

# Employee Relations

Transform HR incident management to improve employee relations and minimise legal risk

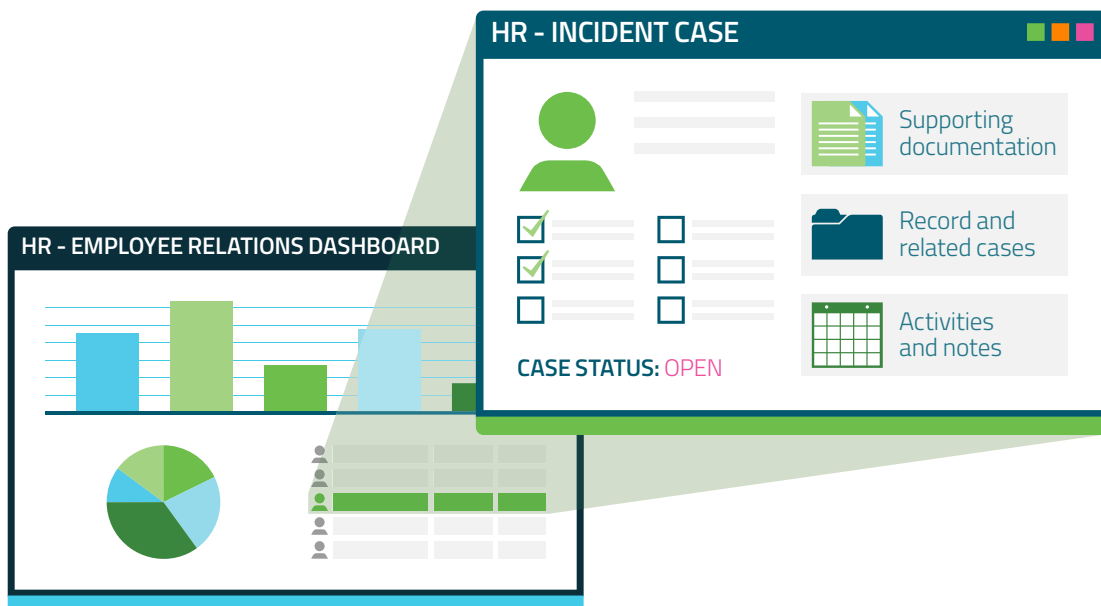
**Improve issue investigation and resolution with a complete view of information**


**Build the relationship between employee and employer with a standard process for managing issues**

**Protect employee privacy and safeguard against legal risk**

The employee experience is paramount to employee productivity and retention. However, unstructured or inconsistent processes for handling employee issues – such as complaints, grievances, safety violations or misconduct – can severely damage the relationship between employees and their employer. Organisations cannot afford the negative impact to morale that results when employees feel that the issues they raise with human resources (HR) aren't resolved in a timely or fair manner.

With OnBase by Hyland, taking a case management approach to handling employee relations provides HR with a complete view of all the information they need to manage employee issues efficiently and effectively. OnBase empowers HR staff with a 360-degree view of all issue-related information, allowing them to quickly respond to employee inquiries and update investigation-related activities and tasks in real-time.





## OnBase provides HR leaders with visibility into the status of cases, allowing them to monitor progress, track resolution times and identify bottlenecks.

### Improves issue resolution with a complete view of information

OnBase provides HR staff with a holistic view of all issue-related information, including employee data, related documents, notes, conversations and emails. With centralised access to this information, OnBase empowers HR to work smarter and respond to employee requests more efficiently, rather than searching through disparate spreadsheets and files for information.

As a result, HR staff have one place to go to update information, log activities, add notes, delegate tasks and schedule meetings – providing them with all the information they need to effectively drive the issue to resolution. With critical information instantly accessible to authorised users, OnBase ensures smooth handoffs and effective collaboration between parties.

OnBase also provides HR leaders with visibility into the status of cases, allowing them to monitor progress, track resolution times and identify bottlenecks. Intuitive, real-time dashboards let HR staff choose whether to display issues by type – complaint, safety violation, etc. – department, employee and more. This allows HR leaders to report on employee relations data to legal entities as needed and, more importantly, surface trends that can help identify ways to eradicate problems or negative behaviors from their organisation's culture.

### Instills confidence in employees with a standard process for managing incidents and complaints

Regardless of the type of employee issue, OnBase manages the entire resolution process from tracking notes and activities to storing supporting documentation to automating notifications for involved parties.

By standardising forms and automating repeatable tasks, OnBase ensures the right information is collected at the start of the issue and that HR staff don't miss any required steps as they work to support the employee. With a standard solution in place, employees will feel more confident in their employer's ability to deal with issues promptly, consistently and, above all, fairly.

### Protects employee privacy and safeguards against legal risk

By managing sensitive employee information in OnBase, HR staff increase security and control over it. Robust and configurable security settings allow HR leaders to specify who has access to employee information and documentation, ensuring only authorised personnel have access to content and the ability to track approvals throughout the resolution process.

In the event of a legal issue, storing and tracking employee relations content in OnBase provides an auditable trail of standardised activities and information, providing HR with documentation to prove policies and procedures were correctly followed with each investigation. All documentation, details and notes related to any case can be easily be provided to legal teams if necessary, ensuring they have all the information needed to represent your organisation in case of a potential lawsuit.

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