



Regent's University London

NGA ResourceLink Ensures Consistent, Reliable HR and Payroll Information



When asked about the benefits that NGA ResourceLink delivers, users often mention its ability to store and make accessible rich data about employees. This is certainly the case for Regent's University London, who also value the solution's self-service functionality.

An integrated solution, hosted by NGA Human Resources

Regent's University London has been using NGA ResourceLink for HR and payroll since 2011. The University previously relied on a variety of individual methods and tools for managing HR (including a heavy reliance on spreadsheets), as well as a DOS-based payroll system that was in need of replacement.

About Regent's University London

In April 2013 Regent's College, based in the heart of Regent's Park, met the criteria to become a university. Employing 472 people, Regent's University London is now one of the country's most internationally diverse universities, with around 140 different student nationalities on campus.

NGA Human Resources also manage the hosting of the solution via the company's secure data centre. This means that the University doesn't have to dedicate any resources to hosting or making system updates. In addition, it gives them the risk management benefits of NGA HR's extensive disaster recovery arrangements.

Self-service improves efficiency

The University uses some of NGA ResourceLink's self-service functionality. So far this lets employees view and update their personal details (address, contact numbers, next of kin etc.), and view payslips and P60s. The University stopped printing payslips for most employees to coincide with the launch of online payslips, although some are still printed for staff whose roles mean they do not have frequent access to the system.

“Having a single, consistent system that generates accurate data has improved visibility about everyone’s annual leave and time off in lieu status. A great feature is that the system holds history on every post, so we can see when a post was created and any change in working hours, position status, location, and so on.”

Parveen Baba
HR Systems Manager, Regent’s University London

Staff can also book annual leave, time off in lieu and volunteering days through self-service. As soon as a request is made an email is sent to the relevant line manager, who can then click through to approve the request within NGA ResourceLink.

Previously there were various manual processes in place involving the use of cards or spreadsheets. The new method means there is consistency across the University, and that accurate data is created that all parties can view, including HR.

Parveen Baba, HR Systems Manager, says: “There’s another benefit of having a single, consistent system that generates accurate data. This is the fact that it has improved visibility about everyone’s annual leave and time off in lieu status. This means there is more chance that people will take all of their time off by the end of each year.”

“It creates all sorts of problem when people carry over leave to the next year. One is that it’s not good for work-life balance: we want people to take all the time off that they are due. Anything that helps us to manage the situation is very welcome.”

Integrating HR and payroll

For Parveen, one of the overriding benefits of NGA ResourceLink is that it’s an integrated system: “It’s good to have one system with all the data in the same place. We just need to input data once and gone are the days when we had inconsistencies across multiple systems.”

“I think that sharing the same system has also brought the HR and payroll departments closer together: we work as a team now.”

“Another great feature is that the system holds history on every post. We can see when a post was created and any change in working hours, position status, location, and so on. I don’t think there are many systems that let you drill down into that type of post information and it’s a very helpful feature.”

The fact that HR and payroll data is together in the same system has also delivered benefits when it comes to reporting. The ResourceLink Reporting Services module within NGA ResourceLink is helping Parveen and her colleagues to develop better management information capability.

Making plans for extra functionality

The University is looking at implementing more of the available modules, including for training, personal development and reward statements. There are also plans for bringing in more self-service functionality, including giving managers access to the reporting tools so that they can run reports for their own areas.

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We help our clients become better employers through smarter, more streamlined business processes - to save money, manage employee life cycles and support globally connected, agile organisations. This is how NGA makes HR work.

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