

Customer case studies

NSHousing

Formed in 2006 to manage homes transferred from North Somerset Council, NSHousing works in partnership with local, regional and national agencies to provide housing and related support to approximately 8,000 people. Through its 190 staff and 6,200 properties, it aims to achieve smarter business, better homes and stronger communities.

“SelectHR is so flexible. You really can make it look how you want.”

Hayley Pirouet, Senior HR Advisor
NSHousing



Industry	Not for Profit
Geographic	North Somerset
Employees	190
Turnover	£28m
Solution	SelectHR
Modules	Training Recruitment Self-service

The need to change

Following the transfer of thousands of properties from North Somerset Council and the subsequent increase in staff and workload, NSHousing carried out a thorough review of the software and technology it was using.

This included the HR information, which was held on an in-house database, and the council-run payroll. Keeping the database up to date relied on lots of manual record keeping and manipulation, which not only proved time-consuming, but made reporting difficult.

In June 2009 a business case was made to tender for a new HR system with the key drivers being the need for more flexible reporting, system support and resilience and increased efficiencies.

“Quick, easy access to information was vital,” explains Mick Capern, Business Systems manager. “We were attracted to the functionality that comes with SelectHR – for example, the Self-service module enabling managers to easily query absence.”

SelectHR was purchased in September 2009 following a tender process. Included in this purchase were the Recruitment, Training and Development and Self-service modules. Mick and Hayley Pirouet, Senior HR Advisor, played an integral part in the implementation of SelectHR at NSHousing.

Implementation

All Access Select implementations follow a proven methodology to ensure a smooth project.

Access Select and NSHousing worked together to create a comprehensive project plan. "With our joint input, we were able to work together through the key stages," says Mick. "These included mapping and changing our processes, extracting the data from our existing database and creating our organisational structures. Although we had some issues during the implementation, Access Select offered helpful support to ensure we delivered our key objectives."

"My advice for those companies looking to implement a new HR system would be to resource it effectively – you can't do it all and your day job," he continues. "Clear objectives and precise project management from the outset is needed, along with managing your users' expectations."

Hayley agrees. "You need to allow the system time to 'bed in'," she says. "Be realistic with timescales and allow time to build the system up to what you need."

System functionality

As SelectHR is written on the very latest web-based technology, it gives users access to all the latest features available. From an end-user point of view, this gets the thumbs up.

"SelectHR is very easy to use," says Hayley. "I like the simple, logical layout and the way it guides you through all the processes." Customising the system is straightforward, giving end users the freedom to build tailored elements into their system such as tick boxes, extra fields and columns. "SelectHR is so flexible. You really can make it look how you want," she continues.

SelectHR allows you to hold all your HR information in one place and report on any element of it – something that's hugely improved efficiency at NSHousing. "Using SelectHR means we can hold accurate data on all kinds of subjects. For example, it makes sickness reporting much easier," says Hayley. "Most importantly, we can absolutely rely on the quality of the data it provides without having to double-check."

SelectHR also enables you to automate notifications such as employees approaching retirement or the end of their probationary period. This is another area that Hayley likes. "With all the email triggers and notifications that are built in we can make sure nothing falls through the net," she says.

What's next?

SelectHR is a modular solution, meaning that clients can add to their system when it suits their needs and budget.

"Our plans for the future include linking the Recruitment module to our website," says Hayley. "We also want to use SelectHR to administer Learning and Development for NSHousing. We would like to give all our managers the Self-service facility and link it to the NSH Performance Management System to enable them to do online appraisals."

Making the move towards a paperless office is another of NSHousing's goals. With the document store and mail merge facilities in SelectHR that is now possible. To complete the efficiency gains, payroll integration is also on the wish list.

"With the link to payroll, we can further avoid duplicating work and reduce possible errors," comments Hayley.

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

For further information on this, or any other Access Select case studies, please contact the Sales Department on 01227 780440, email hrsales@theaccessgroup.com or visit our website at www.access-select.co.uk.