

Customer case studies

Hill Dickinson LLP

International law firm Hill Dickinson LLP was founded in 1810 in Liverpool, which was then considered to be the second port of the British Empire. 2010 marks the firm's 200th anniversary! Its rich history over two centuries includes cases like the sinking of the Titanic.

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HR Systems and Benefits Analyst



Industry Law practice

Geographic International

Employees 1200+

Solution SelectHR

Modules Earnie payroll

Hill Dickinson LLP has offices in Liverpool, Manchester, London, Chester, Piraeus and Singapore. The current practice has evolved with a series of mergers and now employs over 1200 people with over 160 partners.

"We are an ambitious law firm, and our people are the key to achieving our goals," says Andrew Rushworth, Director of Human Resources. "It is the mix of skills, experience and perspective which they bring that drives the firm forward."

With this in mind, Hill Dickinson LLP has made Human Resources a cornerstone of their business philosophy and managing their employees is obviously paramount to their success. Their current HR set up includes Andrew Rushworth, HR Director, a Learning and Development team, a Recruitment

team and a generalist HR team – fifteen people in total.

Jane McDiarmid, HR Systems and Benefits Analyst, has been using SelectHR since her arrival at the firm. "My role is within the generalist HR section, maintaining and updating the systems (SelectHR, plus our flexible benefits platform) and reviewing and monitoring our benefits packages," she says

The challenge

Back in 2006 the initial search for an HR software solution was prompted by the need to record and monitor personnel data in a more efficient and cost-effective way. Records were held on spreadsheets and within a small database but there was little or no reporting available. This made collating information on staff difficult and unreliable.

Hill Dickinson LLP invited three companies to demonstrate their solutions to the IT and HR teams.

“We chose SelectHR because of the many work processes we could automate and the ability to create bespoke reports easily and quickly, giving real-time information that was accurate,” says Jane. “Pricing was also crucial to us and SelectHR offered the best product at the best price!”

The benefits of SelectHR

Although Jane was not part of the organisation when SelectHR was originally purchased, she is currently working on the latest version and has been able to take advantage of the benefits it offers. “My intentions for the future will be much better served with the flexibility available in SelectHR,” she comments.

Self-service

Jane is keen to develop this further as it has been very successful to date with members of staff. “We use it for requesting holidays and completing appraisals and it is working well in this respect. I have plans to incorporate recruitment on SelectHR and also provide reports for line managers online - the fact that this is now possible is great.”

Appraisals

“The development team at Access Select created an appraisal report for us so that there is functionality to print out an appraisal in the format of a form straight from SelectHR,” says Jane. “The team also worked on our actual appraisal process and workflow with us to make the whole process as seamless as possible.”

SelectHR’s workflow tool is based on the Windows Workflow Foundation (WWF) and makes full use of the “drag and drop” facility – an easy way to create your own workflows.

Absence

Absence is always a key area for HR teams to administer. “We currently record sickness and holidays via self-service on SelectHR,” Jane explains. “I think the process of employees being able to book holidays online versus the paper form they used to use has had a great impact on the administrative burden of the previous process.”

Functionality

“There is so much available functionality that I am probably busier now than I used to be! However, it is much easier from an admin point of view and pulling reports via Crystal also helps with KPI figures and monthly reporting for various other parts of the business – information that would have been more difficult to pull together without the flexibility of SelectHR,” she comments.

Dashboards

In addition to the comprehensive suite of standard reports available with SelectHR the solution also provides each user with unique dashboards which include charts, gauges, listings, slideshows and links to external sources on the web. “I like the concept of using dashboards on SelectHR,” says Jane. “It is very innovative and could be really useful for everyone using SelectHR.”

Links to other software

Plans for the future include a number of different projects for Jane to work on. “I want to brand the pages of SelectHR to fit more with our corporate branding,” says Jane. “I also want to be able to give managers more accessibility and information such as reports on absence via Self-service.”

“I have plans to provide workshops for employees on using Self-service so they are familiar with it,” says Jane.

“They need to be confident using it so when other new sections are introduced employees are happy about using them and we all get the most from SelectHR.”

Who we are

Access will give you the advice, tools and clarity you need to make effective decisions, quickly and with certainty. As both a business-focused consultancy and a specialist software developer, we combine our innovative software with practical experience to deliver a solution that’s exactly right for you and your business.

We believe your solution must be ready for the future, as well as right for today. Because your business will constantly evolve, we provide a software solution that grows with you. Our modular software covers a complete range of business, financial and administration processes and can be flexed to give you the precise view of your business that you need at any time.

With Access, you can be sure you’ve got the clarity you need to reach your business goals.

Further information

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