

Abra Employee Self-Service™ is Intellution's Solution for Efficient Online Employee Access



Customer

Intellution – the leading manufacturer of industrial automation software with 320 employees worldwide

Challenge

Give employees instant access to their vital HR data, without compromising security or confidentiality

Solution

Abra Employee Self-Service™

Results

- Provide employees with just-in-time HR information
- Increase employee data accuracy
- Save time for HR administrators and employees

Most of us never think about the intricate, behind-the-scenes processes that go into making the hundreds of products we use everyday. That's Intellution's job. Intellution software monitors and controls production and manufacturing operations in virtually every industry across the globe. Its reach extends to over 130,000 facilities worldwide, including three out of every four Fortune 100 companies.

Though it serves some of the world's largest enterprises, Intellution itself is a mid-size company, with 320 employees – 240 in the U.S., 80 internationally. All HR activities are centrally managed by a lean HR staff. So when the HR team wanted to save time and effort by giving employees access to their HR records online, it turned to Best Software.

Abra Employee Self-Service Puts Employee & Manager Data at Eye Level

Intellution is a software company staffed by technology-savvy employees who are used to having information available at their fingertips. Every employee has access to the Internet and "ChannelNet," the company's intranet.

"Technology is the way we do business," says John Somatican, Intellution's director of compensation and benefits. "So it was logical for us to take advantage of Abra Employee Self-Service to automate work we used to have to do manually. Now our employees can view their HR records online instantly, submit any changes to us electronically, and avoid having to call one of us or stop by to view their file. It saves time for them and us!"

Naturally, security is always a concern when dealing with information as confidential as employee records. To ensure security and privacy, Intellution's Abra Employee Self-Service system resides on ChannelNet behind the company's firewall. In addition to ChannelNet's log on procedures, Abra Employee Self-Service also has its own sign-on protocol. For extra security, employees can view a wide variety of data, but their ability to edit data is limited to certain information on certain screens. Edits submitted by employees are funnelled through the HR department before going live. Says Somatican, "Having an employee's eyes on his or her own record is so helpful. People are quick to spot errors or out-of-date information, and it's easy for them to get the changes to us."

"Our employees are really enjoying the convenience ... it saves them time ... and it saves us time. [And it] helps ensure the accuracy of our data."

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Giving management access to their employees' information is also a time-saving feature of the system. Supervisors can see their direct reports' personal data such as phone numbers, addresses, salary information, and time off balances. In the future, Intellution hopes to offer senior management an organization-wide view of all employees' salary and benefits status.

Find the Flag, Win a Prize

To encourage employees to explore and use the new Abra Employee Self-Service system, Somatican had a little fun with the product's rollout. "We have people on staff who just love to road-test new software and see if we can find bugs. We purposely embedded a flag deep in the system and challenged users to find it. The first person to spot it won a wireless, hand-held personal communication device." The incentive contest was a big hit with users and generated traffic for the system right away.

One-Stop Shopping for Benefits Information

In addition to viewing their personal data records, employees can also use Employee Self-Service as a gateway to other important HR and benefits information. The system includes descriptions and links to providers' Web sites and customer service for the company's 401(k), health, dental, and vision care plans, insurance plans, and Employee Assistance Program.

"We even publish our internal company newsletter online through Employee Self-Service," says Somatican. "People can access the current 'News Flash' or the News Flash library to keep up-to-date on company and colleague happenings."

Minimum Maintenance, Maximum Benefits

Somatican confirms that the Employee Self-Service system requires almost no maintenance. "We just update our Abra database as needed and the Employee Self-Service database is updated too," he says. Along with Employee Self-Service, Intellution currently uses several other components of Abra Suite®, including Abra HR®, Abra Recruiting Solution™, Abra Link™, and Abra Toolkit™. Although payroll is outsourced, updates to payroll data flow directly into Abra through a bridge with the company's payroll vendor.

"Our employees are really enjoying the convenience of the new Employee Self-Service system, and having direct access to their records" says Somatican. "It saves them time from having to manually check with HR, and it saves us time from answering questions. It also helps ensure the accuracy of the data." The system currently averages about 100 hits a day – high, considering the number of employees is just over 300. Imagine if all those hits were instead calls to HR! With Abra Employee Self-Service, HR staff are freed up to work on strategic contributions while saving the company money at the same time. At approximately \$1 per call (value of HR staff time), any company can save \$500 per week or \$26,000 per year!

Was it worth the investment? Definitely! "Abra Employee Self-Service has proven itself in terms of the capabilities we were looking for and its ease of use. We've also been pleased with Best's technical capabilities and assistance," Somatican concludes. "We're happy folks."

The **ABRA** Suite® family includes:

- Abra HR®
- Abra Payroll®
- Abra Train®
- Abra Recruiting Solution™
- Abra OrgChart™
- Abra Attendance®
- Abra Alerts®
- Abra Employee Self-Service™



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