

reach-hr



**HR SHARED SERVICES
@ THE DESKTOP**

The majority of HR departments will have an objective to reduce the costs of providing HR services. This has led to increased interest in outsourcing – yet this is not always a guaranteed way of delivering savings. The most common initiative to reduce costs has seen the implementation of ‘Self-Service’. Although this has often been implemented to empower employees, it has also successfully transferred cost away from the HR department.

However, the scope of ‘Self-Service’, even from major vendors such as PeopleSoft, Oracle and SAP, still does not cater for all the possible functional elements that come under the umbrella of HR. In addition, organisations have found it difficult to integrate outsourced elements, such as Payroll or Pensions, into their ‘Self-Service’ solution.

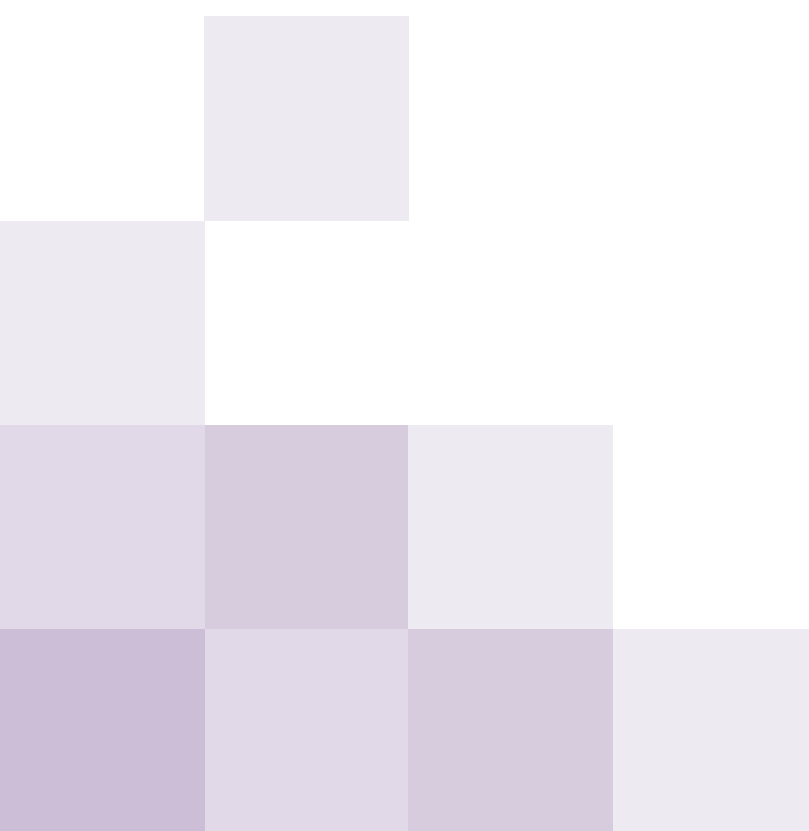
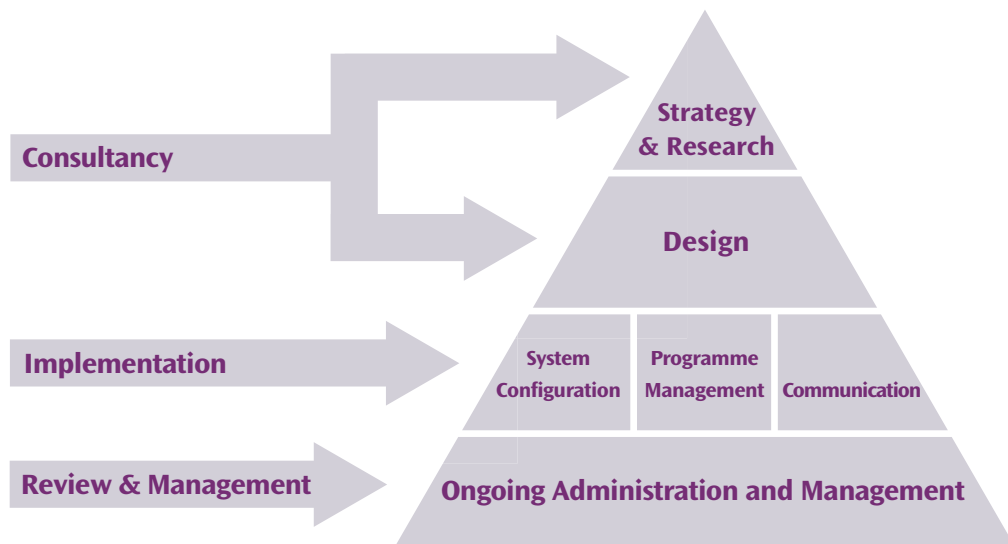


An employee portal is both the answer and the next logical step on the evolutionary process that is ‘Self-Service’. It enables access to all relevant people related data, wherever that data resides. During the past 12 months we have witnessed the employee portal becoming a fundamental building block in an organisation’s HR service delivery strategy.

HR Shared Services @ the Desktop

Reach–HR Shared Services @ the Desktop are experienced in constructing simple and effective employee portal solutions as well as highly complex, fully integrated, enterprise portals where HR is a major constituent module.

