



BPM STREAMLINES HR PROCESSES FOR AUSTRALIAN EMERGENCY SERVICES ORGANISATION

Challenge

Too many time-consuming, paper-based forms slowed productivity at an emergency services organisation in Victoria, Australia. Employees were frustrated by the time required to process paper-based pay variation forms, and management were equally frustrated by the time consuming manual authorisation process. When the forms arrived in HR, most of them were inaccurate, taking many hours to correct.

Solution

The client selected the webMethods Business Process Management Suite (BPMS) to integrate and streamline HR and Payroll business processes. Processes now take far fewer steps—completed in days instead of weeks. Accuracy has improved dramatically, and staff and management can see the status of the forms at any time to address hold ups.

Benefits

- Reduced cycle times—from weeks to days
- Reduced error rates—from 30 percent to less than five percent
- More satisfied staff, thanks to less manual data entry
- Greater visibility—HR can troubleshoot process bottlenecks in real-time
- Improved process management—management can measure performance and continuously optimise processes
- Ensured compliance with form authorisations
- Reduced wasted paper
- Extended value of existing core systems

Get There Faster.™

“The system proved very easy to use and the pre-populated data from the HR system made completing the forms far easier, more accurate and less time consuming.”

HR Project Manager

Getting processes under control

The client processes more than 2,500 HR Staff Engagement and Change Advice Forms a year for its 1,400 staff, comprised of Emergency Services Workers, support professionals and administrative staff.

According to the HR Project Manager, the overly complex forms were not designed with the end-users in mind, and information required to populate them was locked in the HR system and not easily accessed by staff and management.

Before automating the forms and processes, typical complaints from employees were:

- Too many complicated forms to fill out
- “I can’t access the information I need to fill out the forms accurately.”
- “I don’t understand the business rules.”
- “It takes too long to receive pay adjustments!”

Management were dissatisfied with too many forms to review and authorise. It took too long to find and cross reference related forms. Getting the information needed to authorise forms was difficult.

The HR department had their own concerns:

- Most forms were wrong when they arrived in HR and it took hours to correct them
- Forms often went missing because they were difficult to track
- Too much duplicate data entry
- Too many phone calls from employees asking about their pay variations
- HR staff took the heat for processes that they couldn’t control

webMethods to the rescue

Working with a combined team of Global Consulting Services and Software AG partners, the client deployed webMethods BPMS. This industry-recognised BPM software enables IT and business to collaborate on new processes and quickly build them—without costly and time-intensive development. Global Consulting Services from

Software AG contributed best practices so that the client could realise results—faster—from its HR and payroll process improvement initiative.

To start, the client BPM-enabled its HR forms process for staff engagements and changes to employment conditions. Before using webMethods BPMS, the process spanned 16 different steps and took weeks to complete.

Now with webMethods BPMS, the process is completed in half the steps in just days. In the project’s pilot phase, the HR project manager noted the time savings, increased accuracy and greater convenience. For example:

- Pre-populated data from the HR system makes completing the forms far easier, more accurate and less time consuming
- Forms are sent to authorisers electronically, meaning they no longer have to be in the office to provide signatures
- Signed documents no longer need to be scanned before sending them to HR
- Each form’s progress is easily tracked, giving the HR admin team the ability to “case manage” incoming work that would previously have been invisible
- HR gets fewer phone calls
- HR is better able to meet payroll cut-off deadlines
- Incoming forms are more accurate and easier to read, reducing time to check and correct them

Gaining time—and a greater understanding

The HR project manager said centralising the submission of the forms has resulted in better oversight and control of staff engagements and changes to employment conditions.

“The system made it easier to liaise with Learning and Development staff for checking competency attainment related to promotions and increments,” she said. “There was no longer a need to send paperwork to Learning and Development or to scan forms, which reduced turnaround times and administrative workload.”

Another bonus is that the HR admin team can now take over the task of checking and accepting the forms—a job previously handled by the HR Consulting team. This transfer of work has shortened turnaround times and reduced the HR Consultant’s workload. The HR admin team has gained complete ownership of all process steps.

KEY COMPONENTS

webMethods BPMS unites leading BPM and Service-Oriented Architecture (SOA) capabilities to offer a comprehensive set of fully integrated tools for automating and managing processes. In a collaborative environment, business and IT can work together to design, simulate, test and deploy processes—then in real-time monitor those processes.

Global Consulting Services offered best practices and proven methodologies to help the client speed up the deployment of this process improvement solution.

Take the next step to get there – faster.

ABOUT SOFTWARE AG

Software AG is the global leader in Business Process Excellence. Our 40 years of innovation include the invention of the first high-performance transactional database, Adabas; the first business process analysis platform, ARIS; and the first B2B server and SOA-based integration platform, webMethods. We are unique in offering the world’s only end-to-end—and easiest to use—business process management (BPM) solutions, with the lowest Total-Cost-of-Ownership.

Our industry-leading brands, ARIS, webMethods, Adabas, Natural and IDS Scheer Consulting, represent a unique portfolio for: process strategy, design, integration and control; SOA-based integration and data management; process-driven SAP implementation; and strategic process consulting and services. Our comprehensive software and services solutions allow companies to continuously achieve their business results faster.

Software AG – Get There Faster

© 2010 Software AG. All rights reserved. Software AG and all Software AG products are either trademarks or registered trademarks of Software AG. Other product and company names mentioned herein may be the trademarks of their respective owners.