Raise the Standards of your HR Business Partners and Managers and Protect your Organisation

"On average, 50% of a HR department's time is spent processing employee information and answering questions."

– Forrester Research

The Basics

A minority of employees cause problems leading to disciplinary action within any organisation, including:

- Misconduct - unacceptable behaviour such as bullying , harassment or theft, or failure to comply with corporate policy, for example, attendance or internet use

- Incapability - poor performance of work, responsibilities or duties

Every organisation also has a grievance procedure by which an employee can raise complaints about the behaviour of colleagues and management or problems with any aspect of their employment, such as claims of discrimination.

Failure to follow the ACAS Code of Practice on discipline and grievance at work and deal promptly and professionally with such HR Cases may result in prolonged under-performance of an employee and, at worst, to costly resolution in an employment tribunal - either way, there is an impact on the organisation's performance and a tribunal appearance can damage corporate reputation.

OnBase Solutions for HR - HR Case Management
Improve the consistency in application of your policies, increase the confidence and professionalism of your managers and HR Business Partners, and protect your organisation from employment tribunal hearings.

The Challenges

In many organisations, HR Business Partners provide advice to guide managers through their HR Cases. An HR Business Partner may have concurrent cases open, and needs to keep comprehensive case notes and track when specific actions regarding each case need to be taken. It is necessary to destroy case notes and disciplinary letters when a case has been resolved, so that there is no permanent record in the employee's file. To ensure privacy, HR Business Partners may keep their case notes in a personal folder on their PC and use spreadsheets to record actions already taken and the details of the next action required.

Managing cases in isolation presents several problems for the HR function:

- There is no overview to ensure that policy is being applied consistently. This in itself can lead to employee dissatisfaction and grievance, and a reduction in the ability of managers to deal confidently with their cases

- It is difficult to review the case notes at a higher level to ensure that the correct action is being taken, and that no inappropriate documents are created

- No overview of all the cases is available to identify any underlying problems that may exist. It could be, for example, that there is a widespread grievance or a particular department has an excessive number of disciplinary cases

- It is more difficult to prove that the correct actions have been taken and to prepare the defence at an employment tribunal

- There is no back-up in the event of absence of the HR Business Partner. Important case notes may not be available when needed and scheduled actions may be missed

- There is no means to ensure the timely destruction of documents

OnBase®

a Hyland Software solution

The Solution

OnBase offers a secure environment for HR Case Management. Your HR specialists can prepare a repository containing the ACAS Code of Practice, standard letters, forms and HR 'case law' for use throughout your organisation. Each item can be reviewed and signed-off by senior staff to ensure the highest quality.

Each HR Case is provided with its own secure area, and access is only granted to those directly involved: the manager and the HR Business Partner, as well as senior management as necessary. OnBase allows a diary to be maintained of all the actions taken concerning the case and to alert those involved of upcoming events. For example, it could be that a meeting to discuss progress with an employee's performance improvement plan must be held at a specific time. Each document prepared on the case can be routed by workflow for comment and sign-off before being issued.

Individual documents may be marked with a destruction date and copied to the employee's employee file as required. OnBase will alert you of documents due for destruction, and ask for confirmation before removing them from the system.

Similarly, on completion of a case, OnBase allows the whole case file to be marked with a destruction date and will alert you before removing it from the system. You may decide that the case should be preserved to add to your HR case law. In which case you can use redaction in OnBase to remove all individual names or identifiers and transfer the case to your repository.

With more consistent and formalised support, you will notice a greater degree of confidence in your managers in dealing with their HR Cases. Equally, your HR Business Partners will become more confident and knowledgeable in the management of their caseload.

The availability of a single source of all your case history and current cases will increase the consistency of application of policy. This consistency will improve employee engagement and retention, and will strengthen your representation in the event of an employment tribunal. Also, should you need to defend a tribunal case you will have all the documentation readily available to prove that you have acted correctly.

Your single source of case information will also enable you to monitor your organisation and identify areas where there may be systematic abuse of your corporate policy or standards.

Why OnBase?

We understand that managing 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.

OnBase HR Case Management may be installed as a stand-alone solution providing prompt and professional management of disciplinary and grievance cases. On the other hand, it may be a logical extension to OnBase Employee File Management. In both cases, OnBase integrates with your HR systems, including payroll and ERP applications, and you get more from your current software investment.

OnBase HR Case Management improves the consistency in application of your policies, increases the confidence and professionalism of your managers and HR Business Partners, and reduces the potential for expensive employment tribunal hearings and the risk of losing those that do occur.

Learn more at **Hyland.com/uk/hr**

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