



## HRIS

The new way of maintaining  
employee data and transactions



## Abstract

Human Resource Information System (HRIS) is an opportunity for organizations to make the HR department administratively and strategically participative in operating the organization. A strategic HRIS provides important information about human resources needs and capabilities, employee identity and profile information, employee hierarchy and reporting relationships, location data, etc; this information assists the management team in establishing the organizational mission and setting goals and objectives in motion. Considering this framework, this paper aims to study the challenges without a single window of all the information. Particularly, focusing on the need of HRIS in the performance of HRM functions at the lowest possible cost and also at a faster rate.

# HRIS- The new way of maintaining employee data and transactions

## Introduction

You won't go far these days without someone analyzing your data. Whether it's a supermarket using your passion for chocolate or driving magazines to make sure you pick one up on your next order or a council wanting to improve its understanding of its 'citizen base' through surveys, everyone wants to analyze you. Many of the organizations we work in operate on the principles of advanced analytics. For example, banks generate a whole array of data about where people live, their credit history and spending patterns, as well as lifestyle decisions such as birth, marriage and death. Similarly, companies in the retail sector use predictive analytics to estimate how to stock up on their products for a specific season and how to upskill their staff to sell the latest smartphone.

The idea of data as a business prediction tool is not new or novel, but the intensity and sophistication with which it's now being used is quite new. Business departments such as marketing and logistics and specialized agencies operating in many different sectors from healthcare to education pore over metrics and data trying to sort and categorize what it shows. Data is everywhere and its volume has recently been supersized by the rise of 'big data' with its volume, velocity and variety (McAfee and Brynjolffson 2012).

## Current Challenge faced by HR

Today, most organizations don't have a single view into their HR data, according to a recent report by Forrester Research analysts Paul Hamerman and Rob Karel. More than 80 percent of the 67 IT and HR professionals surveyed said they consider their ERP system to be their "official system of record" for employee data. Yet less than 27 percent claimed to have a single global system of record for that data—many possessing as many as five or more systems managing it.

It's not because respondents don't think that having a single view of this data is important, though. Respondents ranked employee identity and profile information, employee hierarchy and reporting relationships, and location data (an employee's address) among the most important information of which to have a trusted, single view. That is critical for improving processes like onboarding and termination, respondents said.

Poor employee master data, of course, lead to a number of troubling issues, Karel says, such as errors in payments to employees and third parties, and poor integration between HR systems used to manage performance, recruiting, learning, time and attendance (some organizations reported 10 or more of these). Poorly synchronized data presents problems for onboarding and terminating employees, as well as managing their access to buildings and IT systems. Plus, more than half of organizations surveyed don't centrally track data related to consultants, contractors and temps.

In addition to maintaining employee data, more than 50% of the time is spent by the HR organization in doing employee transactions like Transfer, Promotion, Confirmation and letter generation. Paperless office became a buzzword after its introduction in an article in Business Week in 1975 on "The Office of the Future." The World Wide Web, content

management systems, e-books made it look real. However, paper continues to be predominant in activities involving knowledge work. Indian offices use trillion sheets of paper a year. Research suggests an average office worker uses 10,000 sheets of copy paper each year. Considering the legal / statutory frameworks that we as an organization have to comply with and working of our systems, efforts need to be put in place to attain the “Paperless Organizations” utopian.

### The Business Need

Whether paper files or electronic personnel records, your human resources department has a duty to protect employees' personal and employment-related information. Confidentiality is critical to the integrity of your HR department and your organization's reputation. HR staff members are entrusted with private, confidential information about the organization and its employees. Confidentiality breaches result in employees losing trust in the department and questioning the HR department's competency. Personnel files/ electronic files contain sensitive information about employees related to compensation, job performance, personal contacts, work history and employment eligibility documentation, which often includes a copy of the employee's ID details, driver's license, passport details or work authorization. Based on the type of information in these profiles, it's imperative that HR establish access controls and maintain strict confidentiality of employee data.

### PeopleStrong Alt Solution

PeopleStrong Alt – our end to end HCM solution aims to capture this essence. An HR Information System forms the heart of our Alt platform. The systems help you manage your employee database with EASE in a secure environment. It helps you capture more than 450 discrete pieces of information about the employee through pre-built functions covering areas like Personal Details, Status of Employee, Educational Qualifications, Professional Experience, Position details within the organization, remuneration details, travel and identity details etc. It provides a strong employee search engine for employees based on criteria like location, Org unit, employment type etc. The employee database can be linked to all the other modules and hence one can easily navigate to all transactions that have occurred for an employee and get a comprehensive view of an employee's involvement in the company. Managing employee data base is very important, not only for legal and statutory purposes but also because it is the base on which, informed decisions are taken.



