

The Higher Education Authority implements Softworks HR and Flexitime Solutions

Case Study

The Higher Education Authority (HEA) leads the strategic development of the Irish higher education and research system with the objective of creating a coherent system of diverse institutions with distinct missions, which is responsive to the social, cultural and economic development of Ireland and its people and supports the achievement of national objectives.

The HEA has a statutory responsibility, at central government level, for the effective governance and regulation of higher education institutions and the higher education system. The HEA acts as a catalyst for change in the higher education system, requiring higher levels of performance while demonstrating an appropriate level of accountability, consistent with institutional autonomy and academic freedom.

The Higher Education Authority implements Softworks HR and Flexitime Solutions.

The Higher Education Authority (HEA) approached [Softworks](#) to provide them with a new Workforce Management System to replace the system they had in place.

They were looking for a system with more HR features and functions that would fit with their specific requirements.

They wanted a system that had a modern look and feel, was intuitive and easy to use and that could offer a better user experience to their staff.

The Full Wish List

- **Automation** - They required an automated system to easily record employee time and attendance including; fixed hours, flexitime and part-time hours. They wanted to reduce manual tasks, administration and eliminate errors.
- **Manage Business Rules** – The ability to input their organisational rules and policies in relation to working schedules including; set hours, flexitime and part-time hours.
- **Absence Management** – They required a paperless system to manage planned and unplanned absences including; holidays, maternity, paternity, parental and sick leave with electronic approvals.
- **Employee and Manager Self Service** – They wanted employees to be able to record and enter their own time, attendance, holidays and absences as well as check flexi and annual leave balances.
- **HR Management** – They required a HR system to manage personnel details, payroll and employment contract details. They

wanted to replace paper HR forms with electronic forms, enabling the HEA to complete tasks such as; performance appraisals, absence reviews and return to work interviews via the system, rather than manually filling out forms and then having to input back into the system.

- **Training & Skills Tracking** – The facility to record employee skills and training including system alerts when an employee's skills or training are due to expire.
- **Alerts** – The functionality to set up rules for triggered and timed alerts to remind managers of activities they need to carry out such as; the approval of hours worked, holidays, absences, contract reviews and return to work interviews.
- **Reporting** – The ability to generate management reports when required such as; employee list reports, holiday balances, flexi balances and absences.

Choosing Softworks

Softworks along with three other companies were invited to present their solutions. The HEA decided to choose Softworks as the system had the best functionality.

The HEA also liked the system's modern look and feel, the reporting capabilities and the employee self service facilities.

Furthermore, Softworks had a proven track record of working with other public sector organisations, who had similar requirements to the HEA.

They liked Softworks approach of partnering with customers to ensure that their key requirements would be met and that they would get the best from the system.

They chose the following modules from the Softworks suite.

- Time & Attendance
- Absence & Leave Management
- HR Management
- Alerts & Workflow
- Employee & Manager Self-service and Mobile App
- Training & Skills Tracking
- Reports

With Softworks modular approach, the HEA can add further modules in the future should they require them. They can also easily add more employees as they continue to grow.

Implementing Softworks

The implementation of Softworks ran very smoothly. Softworks had systems in place to ensure the smooth transition from defining and setting out the HEA's key requirements and goals, to project planning and delivery, to training and education and to the final handover to the customer support team.

The project took 6 weeks in total including testing and training. According to Karolina-Anna Siedlik, HR, SEO, Higher Education Authority (HEA),

“ Overall, we were very happy with the project. Our project manager was consistently available via email or telephone and taught us patiently how to be self-sufficient and confident with the new system. In terms of training, it was very educational. ”

The Results

Following the implementation of Softworks the HEA are very pleased with the results to date. The system offers a number of benefits to both managers and employees. Feedback from employees using the system has been very positive.

“ Employees find the system easier to use and are happy to have ownership of their profile. ”

Some of the significant features of Softworks for the HEA are;

- Softworks allows us to combine our systems together (HR & Flexi), removing the necessity for paper trails.
- The system allows employees to be more involved and gives them ownership of their profiles. From a HR perspective, the system is a great way of tracking performance and attendance of employees.
- The HR Department now has more visibility in terms of deadlines, increments and pension information.

The HEA are very pleased with their new system. When the HEA was asked to describe their overall level of satisfaction with Softworks as a supplier, Karolina-Anna Siedlik, had this to say,

“ From the day we went live, Softworks was there to support us; we would highly recommend the system to others. ”



ABOUT SOFTWORKS

Softworks helps companies streamline processes, increase productivity and reduce costs through improved management, scheduling and utilisation of labour resources. Softworks offer reliable, proven easy to use, intuitive solutions for Time & Attendance/Flexitime, Labour Scheduling/Rostering, HR and Absence Management allowing both public and private organisations to better ensure compliance, reduce errors, eliminate redundancies and improve reporting – while promoting a safe, positive working environment for all employees.

For further information about Softworks solutions:

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or

Visit us : softworks.com