IBM

IBM ECM for Managing Employee Information from "Hire to Retire"

Overview

- *Efficiently capture, process, manage and retain documents and "unstructured" content associated with employees.*

- *Reduce the inefficiency, cost and risk of storing employee documents in file cabinets or off-site storage facilities.*

- *Utilize electronic forms to improve accuracy and consistency in capturing information and enable employee self-service.*

- *Access employee documents from within ERP applications to create a "complete view of employee" and facilitate faster transactions and decisions.*

- *Automate core HR processes to facilitate employee self-service and reduce administrative costs.*


Human resource organizations contend with the administrative burden of managing increasing amounts of employee information – from "hire through retire." Employee lifecycle management is one of the "core" business processes for enterprise content management. Organizations that are developing an enterprise content management strategy should include the document- and process- intensive needs of human resources in their planning. Organizations already invested in IBM ECM can obtain added value by extending the ECM capabilities to improve the management of employee information and HR processes.

Storage Costs

An immediate challenge facing many human resources organizations is management of volumes of active and historical employee files contained in file cabinets and off-site storage facilities. Increasing volumes usurp valuable office space and incur additional costs for off-site storage. Many organizations have employee information scattered across multiple offices with no means to centrally manage these files. There are added costs and delays when employee files must be copied and mailed to another location.

Inaccurate Information

Capturing employee information via paper forms to initiate an HR process only compounds the paper problem. Information captured on paper forms and then
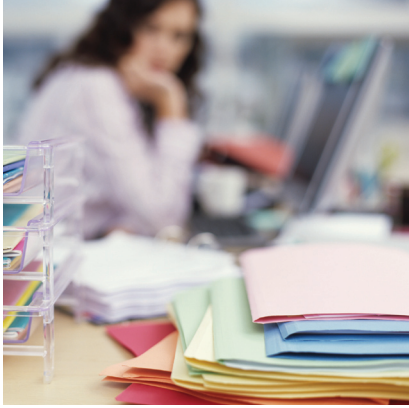
"re-keyed" into computer is subject to errors. Routing paper forms for review and approval invites errors and undermines productivity.

Isolated Information Sources

Many HR organizations manage employee data in an ERP system with employee files maintained separately in file cabinets. An HR professional should be able to securely access all relevant employee information from within the ERP environment to promptly respond to an employee inquiry or complete an HR transaction.

Administrative Burden

HR professionals should not be burdened with the administrative tasks of core HR processes such as hiring, orientation, performance reviews, employment status changes and retirements. These processes should be automated to accurately capture information, eliminate data re-keying, monitor progress, and smoothly integrate the human and technology resources required to accomplish the process. The processes should easily accommodate changes in response to internal or external business needs.

Unnecessary Retention

By default, many organizations retain employee documents longer than legally necessary. Files of former employees are transferred to banker's boxes and moved to off-site storage. It seems to be an easy process. However, ease of storage is negated by the ever-increasing costs and risk of maintaining unnecessary information. HR budgets should not be wasted on the retention of outdated employee files.

IBM ECM for Efficiency, Accuracy and Productivity

IBM ECM can help address the business challenges mentioned above and enable an HR organization to more efficiently manage and process employee information. IBM ECM enables an HR organization to manage the entire lifecycle of a wide range of employee documents, improve the accuracy of capturing this information, automate core HR business processes and provide a "complete view of employee" to facilitate faster resolution of employee transactions.

Purge the Paper

IBM ECM enables transformation of paper documents into digital format, thereby reducing the cost, risk and inefficiency associated with paper. Employee information originating as a Microsoft Word document, an Adobe PDF, email, electronic form, digital photo, driver's license, medical record, or most any other digital or physical

format can be captured and easily added to an employee's file. Employee files can be centrally managed, yet quickly and securely accessed at local offices. Copying and courier costs are reduced. File cabinet storage is replaced with productive office space. Off-site document storage costs are reduced or eliminated. Critical employee documents can automatically be identified, classified and retained in accordance with local compliance requirements.

Adopt Electronic Forms

IBM ECM's electronic forms capability can eliminate problems of using outdated paper forms and improve the accuracy of data captured. Electronic forms facilitate employee self-service, thereby allowing employees to access and complete the appropriate electronic form. Information captured in the electronic form can be shared with HR systems or be used to direct a workflow such as a performance review.

Create a "Complete View of Employee"

The HR modules of ERP systems like SAP, PeopleSoft and JD Edwards can be integrated with the ECM so that HR professionals can access all of the relevant employee information – both structured data in the ERP system as well as documents managed by ECM – to create a "complete view of an employee" and facilitate faster transactions and quicker decisions related to employees.

Automate Processes

IBM's Business Process Management can reduce or eliminate the manual steps from core activities such as hiring, employee orientation, performance reviews, job transitions and retirements. Business process management can coordinate the information, tasks and individuals involved to improve the accuracy of capturing information and improve the overall efficiency thereby allowing HR professionals to apply their skills to more strategic activities.

Retain as Required

Every employee file contains a set of documents that must be retained for the duration of the employee's tenure, and often many years beyond. One of the greatest benefits of using IBM ECM to manage employee files is the ability to automatically classify and retain key documents at the point of capture or creation, thereby eliminating the burden of manually classifying and filing paper documents. Electronic records management can reduce or eliminate the ongoing cost of managing and retaining paper employee files. Potential risks are further reduced by retaining documents only as long as legally required.

"Hire to Retire"

IBM ECM can address the business requirements for the HR organization seeking a more efficient means of managing the increasing amount of employee information that is subject to a greater degree of oversight regarding creation, collection, processing and retention. The HR organization that is developing a holistic strategy for managing a wide range of employee documents from "hire to retire" and their associated processes should consider IBM ECM as a key enabler of operational efficiency and information quality.

Employee lifecycle management is one of many core applications such as accounts payable, asset management, contract management, customer service, project management and ERP integration based upon the IBM ECM platform.

More information, including a white paper titled HR best practices: Managing employee information from "hire to retire" can be found on the IBM ECM web site http://www-01.ibm.com/software/data/content-management/industry-solutions/

About IBM ECM

IBM's Enterprise Content Management software operation enables the world's top companies to make better decisions, faster. As the market leader in content, process and compliance software, IBM ECM delivers a broad set of mission-critical solutions that help solve today's most difficult business challenges: managing unstructured content, optimizing business processes and helping satisfy complex compliance requirements through an integrated information infrastructure. More than 13,000 global companies, organizations and governments rely on IBM ECM to improve performance and remain competitive through innovation.

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