

Macmillan Publishing

NorthgateArinso's 'empower me' HR system will provide Macmillan with self service functionality for its 1,400 staff in 100 departments.

The Company:

Macmillan is one of the largest publishers in the world, operating in over 70 countries. It has a wide portfolio including academic, scholarly, reference, educational, science and fiction titles. Innovation is very important to the company and it therefore places an emphasis on employing people with the creative and business sense to develop and implement new ideas.

Sector:

Publishing

Challenge:

To enable Macmillan's staff and line managers access to relevant HR information, improve reporting capability and streamline the recruitment process.

Solution:

NorthgateArinso's 'empower me' HR system will provide Macmillan with self service functionality for its 1,400 staff in 100 departments across five UK locations.

Benefits:

- Standardised administration practices across all sites
- Integrated pensions and benefits information on a single platform with online access for staff and managers
- Self service functions that empower employees to update their personnel information and that free HR staff for other, more valuable tasks
- Moving from paper-based processes to online
- Recruitment information available online and a workflow system installed to add efficiency

Background:

When Macmillan took the decision to upgrade its Empower solution from NorthgateArinso to the latest version, incorporating the 'Empower Recruitment' module, the upgrade presented an opportunity to integrate the new 'empower me' self-service module into the system. It was estimated that this would save at least three employee-days per month across the company, as well as ensuring employee information would be kept up-to-date and accurate by empowering employees to maintain their own records.

Solution:

Empower me will deliver immediate service improvements in several key areas. Macmillan foresees additional benefits being realised when extra functionality within the software is enabled for subsequent phases of the company's strategic service improvement plan.

Improvements include:

Employee access to relevant HR information

Using empower me, employees can access and, with authorisation levels defined as appropriate, amend a range of personal data including contact details and dependants. They can also access salary and P11D information and career history records. This helps to ensure that employee information is more likely to be accurate, as well as relieving Personnel staff from the time-consuming tasks of updating records and providing answers to routine information requests.

Recruitment efficiency and information

Vacancy details, job descriptions and adverts held in the recruitment system mean Personnel no longer rely on paper files and disparate localised systems. Details stored in the system feed through to empower me, allowing managers access to candidate information. This ability to centrally store recruitment-related documentation also means that an archive of applicants' CVs can be kept. If a previously unsuccessful applicant later applies for another job, the line manager and personnel officer can look up the previous application paperwork: previously there wasn't a simple way to cross-reference applicants like this.



"What our customer said"

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Rob Waugh-Bacchus, Macmillan's Business Analyst Project Manager.

The recruitment and selection process is being mapped in the system, against the nine main stages provided in the software. These are configurable to Macmillan's needs. Each action can be assigned to a named individual, be it a line manager or someone in Personnel. Each stage can of course be scheduled in advance. For example, personnel officers can schedule interviews in a line manager's Outlook diary. This saves time and contributes to the overall professionalism we present to candidates.

"The workflow system affords greater flexibility than other workflow systems I've seen," says Rob Waugh-Bacchus, Macmillan's Business Analyst Project Manager. "Many workflow systems constrain users. Macmillan needed a system that allowed us to define the process, but the flexibility to save and exit processes that needed to be deferred. We are able to define the process to meet our precise needs, setting up different processes for different divisions, or even individual job roles."

"The recruitment reporting capability is very impressive. We can identify where each post was advertised and therefore track the effectiveness of advertising in different places. This will undoubtedly help us to target our advertising spend more effectively and advertise in the right places for each post."

Absence management capability

Managers can view the cost of absence in their department, based on salaries, the number of days off and so on. Reports can be run to analyse the situation between any two dates, either for an individual, a section, department, or all employees. Complex queries back-end can be raised to determine the true cost of absence. Managers are able to add absence records on account of their employees, thereby reducing the administrative burden on Personnel.

Managers have visibility of company assets recorded against each of their employees through empower me. Managers are therefore able to determine at a glance mobile phone, Blackberry and credit card holders, those with company cars and people's security-pass level. Macmillan has always had various departments individually keeping records on these but now all the information feeds into a central point which managers can access through empower me. Asset retrieval will also be simplified as a result.

Other reporting capability

As well as the absence management reporting, managers and Personnel can access and work with useful information on a range of other issues, including:

- An individual's career history, including salary
- Training and development history and need
- Appraisal records
- Accidents at work (thanks to the creation of an online accident book)

Conclusion:

Empower me will benefit Macmillan across the business, as Rob Waugh-Bacchus explains: "More information is now available to managers and staff. This makes life easier for them and it also means there are fewer paper and telephone requests for information or record changes into Personnel. It's freeing up Personnel staff to provide better support to the business in the realms of performance management, training, grievance and disciplinary policies and overall strategy, planning and communications development.

"We have also found the system's ease of use has been a great benefit as some users are not necessarily pc-literate. The portal is both aesthetically pleasing and intuitive to use. It's been widely welcomed by the business and will form a central plank of Macmillan's Personnel Department's service offering in the months and years to come."

For more information

With the skills, experience and market knowledge of NorthgateArinso behind you, you too can be well placed to translate the HR challenges your organisation is facing into powerful opportunities.

For an initial discussion about your requirements, call us on 0800 035 0545. Email: hrcolutions@northgatearinso.com or visit www.northgatearinso.com/uk.



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