

MAKE LIGHT WORK OF HEAVY HR CASELOAD

Manage complex Employee Relations issues effectively with Workpro HR case management software





WHY WORKPRO? 12 WAYS WORKPRO IMPROVES ER CASE MANAGEMENT

SERVICE EXCELLENCE

Convenient access

All case information and activity stored and managed in one system, improving coordination and ensuring a faster response.

Ownership and accountability

Cases and tasks are assigned to named individuals. Everyone knows exactly what needs to be done next, by whom.

Reduced handling costs

Duplication of effort is eliminated and the admin burden is lightened - ensuring cases are processed more quickly and effectively.

Improved visibility across cases

Previous issues or advice given can be seen immediately, and recurring or linked cases can be readily identified for consistency.

INCREASED PRODUCTIVITY

Prompts Action

Alerts and reminders prompt action, keeping everything on track and ensuring deadlines are met.

Consistent, speedy correspondence

Quality correspondence, e.g. acknowledgements, quickly produced using standardised (email and letter) templates, auto-populated with case data.

Effective Planning and Scheduling

Workload and performance management tools give clear visibility of case and task status and possible issues requiring attention.

Improved reporting

Scheduled and ad hoc reports easily produced using the standard reports library and flexible report creation tools.

SECURITY AND COMPLIANCE

Consistent, compliant process

Clear workflow guides staff so Employment Law and procedures are always correctly followed, and cases fairly handled.

Data protection (GDPR)

Compliance with data protection and data access laws is supported by the file management tool and workflow notifications.

Lessons learned

Nip occurring issues in the bud. Interrogate case data to identify trends, root causes and case clusters so preventative or rectifying action can be taken.

Security and audit

Case data is securely stored and backed up. Authorised access only, with full chronological history of case activity.

Workpro offered us all the features we needed, at the right cost. The HR team enjoy the greater degree of control Workpro gives them over their workload. The service provided to the business as a result has improved, with easier reporting to line managers on case status for example, as well as reduced turnaround time for case handling.

**Simon Hancock Casework
Operations Partner DE&S MOD**

EMPLOYEE RELATIONS CASES CAN BE COMPLICATED, SENSITIVE... AND A RISK



WORKPRO HR CASE MANAGEMENT SOFTWARE HAS BEEN SPECIFICALLY DESIGNED TO HELP YOU EFFECTIVELY MANAGE EMPLOYEE RELATIONS CASES IN COMPLIANCE WITH YOUR POLICIES AND EMPLOYMENT LAW.

Workpro HR will help you:

- Effectively manage workload and timescales.
- Assure security and confidentiality of sensitive issues.
- Improve HR service and reporting to the business.
- Provide timely advice and guidance before situations become critical.

I ALREADY HAVE A HR SYSTEM, WHY SHOULD I LOOK AT WORKPRO?

Standard HR systems record routine information well, such as payroll and holidays, but when it comes to complex or sensitive HR casework a more specialised approach is needed.

Working alongside existing systems, Workpro ER manages the timescales, processes and documentation associated with ER cases.

Workpro HR comes with 25 standard case types:

- Absence Management
- Disciplinary
- Flexible Working
- Grievance
- Health & Safety
- Performance
- Redundancy
- TUPE
- Data Protection...

The full list is available on request.

We delivered our first case management system in 2003. Workpro is based on our extensive knowledge of industry best practice in case handling.

Off the Shelf but Customisable

Workpro comes 'ready to go' with 25 ER case types already built in. However, it is also highly customisable and adaptable should you need it.

UK Based Cloud Hosting

Workpro Software as a Service is hosted in highly accredited, UK based data centres with 24/7/365 security and 100% availability.

On-Premise Option

You can also choose an on-premise system if preferred. We can deliver Workpro using Microsoft Virtualisation technology or on a pre-configured server.

Workpro also offers:

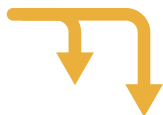
- Industry standard data encryption
- Microsoft Office and Outlook integration
- Responsive, easy-to-use interface
- Configurable user access permissions
- API (Application Integration) tools
- Limited training required

WORKPRO HR TOP FEATURES



Case Capture

Record all case details whether incoming or outgoing, across multiple channels (web, letter, email, phone and text). Context sensitive input and look-up lists ensure speed and accuracy.



Configurable Workflow

Workflow sensitive to case type, with performance indicators and time limits configured in, guides users through the correct process at each stage. Multiple case types available out of the box.



Alerts, Reminders and Alarms

Highly visible alerts and reminders, along with task management tools, keep cases on track. Time limits and thresholds are built in to the workflow.



Document Management

All documentation associated with a case is held and managed in one place, with support for all common formats. Documents can be automatically created in the workflow.



Auto-populated Templates

Professional, high quality letter and email templates promote productivity, accuracy and consistency. Correspondence is automatically populated with case data to save time.



Case Ownership

A named person is allocated for every case and cases can be reassigned as necessary. Tasks can also be allocated to other individuals as part of an investigation.



Real-Time Performance Monitoring

Dashboards and real-time case and task views track performance. Monitoring can be done by individual case, staff member, team caseload or across the whole organisation.



Reporting and Analysis

All data and documents in the system can be interrogated to produce statistics or reports. This ability goes right down to document level. Everything is available for analysis.



Quick and Advanced Search

Workpro accumulates a wealth of information. Search facilities support staff to make better, well-informed decisions, delivering the right data at the right time to the right person.



Full Security and Audit features

Access to the system or certain cases is restricted according to your company policy, protecting sensitive data. Maintains a full, chronological history of case activity.



User Maintained Admin Tools

Administration tools allow aspects of the solution to be maintained by authorised system administrators, e.g. user permissions, lookup lists, KPIs, templates.



File Management Utility

Supports client records management and document retention policies. Under authorised administrator control, this process can be scheduled and automated.

For more information on how Workpro HR can help your organisation or to arrange a free demonstration:

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