

PROSERVICE DIGITIZES HR PROCESSES

EASYOFFICE, PERSONNEL PORTAL AND ELECTRONIC PERSONNEL FILE SIMPLIFY HR WORK IN DECENTRALIZED STRUCTURES



«With this project, together with SPS, we have not only managed to enter the digital world and set up a convenient communication platform for the HR department and those responsible on site. We were also able to significantly accelerate processes.»

– Ernst-August Latza, Management personalService proService GmbH

The use of modern IT solutions in administration is indispensable for the personnel management of social institutions whose tight budgets are to be used for the benefit of clients and not administration. Through digitization and standardization with the help of the proService personnel platform, which SPS implemented and has hosted since its launch, proService has been able to simplify administrative personnel processes considerably.

The aim of the optimization, which proService initiated together with SPS a few years ago, was to make the administrative personnel work of the facilities as efficient as possible. In payroll accounting, in the entire contract, form and certification system as well as in archiving, the goal was to ensure the highest possible degree of digitization. In this way, processes were to be simplified and thus accelerated, the frequency of errors minimized, legal certainty increased, postal transit times shortened and unnecessary paper files avoided. In addition to streamlining personnel processes, it was

a requirement not to develop a rigid system. Since a hospital works differently from a workshop for the disabled, the various fields of work requirements had to be mapped.



Flexible

processes depending on the facility

After analyzing the personnel processes such as recruiting, hiring or quitting and the development of a process map for human resources, SPS implemented the resulting requirements in the proService personnel platform. This consists of the components personnel portal, electronic personnel file and EasyOffice for process and document management.

proservice

About proService GmbH

proService GmbH, part of a group with 6,700 employees, offers companies and organizations in the social sector comprehensive solutions for their administration. These include financial services, painting services, real estate services and personnel services. The latter comprises as a full service all tasks of personnel administration - from personnel selection to payroll accounting to the processing of all reports for tax and social insurance.

Learn more about our solutions:



SPS 
Swiss Post Solutions

Electronic files instead of heaps of files

Archiving in electronic personnel files replaced the paper file in the personnel office. Since access is from everywhere, file copies are no longer needed if, for example, performance reviews are pending and team leaders need various documents. Employees can also access their own files.

The file contains scanned and generated documents and thus all relevant information of the employee. Instead of perforating documents, filing and archiving them in folders, everything is simply moved using the mouse. A security concept with complex, individually definable access and authorization regulations ensures that confidential personnel documents are handled in compliance with the law.



Legally

compliant creation and archiving of all HR documents

Efficient organization of personnel processes and follow-ups

The central element of the proService personnel platform is EasyOffice for the structured recording and central administration of all work tasks of personnel managers.

The follow-up folders contain all jobs at a glance. Thanks to a digital warning list, the electronic to-do list with due dates and reminder function ensures that nothing of relevance is overlooked.

When documents are created, users are guided accordingly. The entry of new employees, for example, is processed in a standardized way. A questionnaire leads through

the process, which results in the generation of a legally compliant employment contract. Thus all necessary data are queried and only legally acceptable texts appear in the documents.

proService is not restricted to document types. For new customers and/or with changed requirements, the team can provide new document types without the support of SPS. Thanks to integrated document management, documents are available at the push of a button and data captured in EasyOffice is transferred to the salary system, which avoids double capture.

Ernst-August Latza is satisfied: "Electronic workflows accelerate complex personnel processes, ensure fast contract creation and legally compliant documentation - quality assured applying the four-eyes principle. Thanks to the significant gain in time, we can always keep our service promise to the facilities. If all necessary documents are available, the employment contract and associated documents are ready for signing within half a day".

Access at any time for all personnel managers

The personnel portal provides access to the applications and is the information platform for personnel-relevant topics. In addition to allowing access to files and EasyOffice, it supports training administration and a ticket system for convenient contact with proService staff.



2.5 days

faster contract creation

Operation by SPS ensures constant availability. "Anytime" is key for social institutions, where people often work around the clock and IT is almost indispensable in the organization of work. With the exception of coordinated maintenance windows, the approximately 400 users can work 24x7x365 without a hitch.



99%

System availability

The proService personnel platform shows that standardization and flexibility in processes are not a contradiction. The different facilities can map their processes within the platform, which ensures a high level of user acceptance.

Ernst-August Latza sums up the results. "SPS has the technical solution competence, and we have brought in our personnel experience. Therefore, the platform is precisely tailored to the needs of decentralized personnel management."