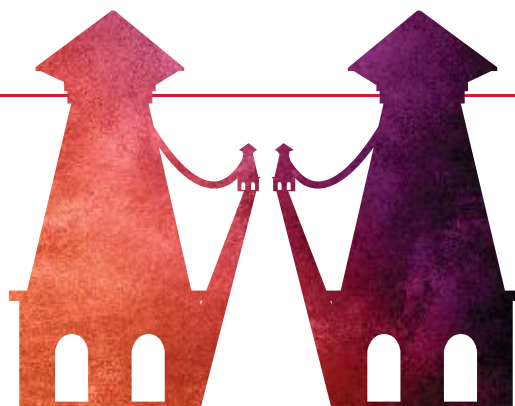




Dublin City Council

A New Era in Reporting



Dublin City Council now have 3500 people using the Optimum system to manage leave and absence, while 2500 employees also use it for time and attendance, including clocking in and out. They have created a centralised Flexi Helpdesk for changes or movements and to deal with any queries, which they have found to work extremely well. Optimum interfaces with their in-house HR systems so all staff information recorded on their HR systems feed through to Optimum, and any changes on Optimum update across other systems too.

The Challenge

With a workforce of 3500, including 2500 employees spread across 40 locations and the remainder working remotely outdoors, sourcing a reliable time and attendance solution was essential for DCC.

Tom Cleary manages IT solutions in the DCC HR Department and was keen to find the right company and product to meet their requirements.

“We had 25 full time Flexi Operators around the building who would manage time and attendance for the 2500 indoor workforce, so we needed to find a solution to free up their time. We needed an online system for the outdoor workforce to manage their annual leave and absence too,” explains Tom.

“We also have an in-house payroll system so it was important that the product we selected could interface seamlessly with this.”

The Optimum Solution

DCC searched the market and reviewed other products before deciding on Optimum. “It was the best solution for our size with the scalability we required. A lot of other systems on the market required lots of training but Optimum is a really user friendly system requiring minimal training for staff,” says Tom.

“It also interfaces really well with our in-house systems which was a key deciding factor. However, most importantly for us is the support NGA Human Resources offer. The help desk provide same day solutions for any queries and the after service is phenomenal. We really appreciate it.”

About Dublin City Council

Dublin City Council (DCC) is the largest local authority in Ireland. It provides over 100 different services to the general public from water management to street cleaning, and is even responsible for the Fire Brigade.

"From a 'Return on Investment' point of view, that's 25 salaries saved and put to better use straight away. Absenteeism has also been significantly reduced, which is another huge saving for us."

Tom Cleary
IT Solutions, Dublin City Council

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Management reporting is now extremely quick, efficient and easy. Previously all reporting at DCC was carried out using Excel spreadsheets, and as a result was time-consuming. Now, thanks to Optimum, everything is at the touch of a button and there is even a graphing module for absenteeism whereby managers at DCC can run reports and observe patterns. "I can honestly say this has reduced our absenteeism as we are now able to analyse peaks and troughs, identify black spots and deal with any issues early on," says Tom.

The Benefits

One of the main benefits is that it has freed up the time of the 25 Flexi Operators who can now focus on other work. "We have had no issues with the system and it's well bedded in across all staff and 25 departments – that's certainly some achievement.

Everybody uses it, the system works very well and we've never had any problems with it because it's so easy to use," explains Tom. "From a 'Return on Investment' point of view, that's 25 salaries saved and put to better use straight away. Absenteeism has also been significantly reduced, which is another huge saving for us."

When asked about his thoughts on recommending Optimum to other organisations, Tom has no doubts at all. "I'd say go for it. You need to have a centralised approach, if you don't know where absenteeism is happening you can't deal with it. Optimum has given us the ability to deal with this. Before Optimum, it would have taken us three days to provide statistics and analysis – now it's simply a case of one person hitting a button. It's certainly empowered departments to manage their own staff," says Tom.

"It's especially relevant to other organisations similar to ours as we all have to be transparent due to being under scrutiny from Central Government. We need statistics and information at our fingertips to respond to different challenges and questions from the IMF, Europe and from Government. These statistics need to be transparent and often provided at extremely short notice."

On a final note, Tom adds, "We needed to reduce absenteeism and Optimum certainly played a leading part in that battle. I'm sure it could do the same for other organisations similar to ours too."

NGA Human Resources is a global leader in helping organizations transform their business-critical HR operations to deliver more effective and efficient people-critical services.

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 organizations. This is how NGA makes HR work.

What sets us apart is The NGA Advantage. It's a combination of deep HR expertise and insight, advanced technology platforms and applications and a global portfolio of flexible service delivery options.

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