

Supporting the Highlands and Islands Enterprise HR function to build and succeed with Advanced



Highlands and Islands Enterprise is the Scottish Government's economic and community development agency for more than half of Scotland. Covering a large geographical area from Shetland in the north, to Argyll in the south west, we have over 320 employees spread across the Highlands and Islands. To keep pace with change, we knew we needed an HR solution that could match the evolving needs of our organisation for remote and flexible working as well as meeting the expectations from our employees for improved self-service functionality for a range of HR service functions.

The goals

Adding value through HR data

At Highlands and Islands Enterprise we have been a payroll customer of Advanced for many years, establishing best practice payroll processes using the OpenPeople product. However, we wanted to develop a dedicated HR solution to help us focus on a real value-added service for both our employees and managers. The challenge was to move from a transactional system that was focussed primarily on payroll data, to maximising the wider benefits of an HR System that helps our employees view accurate, immediately accessible employee data that is also easily reportable for managers and supports effective decision making.

Improving the employee experience

The goal for our HR function was, of course, the all-round improvement of the employee experience. The team wanted to have a solution that supported their vision and would meet employee demands - now and in the future. Further developing self-service functionality was critical to ensure that all our people are able to undertake a range of HR tasks quickly and easily using a secure online process.

Eliminate time consuming paper-based processes

Not having a dedicated system in place meant that some information previously needed to be recorded in paper form. This made gathering and accessing data more time consuming for our HR team, and it was extremely difficult to get a holistic overview. Developing online workflows to manage our processes has been beneficial in allowing us to review, clarify and streamline all of our key processes.

Say goodbye to spreadsheets

Having immediate access to real time data has allowed us to say goodbye to offline spreadsheets. We now have all employee data stored in one place as the single "point of truth" in order to accurately and actively track trends and emerging issues.

Client >

Highlands and Enterprise

Sector >

Government funded public body

Project >

Improve processes and the employee experience using HR software from Advanced

"I like OpenHR because it is simple to view, the layout is clean and the product is intuitive and easy to navigate."

Jennifer Docherty > HR Manager > Highlands and Islands Enterprise

Highlands and Islands Enterprise

The solution

Having already established a solid foundation using OpenPeople, we were naturally interested in finding out more about Advanced's HR solution, OpenHR. Jennifer Docherty, HR Manager at Highlands and Islands comments:

"We have had great account management and a lot of support from Advanced using OpenPeople over the past 10 years. So we were delighted that OpenHR was able to tick all our boxes for a dedicated HR solution."

The team are now up and running and are really enjoying the difference that OpenHR has made to the HR team.

Jennifer said, "We're really happy with how the transition to OpenHR went – we use it every day and we use it well. With any implementation you can sometimes expect a few teething issues, but we have had a fantastic Project Manager who made sure the process was as smooth as possible. We also felt that our Account Manager was as invested in the success of the project as we were."

A flexible solution which meets our needs

Some of the real added value benefits have been achieved through the customisation of OpenHR. We have been able to build the product around our needs to ensure we maximise the benefits.

Jennifer comments: "We can now look at more value-added tasks, including understanding what the data in the system is actually telling us. We have one single version of accurate "truthful data" and we make decisions based on that. The self-service functionality means that employees can input into the system without any additional HR intervention, and we can focus on analysing and addressing trends and organisational issues, based on accurate up-to-date information."

Looking to the future

The team are already looking ahead to the future with Advanced and OpenHR. Jennifer sums up:

Jennifer commented, "We are really looking forward to continuing to work with Advanced and improving and adding to our solution suite over time."

More information

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