



UK Coastal District Council Gains Process Efficiencies and Service Improvements

Arun District Council saves staff time and improves reporting capability with expanded use of Accero HR and Payroll modules in Accero's The Solution Series® HCM Solution

CUSTOMER

Arun District Council

NUMBER OF EMPLOYEES

SUPPORTED

1,100

INDUSTRY

Government

CLIENT SINCE

February 1989

ACCERO SOLUTION

- Accero HR Administration
- Accero Payroll Administration

COMPANY

Arun District Council is a Local Authority that helps oversee and manage the affairs of the coastal district of Arun, located along the River Arun in West Sussex, England. Arun District Council, one of seven such Districts and Boroughs within West Sussex, employs a staff of around 500 spread over three Departments: Strategy, Resources, and Services. Each department is headed by a Director who sits on the Council's Corporate Board. Arun process monthly and fortnightly payrolls and provide a full, in-house payroll service to the Council, a Leisure Trust, and various voluntary organizations for a total of nine separate payrolls. Additionally, they meet the recruitment, training, and other Human Resources Management needs of employees.

CHALLENGE

Arun originally deployed Cyborg products in 1989. For many years, the solution was mostly used by the Payroll Department. The HR department employed only a few Cyborg modules, which meant key HR data was stored in multiple places or, in some cases, only on paper. These HR silos of information resulted in limited reporting capability and made it difficult for Arun District Council to meet all statutory reporting requirements. Often, IT was required to spend a lot of time creating requested reports. Additionally, internal procedures and processes were neither clearly understood nor fully documented. As a result, staff was unaware of the Cyborg system's full capabilities and not adequately trained in its operation. Simply put, their Cyborg HR/Payroll implementation at the time was dramatically under-utilized and needlessly required laborious and often redundant manual effort.

Maximizing their Cyborg implementation, however, would require a complete top-to-bottom process review, fully understanding and documenting procedures, replacing various HR applications with existing Cyborg modules, and detailed product training, all of which would require a change in how many people performed their daily tasks.

"Our project was to improve the use of the system we already had (Cyborg, now Accero)," said Jane Lawrence, Project Manager, Arun District Council. "After researching alternative options, we concluded Accero was best placed in the market to provide a first class, professional service to meet our needs."

SOLUTION

In late 2007, Arun District Council undertook a comprehensive review of their HR and Payroll processes and procedures, working closely with their Accero consultant. The result gave them a blueprint for an efficient single system, which they implemented the following year.

Accero: A Trusted Source for 35 Years

Founded in 1974, Accero Software (formerly Cyborg Systems) delivers high-performance, best-fit solutions for HR and payroll processes to organizations of all sizes and in all major verticals in the United States, Canada, and the United Kingdom. Trusted, innovative, customer-driven, and visionary, Accero remains an industry-leader in creating best-in-class human resources and payroll solutions that transform departments into strategic business assets and models of results-driven productivity. Simply put, our scalable, customizable solutions streamline processes to help make enterprises more efficient.



Arun District Council's new solution included the addition of four Accero HR modules: Position Administration, Recruitment, Training, and Hourly Absence Management (HAM). They also installed Accero's Business Intelligence Tool and made improvements to the core Payroll Module, including automatic calculations of sickness (OSP and SSP) and maternity and paternity pay (SMP and SPP). The project also included giving Payroll the ability to do their own pay runs, the importing of car mileage and timecards from MS Excel into Cyborg, implementation of Accero's 24/7, plus other refinements within Payroll not directly related to the implementation of the new modules.

Key HR and Payroll staff collaborated throughout the project, and training was provided to all staff. Teams were encouraged to review internal practices and actual system usage. As a result, Standard Operating Procedures and Business Processes were documented to support each module's implementation.

RESULTS

Since undergoing their HR/Payroll system audit, updating their use of existing modules, adding new modules and training end-users on the system's capabilities, Arun District Council has enjoyed cross-the-board process efficiencies and service improvements. In one example, emails, letters, and contracts are now produced through an automated process, saving valuable staff time. In another example, HR staff can easily manage vacancies using Accero's Complement Control module.

Timely and accurate reporting, previously a huge challenge for Arun, has been streamlined. "Where before we had to work with bits of paper and multiple databases we now store all of this information in a single, integrated Accero system. This represents a huge improvement in how we operate. For example, we no longer have to rely on IT to run reports for us. We simply run a report request and, since all the data comes from our Accero system, the report is accurate and complete," summarized Jane Lawrence.

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Additionally, Arun District Council identified and established a range of fully-documented internal processes and procedures. For example, someone is now personally responsible to ensure all documentation is up-to-date and to make sure the right people attend Accero webinars and conferences.

"The Accero HR consultant assigned to our project was fantastic. She sat down with us and reviewed all of our processes, and showed us how we could move data from different locations into a single system. It was a healthy exercise because it made each of us reflect on how we perform our day-to-day tasks. Best of all, our HR modules went live exactly as planned," said Jane Lawrence.

Arun District Council plans to upgrade to version 6.0 later this year. They are also considering implementing Accero's self-service module (Interactive Workforce). As a bonus for their enhanced Accero usage, Arun District Council achieved greater communication between their HR and Payroll departments—both of which now fully use the system.