

# Empower your Managers with Manager Self Service

*“Little time is now spent in the filing room searching for key papers and OnBase has surpassed our expectations for timely retrieval.”*

– Computer Manager  
Independent Financial Services

## OnBase Solutions for HR - Manager Self Service

Empower your managers with secure instant access to the information and processes they require for managing their staff to meet business objectives and deliver business benefits.

### The Basics

Many organisations have implemented the Ulrich HR operating model, in which HR Shared Services, HR Business Partners and an HR Centre of Excellence replace local or departmental HR activity. As a result, managers are now in the front line of HR, supported by Business Partners. They deliver business benefits through the best use of their people, and participate in everything from recruitment to termination, from performance management to compensation, from holiday approval to absence management.

The more adept managers become, the more HR Business Partners are freed to perform their strategic role, and the fewer the demands made of HR Service and Call Centres. As the scope for error reduces, the accuracy of HR data improves.

### The Challenges

To be most effective in their HR role, managers need information about their teams, and simple and efficient procedures to follow. They do not appreciate waiting for information or spending their valuable time on what many regard as HR administration. So, while the Employee Self Service module of an organisation's HR system has been implemented successfully, many have found considerable resistance to the corresponding Manager Self Service application.

The principal challenge is taking managers willingly along the path to self-sufficiency in managing their people. As well as HR Business Partner support, managers need:

- Access to information held in employee files and HR systems
- Guidance on the implementation of HR policies and procedures
- Simple interactive forms and workflow to:
  - Record interview notes and select recruitment candidates
  - Transfer staff between managers
  - Confirm attendance timecards
  - Authorise expenses and holidays
  - Approve training and development
  - Manage sickness absence and record return to work interviews
  - Set performance targets
  - Record performance appraisals and ratings
  - Nominate employees for promotion
  - Record bonus, pay and benefits decisions
  - Notify leavers and record exit interviews

*“OnBase automatically monitors scan folders. It will need to be fine-tuned to meet the specific needs of each department, but OnBase is transparent to the end-user, so I don’t anticipate too much resistance from users!”*

– GIS Manager, Borough Council

- Presentation of information, processes and workflow in a simple consolidated dashboard
- Availability of their dashboard at any time and in any place.
- Ability to nominate a surrogate manager to cover periods of absence

---

### The Solution

OnBase has the capability to access your HR systems and electronic employee files to provide secure information to managers. The security within OnBase allows access to only those files, or documents, to which each manager is entitled. You define exactly what items are available. You might decide, for example, that it is not appropriate for managers to view employees’ address, telephone or next of kin details.

Interactive forms and workflow are at the heart of OnBase Manager Self Service processes. Forms are designed to match your employer brand and procedures. As much information is pre-loaded as possible to remove unnecessary data entry and to reduce the possibility of error. Entry of, for example, a payroll number will enable the form for transferring staff between managers to be completed automatically with the employee’s name, grade, current job and department details. On completion, the employee’s new job, manager and department details are transferred automatically to your HR system.

OnBase workflow will be designed to match your processes exactly.

With information at their fingertips and straightforward processes to follow, you will notice a greater degree of comfort in your managers with their HR responsibilities and fewer reasons for complaints about your HR function. Your HR Service Centre will spend less time tracing and correcting errors, and you will see fewer requests made to your HR Service Centre and Call Centre staff. Similarly your HR Business Partners will have more time to work with managers to deliver business benefits through the best use of their people.

The HR professionalism of managers will be recognised and respected by employees and assist with employee engagement and retention.

---

### Why OnBase?

We understand that taking care of employees – your most important asset – is vital to the success of your organisation. That’s why OnBase offers solutions covering the full employee lifecycle from recruitment to termination.

For some, installing OnBase Manager Self Service is a logical addition to OnBase Employee File Management or Employee Self Service. For others, it complements existing electronic employee files. Either way, OnBase integrates with your HR systems, including payroll and ERP applications, and you get more from your current software investment.

OnBase Manager Self Service empowers your managers through secure access to information, reduced form filing and data entry, and reliable workflow and processes.

Learn more at [Hyland.com/uk/hr](http://Hyland.com/uk/hr)

**OnBase**  
a Hyland Software solution