HAPPY EMPLOYEES ARE PRODUCTIVE EMPLOYEES

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Navigate your next

Have yourself a merry, busy,
process-filled Christmas.

While most of us look forward to Decembers, there is no denying that they can be stressful. The shopping, the end-of-year appraisals, the harsh Canadian winters — they take managing. Ask Albert! He dreads the end-of-year appraisals. Albert Thomas is a manager of 21 employees at a federation of not-for-profit automobile associations in Canada.

Theirs is a rich legacy, providing roadside assistance, auto touring, leisure travel services, insurance and services, among other things. The longevity of the organization, unfortunately, also means that their systems and technology can be dated, disparate, and unsynchronized.

Albert is a little worried as he logs into his laptop. He has devoted today — the entire day — to grappling with different HR processes on multiple systems. Today he needs Core HR, Recruiting and Payroll, Performance and Goals Management, as he appraises, allocates the holiday bonus, promotes employees, and hires recruits. He hopes he can get it all done before the holidays set in.

He brews himself a strong cup of coffee, grabs a bar of chocolate (he needs it for morale, and it is the holidays, he reasons with himself) and sits down to confront his task for the day. "It's not that the systems don't work or are erroneous," he says to himself, "they're just inefficient." What threatens to overwhelm Albert is the possibility of human error, as many of the HR processes are manual and rely on the HR operations team to close them out.

Albert would also like data. Plenty of it! As a data-driven person, his instinct is to rely on insights to make crucial, career-defining decisions. This is paramount to leadership style. Data, of course, exists — information around employee performance, goals, and compensation are in different silos. And, because he is a thorough, diligent manager who wants to do right by each team member, he double checks every bit of information he uses. All this checking and rechecking do add up.

On the 12th HR Portal, Albert almost gave up

At 11 PM, Albert calls it a day. He's completed appraisals for 14 employees and entered requirements for three recruits. He has seven more employees to appraise and then allocate Christmas bonuses to all. That must be tackled tomorrow. As he knots the muffler under his chin and steps into the cold, crisp air, he recalls the meeting his CIO had with Infosys earlier that year. Chloe Tremblay, the Infosys manager, seemed not just sympathetic, she also seemed to understand the problem, the myriad challenges of legacy systems, and the need for the federation to digitize their HR platform. Most importantly, Chloe and her team proposed a solution.

And by the time Albert and Chloe met, the need was for an HR platform, which could provide a modern digital experience with an employee-first approach. But soon it became clear that the federation needed to establish the primary system of HR records. This meant that they needed to retire and then consolidate multiple HR systems into a single unified HR solution, enabling them to not only reap the benefits of a fully integrated HR solution, but also provide self-service and on-demand access to its 3,000 employees. Luckily, they signed on Infosys as a single partner to manage all services from infrastructure to implementation to AMS.

And, may all your employee experiences be bright

Chloe and her team had a brilliant solution. Believing that happy employees are productive employees, they proposed not just a single platform, but also an HR-platform-as-a-service. This first-of-a-kind model provided product licenses, implementation and AMS costs under one contract and provided the services in a managed service model. This helped the federation keep its technology costs steady and predictable, and work with a single partner to ensure a complete, seamless, end-to-end project implementation. To enable a rapid onboarding onto the proprietary modern, cloud-based platform called Cobalt, Infosys adopted an implementation based on best practices and out of the box processes. In addition to covering the implementation, a number of IP solutions were also included which significantly enhanced the platform's capability.

In a nutshell, Infosys:

- Replaced multiple legacy systems and manual processes with automated workflows

- Implemented self-service features for managers and employees

- Enabled mobile access for employees

- Improved employee engagement throughout the employee lifecycle

- Established a single source of truth for all HR-related data and insights.

In July 2020, six months after Albert struggled through complicated, manual HR operations on a snowy Christmas eve, Chloe took the project live. Today, thanks to Infosys

Cobalt, the federation boasts of a seamless, streamlined, automated HR-on-demand platform that allows them to ensure improved productivity (because of the self-service features,) transparency (because of in-depth data and analytics across multiple processes,) and improved employee experiences (fully integrated automated, recruiting and onboarding processes). But perhaps, best of all, they can now drive a high-performance work culture (through improved visibility and links between performance, goals and compensation).

Now for a not-for-profit organization, operating in a world struggling with a pandemic, that's a relief. As for Albert, we are quite sure that he will be opening gifts, not HR systems, on Christmas eve this year.

There is change in the nature of change.
It is no longer linear, but simultaneous and pervasive.
Transforming everything. All the time.
The future is a kaleidoscope of possibilities.
With the promise of a transformed tomorrow.
In helping people and companies get there,
In navigating an anxious world towards hope,
We see our own next.

Infosys®
Navigate your next

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