



Image source Freestock.com

"Arch's software, structured approach and terminology has led to an improved delivery of HR and Payroll processes and correspondence"
Helen Hunter HR Business Manager

Sunderland City Council: How transferring ownership has transformed HR and Payroll correspondence

Sunderland City Council embarked on an SAP Optimization project and partnered with Arch to implement Aquiller along-side Fiori apps to design and implement a solution to transform HR data input and output from SAP ECC.

HR and Payroll teams faced challenges in delivering accurate and timely correspondence to over 4000 employees. The use of a home-grown tool for Employment Contract production together with a library of word documents proved both slow and costly, with a heavy reliance on key ICT personnel.

Administrators responsible for sending letters had to decide the appropriate letter content. Having to amend each piece of correspondence required complex decisions and time-intensive work each day. The manual process to save copies of letters and produce a correspondence audit trail was extremely inefficient and led to a large backlog of correspondence.

The project replaced all this with a simple, automated and efficient solution for the creation and management of HR correspondence.



Process Automation & Correspondence Simplification

Objectives

The project involved replacing existing solutions and manual processes to:

- Drive efficiencies through HR and Payroll by delivering an automated solution for correspondence.
- Pass ownership of the solution to the business to deliver rapid improvements and eliminate backlogs.

Results

- Output Quality, Accuracy, Consistency – a single version of each type of correspondence is enforced by using letter templates. Data is drawn directly from SAP and cannot be changed at the time of delivery. Contextual text can be added to letters while sensitive data remains protected.
- Flexibility – changes to templates, for example for new legislation, can be made immediately using the reusable and generic paragraph and template structure of Aquiller.

- Ownership – the HR business team has taken ownership of creating and editing letter content and templates, without the need for ICT involvement. The Admin team owns the delivery of letters directly to employees.
- Audit trail – saving letters to employee records and historical tracking of correspondence produces an audit trail, critical to providing evidence at all stages of HR processes.
- Custom functionality – where the Council needed to address specific requirements, Arch responded by delivering custom solutions.

Post project success

Since the initial go-live, Sunderland has extended the use of Aquiller to introduce group approval workflow for management approvals.

HR and correspondence processes have been streamlined, providing considerable time saving.

Implementing Aquiller has led to an improved data capture process.

30% | reduction in manual processes
4000+ | employees
120 | unique templates for correspondence



Company

Sunderland City Council

Headquarters

Sunderland, UK

Products & Services

Provides services including Local Government, Education, Social Care and Housing – in conjunction with Arms length bodies including Sunderland Care and Support and Together for children.

Web Site

www.sunderland.gov.uk

*Aquiller has the flexibility to be used in a complex or simplistic manner depending on our requirements. Each organisation can pick their sweet spot – you can build a pathway for your organisation" David Freeman
Technical Specialist ICT*