TechOne CiA HRP System Review for a Local Council

Lánluas enhanced a coastal council's use of TechnologyOne CiA software, modernising HRP capabilities and providing seamless staff training.

TechnologyOne CiA Human Resources and Payroll System Review and Enhancement for a Victorian Local Government Authority

There's no denying the critical importance of digital transformation. However, embarking on a digital transformation journey is not without its challenges, as a local government client in southeast Victoria discovered during their three-year project to implement the TechnologyOne Ci Anywhere (CiA) platform.

Despite investing significant time and resources into the digital transformation initiative, the local government organisation found itself dissatisfied with the progress made to realise the return on investment. In addition, staff movements had resulted in new employees in positions responsible for the management of safety, training and performance management in TechnologyOne CiA, which highlighted the need to develop new team members' CiA knowledge.

Our client needed expert guidance on how to successfully maximise the value realised from their investment in TechnologyOne CiA, while reducing day-to-day business disruption. Seeking a fresh perspective and expert guidance, they engaged the services of Lánluas to conduct a comprehensive system review of their TechnologyOne Human Resources and Payroll (HRP) environment.

Lánluas was able to support the coastal council in improving their use of the powerful TechnologyOne CiA software and configuring it in a way that met their specific needs over a series of phases. This staged approach ensured HRP capabilities could successfully be modernised and improved, combined with the appropriate staff training, without the organisation coming to a standstill.

Highlights of the project

Streamlined complex processes

Improved performance and reporting capability

Automated manual processes and boosted efficiencies

Tailored staff training, which saw an increase in competency and knowledge

The challenge we faced

Since implementing the TechnologyOne Ci Anywhere solution in 2020, the local council had spent three years focusing on process improvement with the Human Resources and Payroll modules. However, they knew there was more they could do to realise the full potential of the TechnologyOne HRP functionality.

While implementing TechnologyOne CiA, new employees found themselves in positions responsible, yet without the necessary skills, for the management of safety, training and performance management in the CiA system,

which highlighted the need to develop team members' TechnologyOne CiA knowledge.

As part of their ongoing program of work around the TechnologyOne CiA solution, our client requested assistance from Lánluas to review the following TechnologyOne HRP modules:

- Training
- Safety
- Performance Management (PDPs)
- The associated 'My' self-service functions

The solution we offered

As part of the Lánluas system review process, our team of expert TechnologyOne consultants held a series of meetings with the client's Occupational Health and Safety Officer and Employee Experience Officer. The purpose of these sessions was to help us understand their experience using TechnologyOne CiA and to gain insight into any issues that were currently impacting their day-to-day activities.

Once we understood our starting point, we commenced a technical review of the TechnologyOne HRP system, focussing on the Training, Safety, Performance Management, and My self-service modules within the TechnologyOne Core Enterprise Suite, as well as the current process requirements of the local government organisation.

Our TechnologyOne HRP system review revealed that many of the client's inefficiencies could be solved by holistically configuring CiA. As such, following the HRP system review, we presented the management team with a list of recommendations per finding and a clear outline of the next steps.

Lánluas was then engaged to implement the recommendations from the system review report, transitioning the original systems review project into an enhancement phase.

As part of implementing the recommendations, our expert TechnologyOne consultants revamped and customised existing workflows, reimagined operational procedures, and developed dashboards and reports. This work enabled employee self-service and anytime access to human resources information.

To ensure a successful rollout of changes, we developed and delivered detailed staff training, ensuring that everyone was supported and empowered and understanding of the management required to support the augmented TechnologyOne CiA functionality.

The final **outcome**

Gone are the days of uncertainty and issues impacting day-to-day HRP activities for the local government organisation. Having gone from self-implementing TechnologyOne CiA and feeling uncertain about how to best use the software to now having confident employees responsible for the management of safety, training, and performance management functionality, it's safe to say that we have helped our client succeed in improving their HRP processes and use of TechnologyOne CiA.

In fact, the journey and collaboration between the organisation and Lánluas continues. We are currently implementing more enhancements to further maximise their return on investment in the TechnologyOne ERP system.

To date, the HRP system refresh and TechnologyOne CiA adoption project has immensely benefited the organisation. It has:

• Transformed manual processes into more streamlined processes.
• Improved performance and reporting capability, offering a greater visibility of data in one place.

For Council staff, this means less arduous, manual work and more intuitive, automated HRP processes.

Lánluas

Do you need help improving and enhancing your TechnologyOne enterprise system with minimal day-to-day disruptions? **Contact Lánluas** to discuss how we can help.