a limited features set and in it missing key elements as needs and circumstances evolve.

Just as an organization understands that changing requirements in its own industry, a third-party vendor continues to innovate to meet new demands, requirements, and regulations.

Q6. How simple is it for the built solution be integrated within the larger HR ecosystem?

A: The erNavigator solution can be fully integrated with existing HR systems and processes, allowing for a seamless solution. Built solutions generally cannot be integrated or integrations cannot be updated and maintained as surrounding systems change, leaving the built solution as a limited, stand-alone application.

A flexible and scalable solution

Selecting the erNavigator will limit implementation time, reduce the cost of ownership, provide a guaranteed path to success, and offer easy online access to a range of features aligned to best practice. A key aspect is that it keeps up with all the latest technologies, rapidly changing business practices and evolving legislation.

It is a solution that will help you to ensure that all your labour & employee relations processes are optimally managed, that risks are minimized and that administrative costs are reduced. It will also promote visibility and transparency, all while safeguarding employee information and ensuring fair and equitable treatment.

Speak to one of our consultants today and we will help you tailor a software solution unique to your labour & employee relations needs.



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