

CLIENT UK Ministry of Defence, Defence Equipment and Support
PROJECT TITLE Employee Relations Case Management System

Improved Consistency and Control in Employee Relations Casework

The DE&S HR team support **12,000 employees** working in the procurement and supplies area of the UK MOD.

Workpro software was selected to bring improved efficiency and reporting to Employee Relations management.



Developing a Workforce for the Future

Defence Equipment and Support (DE&S) employ a civilian workforce of 12,000 working in the procurement and supplies area of the Ministry of Defence (MOD) – buying all the equipment and services that the Royal Navy, British Army and Royal Air Force need to operate effectively.

DE&S were seeking to bring ER casework for this large workforce back inhouse, as this service was previously undertaken on their behalf by Defence Business Services (DBS). DE&S therefore required a new case management system for caseworkers in their HR team. The new solution had to be deployed within 6 weeks from approval.

Workpro was selected from the UK Government Digital Marketplace, using the G Cloud framework. Deployment of the new Workpro system was achieved on time, with the core system going live just 2 weeks from contract sign-off.

G Cloud procurement route

Using the G Cloud framework as a procurement route saved time for

DE&S. Transparent pricing and service descriptions allowed them to quickly shortlist suitable suppliers, with pre-agreed terms and conditions offering safeguards on the contractual side.

G Cloud is a framework for cloud hosted software and support services, which can be used by organisations across the UK public sector. The framework is managed by the Crown Commercial Service (CCS) who carefully evaluate suppliers during the tender process.

Fast Deployment and Future Configurability

Given the tight timescales, MOD needed an HR case management system that was 'ready to go', but they also wanted the ability to customise elements of the system to their ways of working. Two factors stood out in the Workpro solution – the number of case types pre-configured into the system and the ability to further customise.



A phased approach was adopted:

The initial phase required fast deployment of the standard Workpro HR system. Client specific security settings and KPIs were quickly implemented and the HR team were able to start recording live cases on the target date, 1st April 2017.

A subsequent phase planned further customisations. However, after using the "out of the box" system successfully for a year, DE&S have found the amount of customisation required to be much less than originally anticipated - tweaks to their terminology and local processes for example - and this phase can be conducted without time pressure. Experience on the system will also reduce the time taken for this phase - the users have a very clear idea of what they do and do not want to see changed.

Many aspects of the system can be maintained and adjusted without CAS intervention. Look up lists, user permissions, categories, templates, KPIs and more are all maintained by the DE&S authorised system administrator.

24 Case Types Built In

Workpro comes with 24 case types built in, for example Grievance, Disciplinary and Long Term Sick Leave. DE&S currently use 8 of these but have all available if needed. Each case type includes its own sub-categories, stages and possible outcomes, and will be able to adapt to any future changes in DE&S policy or process.

Increased Efficiency and Standardisation

The DE&S HR team now have one system from which they can manage all employee relations case activity. This has greatly reduced the administrative burden and has eliminated duplication of effort, saving time and therefore cost.

There is greater confidence that cases are being handled consistently. Document templates within Workpro ensure standardised correspondence is issued promptly. Workpro tasks remind users when actions are due, and various alerts and case views highlight any deadlines that are approaching. So, both users and managers have a much clearer picture of what needs done next, by whom.

Learning and Business Improvement

DE&S now have access to management information on ER casework, that previously would have been difficult and time consuming to access and collate - or just not available. The Workpro system enables reports to be easily produced:

- Categorisation data is collected as part of the workflow.
- Standard reports are automatically generated.
- Ad-hoc reports can be created at any time.
- Trend and Root Cause Analysis enables DE&S to identify common issues so that remedial or preventative action can be taken.



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



Workpro ER clients include:



Workpro is developed by Computer Application Services (CAS) who have been offering "Computer Applications" since 1969. The Edinburgh-based team serves government and corporate clients throughout the UK and overseas, offering targeted configurations of Workpro to manage complaints, regulated casework and Employee Relations caseloads.

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