



## HR Software Case Study

### Who are Field Fisher Waterhouse LLP?

Field Fisher Waterhouse LLP (FFW) are a leading European law firm with over 130 partners, over 230 other lawyers and over 300 support staff. FFW have offices in Brussels, Hamburg, London and Paris and exclusive relationships with Spanish firm Jimenez de Parga and Italian firm, La Scala.

FFW's main areas of practice are corporate and commercial, IP and technology, banking and finance, regulatory and real estate with particular expertise in competition & EU law, dispute resolution, employment and tax. The firm holds sector prominence in media, technology & telecoms, retail, life sciences & healthcare, hotels & leisure, energy, transport, sports, central government and public regulatory bodies.

The firm combines in-depth industry expertise with an international client base (including listed and unlisted companies, multinationals, banks and other financial institutions, professional partnerships, trade associations and Government departments).

### Summary Pre Cascade

The firm's previous HR system was installed when the firm was a lot smaller and the internal development of the system did not grow with the firm. In addition, the issues with the system were further compounded as we were on an old version that was cumbersome to use and was missing some key processes.

The old system had no electronic workflows defined, causing some data consistency issues.

Our IT Department created a very basic Self Service offering for employees but this bespoke solution meant that important processes such as holiday booking and sickness recording were all still paper processes. These paper processes were

extremely time-consuming for both the end employees, managers and HR staff. High levels of administrative support were also required to maintain data input for new joiners, changes to records and employee queries.

### The Challenge

Following on from the decision to implement a new HR system, a project team was formed consisting of members of the HR & IT Departments. Our in-house IT Business Analyst was given the task to investigate our current product and to discover our requirements for a new solution. Once our Business Analyst had completed the requirements, we went to market to compare product functionality against our needs. We also gained a general understanding of the costs involved. A business case was presented to the project team and Finance Committee and a budget was subsequently approved.

Further business analysis including product scoring was completed on the various solutions available; Cascade and one other product were short listed. After demonstrations of the two short listed products and other research, such as industry specific reference site visits, Cascade were identified as our preferred supplier.

The major reason behind the introduction of a new HR system was to streamline our internal processes and reduce the administrative overheads. We were also keen to empower our employees to be responsible for keeping their own data up to date. With the problems identified with our current software and an alternative identified, our project team had authorisation to proceed with purchasing Cascade.

### The Decision

One of the main reasons that we chose Cascade was that we wanted a modern, clean looking .Net solution that employees would find easy to navigate.



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### The Decision Continued

We were also keen to have a system that we could easily configure to create new screens to hold data specific to our industry.

We found that features such as booking a holiday within Cascade were very easy to use, so much so that we did no formal training for our Self Service roll out. We were also keen to take advantage of the security features that allow employee access to be easily administered.

FFW chose Cascade as we required a flexible, configurable, tried and tested HR Solution that was created using the latest .Net technology. We were impressed by the unique development plan for the Cascade product, which is totally geared towards the needs of their clients, rather than an inflexible roadmap.

We felt that Cascade had the right product, team and attitude to assist deployment of our HR vision to our staff.

### The Project

Our project had extremely tight deadlines constraints; we rolled out to the HR team in the beginning of October and Self Service to our UK employees at the end of November. We then followed this up by rolling out on-Line Appraisals in the middle of January to the UK and then Self Service and On-line Appraisals to our Brussels office in February.

The reaction to rolling out Cascade has been very positive throughout the firm, from the HR team to our employees. Our employees have found the system very easy to use and there is general consensus that the new system has saved many hours of administration time on holiday and sickness on-line processes alone.

Implementing the system was made easier by our HR team going through a large data cleansing

exercise before we imported the data into our new Cascade database. This basically involved our HR team spending time checking the validity with employee's data to ensure it was as accurate as possible. This increased the efficiency of the data import to cascade and reduced the amount of incorrect data queries once we went live with Self Service.

Throughout the process our assigned Cascade Project Manager Aileen assisted our project team with the roll out of the product. Aileen was backed up by a very good Helpdesk team and excellent consultants (Ric Mellor and Owen Williams).

### Summary

The major reason behind the introduction of a new HR system was to streamline our internal processes and reduce the administrative overheads. We were also keen to empower our employees to be responsible for keeping their own data up to date and Cascade has proven to deliver these benefits.

We have saved a significant amount of time through streamlining the process for booking holidays, adding sickness absence, recording self-certified sickness, updating personal details and completing on-line appraisals, via Self Service and workflow.

Cascade has met expectations, and is a significant improvement on our previous HR system. The workflows and Self Service have been particularly well received.

We would recommend Cascade without hesitation, and we have already done so.



Optional Features	2 weekly 4 weekly pay frequencies	Yes
	Directors National Insurance	Yes
	Contracted-out Pension Deductions	Yes