

EAST RENFREWSHIRE



SUCCESS STORY

"Using OrgPlus Enterprise has enabled the Chief Executive, senior management and the HR department to get a much more strategic view of the authority. The managers can better understand their resources, which is critical in the current financial climate when looking to streamline services."

Karen Farrelly
HR Business Team



Industry:
Public Sector

Employees:
5,000

Solution Focus:
Accurate Org Charts

Product:
OrgPlus Enterprise

East Renfrewshire, one of 32 councils in Scotland, provides services to nearly 90,000 people in the area. The main aim of the authority is to improve and maintain an attractive, safe, local environment, where everyone has the opportunity to benefit from an enhanced quality of life.

Business Challenges

A forward thinking council, East Renfrewshire became the first Scottish local authority to create a Facebook page to publicise its services in January 2008. The authority focuses on what is best for its citizens by making its services as joined up, simple and straightforward to access as possible. This ethos is carried throughout the organisation, and applies equally to internal systems used by staff.

The council has 4,500 contracted employees across five different departments: Chief Executive's, Community Health and Care Partnership, Education, Environment and Finance. With a complex hierarchical structure, it was difficult to visualise the workforce, and it routinely took two days per quarter for each of the departments to produce organizational charts using PowerPoint. These were out of date almost before they were published.

Business Solution

OrgPlus Enterprise is now used by all employees at the council. Published org charts are accessible to all staff via the intranet, giving basic information such as name, job title, reporting line and work location. The publication of the data in this format has helped the HR department to cleanse the information held in Resource Link as people notice errors, such as incorrect reporting lines or work locations.

As the sole person administering HR systems at the Council, Systems Officer Karen Farrelly needs all systems to be easy and straightforward to use. Org charts are populated daily with data exported from Resource Link using a routine that Farrelly has been able to set up herself using Business Objects.



Senior management have restricted access to HR data via OrgPlus Enterprise and can view additional information like headcount, contract hours, full-time equivalents, KPIs, and salary details for budgeting. OrgPlus Enterprise provides an enlightening view of the organisation to senior managers, enabling them to see exactly what is happening within their areas, something that would be very difficult using traditional reporting methods, particularly in light of the council's many management levels and complex reporting structure.

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Business Results

Besides providing everyone in the council with instant access to up-to-date charts, OrgPlus Enterprise saves time in chart preparation. The resources saved by using OrgPlus Enterprise are equivalent to one month of work per year.

Looking to the future, the IT department is currently working on a new telephone directory system for the council that will include a link to OrgPlus Enterprise so staff can see basic details about the person that they are calling.

"OrgPlus Enterprise has provided East Renfrewshire with a great way to visualise our HR data," said Farrelly. "Every staff member benefits from the new system, and it has enabled us to save time across all departments; however, the real value provided by the system is in providing dynamic, visual information to our senior managers. They are now able to monitor their departments much more closely, and are able to make workforce management decisions to streamline services with all the supporting facts available to them."

About HumanConcepts:

HumanConcepts enables enterprises to better manage organizational change of all types, including growth, rightsizing and reorganization.

Using solutions from HumanConcepts, customers can achieve organizational agility, more easily understand how they are organized, plan for the future, and transition the workforce to its optimal state. Used by many of the world's largest organizations, HumanConcepts solutions provide immediate return on investment by enabling companies to reorganize faster, manage financial targets, stay in compliance and reduce both cost and risk. The company's products are certified by leading ERP and talent vendors such as Oracle, SAP, PeopleSoft and Lawson.

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