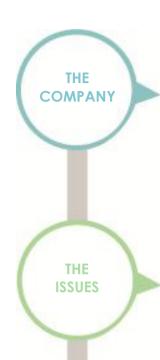# Employee Lifecycle Management solution

**THE COMPANY**

Our client is a large organisation with multiple interests including luxury retail, travel and duty-free retail, wholesale distribution and related real estate. They are based in British Overseas Territory.

They employ both permanent and seasonal staff who are based in multiple locations and may work for more than one business within their portfolio. Employee relations are of primary importance to them as it is their staff that lead the customer experience and the top quality services they provide.

The company has chosen to be anonymous for the purposes of retaining competitive advantage.

**THE ISSUES**

SSLPost have been working with this client for a number of years, providing secure payslip portals for staff across their portfolio. They already had an incumbent HR system but wanted to improve the workflow for onboarding, communicating and offboarding staff.

Forms, policies, onboarding and offboarding instructions, guides and various documents that required signatures, approvals and acknowledgements were held on disparate systems with no natural flow or links between them. They felt that an improved and more efficient system was needed that would free up valuable HR resources for other tasks. New and existing employees had to be accommodated without disruption.

> "We knew the "what" but not the "how". SSLPost have been one of our trusted suppliers for some time and naturally we turned to them for advice. Our new ELMhub solution delivers everything we wanted with plenty of scope and flexibility for future business requirements"
>
> DH, HR Project Manager

**THE SOLUTION**

Reconfiguring the payslip portal to a multi-document ELMhub was the first task. Working closely with the HR team, we created and documented a new workflow for the client that encompassed their existing HR software output and delivered documents of all types, directly to a safe and secure, private portal for each employee.

Previously, the accounts for staff had been created by the upload of their first payslip. With a change to workflow, their offer letter became the account creation element for all new employees. A historical document upload for all existing staff was then performed to enable all staff, no matter their location, to have access to all the important employment documents in one place, via their chosen device.

Through a central administration dashboard, the HR team are able to monitor and manage the onboarding and communications process through every stage, answer queries, receive digitally signed documents and send any documents for approval and/or information to employees, directly to their private ELMhubs.

Full training, demonstration and guides for administrators and users were provided with online support available 24/7; important to accommodate the time difference.

**THE OUTCOME**

The client is very happy with their solution. The previously time consuming onboarding process has been considerably reduced for new staff and HR, with all administrators now able to monitor the new employee's progress through the process. Users; both HR staff and employees, found it easy to navigate at all levels. The solution allows documents of all types to be directly sent to each employee; bulk or one-to-one, personalised and non-personalised, generic and targeted, requiring digital signature or information only.

With many staff at locations around the country, communication and delivery of work-related documents is now a smooth and painless process. Staff no longer have to post off their signed documents to HR and wait for them to arrive before progressing with their employment.

The client was able to deliver their business requirements, to both budget and within timescale.