Advocating PeopleStrong Alt HRIS gives an opportunity to HR professionals to become strategic partners with top management. The increased automation to collect, record, store, manipulate, deliver data leave HR more time for key decision making and liberating them from daily transactional activities. It enables employees to perform operations such as updating personal information, viewing their employment status, compensation details,

availing bonafide letters such as address proof etc. that are otherwise performed by an HR professional. It also enables managers to perform functions such as transfers, promotions, exits and depositions thus allowing team managers and team leaders to manage their own staff without the constant need for the services of the HR department. The HRIS is designed to contribute to overall business performance by supporting the tasks of data storage and retrieval, to serve as primary administrative support tools for reporting and analytics as well.

### Advantages

With organizations moving towards implementing HRIS solutions, there are a lot of advantages that are offered. Some of the key advantages have been mentioned below –

1. Reduction in the cost of stored data in human resource.
2. Higher speed of retrieval and processing of data.
3. Reduction in duplication of efforts leading to reduction in cost.
4. Availability of accurate and timely data about human resources.
5. Better analysis leading to more effective decision making.
6. More meaningful career planning and counselling at all levels.
7. Improved quality of reports.
8. Better ability to respond to environmental changes.
9. More transparency in the system.

### Case Study

The fastest and the largest airline in India with a market share of 37% took PeopleStrong Alt software recently. Before taking the new software all the employee related data were maintained in excel sheets. The existing processes mandated manual intervention and tremendous paperwork. Though, the company was much updated in terms of HR processes. But to support the vision of the organization to grow and expand automation of the HR processes was felt rightly by the top management. The organization has total 10000+ employees spread in almost 33 locations across India. Like business portfolios, diversity existed in job nature, people issues and locations. It was a challenge for the group HR to accommodate such. The initial perception was to cater the diversity in terms of location and business needs, make the HR processes faster. It was a business as well as a strategic decision for the company to take the new software to manage and standardize the HR processes & policies. Bring cost optimization through efficiency, self-service & automation initiatives.

The HRIS module helped HR in updating and gathering real-time data of employees and have a dedicated repository for all the employee related information on a single platform. To save any kind of hassle for employees, existing process flows were strengthened or redesigned as needed to ensure that required information is captured at the right place and time. Through HRIS portal, HR could manage all the information related to employees, employees could edit/modify the basic information details with or without HR approvals. Subsequently, Letter

Generation, Confirmation, Transfer, and Separation processes were automated which helped the managers to streamline the processes and complete it within defined SLAs.

## Results

- A single window for all the employee related information to HR, managers & employees.
- Less dependency on HR department for letter based queries as letters related with Confirmation, Upgrades, Bonafide, Visa, Exit (Resignation Acceptance, Relieving & Experience) moved to soft copies saving about 1200 pages a month, not to mention toner, cartridge, letter heads etc.
- Significant reduction in letter generation related queries and reduction of TAT from 7 days to 1 day.
- Updating employee records from an average of 5 days to 1 day.
- Managing more than 1000 employee transactions per month with an efficiency an improvement of more than 30%.
- More than 70% reduction in paper usage.

With the automation of transactional activities, client has realized multiple benefits: financial, efficiency and security with the help of HRIS. Often the most enjoyed one is neat HR work spaces minus paper trays and paper full bins because of automation.

## Conclusion

With a secure and sustainable business practices forming an important agenda of Businesses as they impact the Triple bottom lines digitizing processes or adapting “smarter” ways of handling transactions is the way to success. With about 0.8 billion people being part of the workforce by 2021 workforce related transactions are going to increase manifold, thus adapting smart workplace approaches would be imperative for business efficiency.

The technology upgrade backed by the existing document managing system has helped the company create positive environmental impact apart from business and employee experience benefits. Data resides across disparate departments and internal groups in most organizations, finding, consolidating and standardizing people-related information can help get to a point where data can be transformed into knowledge, reduces manual effort and focus organizational resources appropriately. Early adopters of these systems would definitely gain more than others.

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## Author Bio

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Dakshdeep is Practice Head, Transitions & Consulting at PeopleStrong. He is responsible for driving technology implementations across the HR Spectrum and supports Sales/ Pre-sales teams in process assessments, solution design and system design. Interest areas: HR SaaS, HR technology, HR Apps.

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## About PeopleStrong

PeopleStrong is a leading platform based mpHRO (Multi-process HR Outsourcing) and Technology company, headquartered out of Gurgaon in India. We enable Business Leaders and CEO's in transforming their people agenda. Our proposition value is further enhanced by the fact that customers see us as trustees of HR Transformation, partnering in their prime objective of creating Happy Organizations. We have implemented some of the largest HR Service Centers in Asia Pacific. We deliver employee services across regions and time zones for more than 300,000 employees and have hired more than 40,000 employees through a unique technology interface coupled with high end decision making Tools for people data. We are the first company in the space to be successfully assessed on SSAE16. For details more details, visit [www.peoplestrong.com](http://www.peoplestrong.com)

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