Our services are divided into three main areas:



Consultancy

Strategy & Research

In order to facilitate seamless integration of the solution, it is important to match your portal infrastructure to the objectives of your HR strategy and to integrate with existing IT and communication strategies.

Whether your organisation wants to host the services and applications or there is a mixture of outsourcing suppliers, we deliver a service that the employee sees as 'joined-up'. We can facilitate as much or as little outsourcing or hosting of new services and existing services as you require. Systems can be implemented and configured to exist alongside current systems you are not yet ready to replace.

By working with your team we will assess the various options and costs to choose the solution sets that deliver the best value and aligns with your strategic direction.

The responsibility for the various systems, information conduits and policies within the company will not change. The owners will be given the tools to communicate and the training, where appropriate, to keep their information fresh, relevant and dynamic. Obviously no two companies are identical and our solutions will be designed, implemented and delivered to address your needs.

Our recommended approach is to deliver in stages within a prioritised sequence to gain maximum benefit and enthusiastic uptake. We load applications and content in a structured way to achieve your required goals. Depending on your architecture, we will work on your behalf with all relevant suppliers to speed delivery and transfer the required knowledge to enable you to become as self-sufficient as you wish to be.

Design

In the design phase the key components we address are:

- **Presentation Layer** – we ensure that the ‘look and feel’ of the employee portal supports your brand values. We will also make sure that intuitive usability is a pre-requisite and not an after-thought, by using focus groups throughout the design and development stages.
- **Content Management** – we provide added value in the selection of the content management tools to enable an efficient operation. The actual content of the employee portal is dependent on the communication strategy to the employee base, eg technical, sales, competitor news, policies and financial information.
- **Single Sign-On** – we address the complexity of allowing staff secure access to applications and information through the employee portal without the inconvenience of multiple identifications and passwords. This approach gives secure access for the manager and employee to the systems and information for which they have authenticated permission. We can work with your in-house security advisors to ensure the solution is safe and secure, whether accessing from within your premises, or from an external Internet access point.
- **Integration Layer** – we ensure a single update, eg change of address, is correctly applied to all systems underpinning the portal.
- **Customisation** – we provide solutions that allow for ‘role-based’ content, filtering and ‘need-to-know’ functions to achieve user-friendly and efficient information retrieval.
- **Look and Feel** – we will work with you to ensure that the most appropriate solution is identified. The ‘look and feel’ can be unique to the HR project or can closely align with an existing corporate design. We have expertise in:
 - Graphical design
 - Navigation paths
 - Site mapping
 - Presentation of data and information
 - Help and process guides

Implementation

Once your strategy has been formulated and the business case approved, the challenge of turning it into reality begins. Our implementation method covers both the technical activities required to put your strategy into effect and the complementary people and process changes to ensure enthusiastic acceptance.

We believe that the combination of factors within any implementation is unique. However, there are benefits to your organisation, in terms of cost and timescales, of utilising resources experienced in HR system and employee portal implementations.

Areas where our consultants provide implementation support include:

- **System Configuration** – we provide all the technical skills in the configuration and installation of the employee portal.
- **Programme Management** – we establish the programme's framework, coordinate project level plans, identify and resolve risks and issues, and manage the programme's stakeholders and resources to ensure that the benefits are realised.
- **Communication** – this stage is vital to successful implementation and a communications programme will need to generate a high level of interest, as well as support and address employee concerns. We can help you formulate objectives, design the message, select the right media and ensure effective and integrated promotion.

The implementation of any new system or solution needs to be carefully planned, appropriately resourced, and expertly managed if the programme's benefits are to be realised. By securing our expertise you can be assured that the implementation of your programme is in safe hands.

Review and Management

We will also assess what has been achieved through the delivery of your programme. This will enable you to evaluate the status of benefit realisation, and re-focus future plans for subsequent stages.

- **Service Scope** –we evaluate the degree to which expected benefits from the employee portal have been realised.
- **Performance** – we evaluate the service level of the areas affected by the employee portal at organisation, department and employee level. We supplement factual data with customer service feedback to measure how the changes have been received.

Our review will enable you to communicate to the stakeholder community your successes to date. It will identify any areas where further focus is required and also detail opportunities for additional benefits not identified in your original strategy.



Benefits

Our services improve business efficiencies beyond the HR function and ROI has been delivered within 12 months. Employee Portals increase employee satisfaction and productivity by structuring facilities and services that employees prefer and giving them personalisation rights.

Our services and Employee Portal solutions deliver:

- Cost Reductions
- Improved Productivity
- Business Alignment
- Increased Organisational Effectiveness
- Measurable ROI

Reach–HR

Reach–HR are recognised experts in the field of employee portal management, consultancy and development. Our consultants have been delivering employee portals for the past three years. They have a rare combination of HR Service Delivery expertise coupled with technical know-how in what is a very new but often confusing area. We have also developed formal relationships and partnerships with a variety of portal software suppliers, to ensure our solutions deliver best value for money.

As experts we continue to evaluate all aspects of the market so that our clients can benefit from our knowledge. We deliver manager and employee access to HR systems, processes and information that research tells us employees ‘need and want’ to perform their roles, in the most efficient way available.



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