



MHCLG: HR Process Automation with Varo

The Ministry of Housing, Communities and Local Government (MHCLG) is a UK government department responsible for a wide range of policies in England.

MHCLG's job is to create great places to live and work, and to give more power to local people to shape what happens in their area.

MHCLG has worked with Arch to deliver a range of automated HR and Payroll processes. This has enabled the rationalization and replacement of a large number of paper-based forms processes across the Ministry and the Planning Inspectorate (PINS).

Using Varo for the provision of HR processes and forms has resulted in substantial business process improvements together with a new engaging user experience. Key processes delivered include Overtime & Allowances Claims, Socio-economic Background Data, Equality Declaration and Temporary Responsibility Allowance Claim.

Process Automation & UX Simplification

Objectives

- Removal of manual approval process
- Capturing complete and accurate information
- Automated SAP updates
- Reduction of number of form variations

The Solution

The solution makes use of Varo for form process management and of Floe for email notifications.

Using Varo for dynamic HTML eforms, the Ministry was able to deliver forms to cater for multiple scenarios in order to greatly simplify data capture.

Floe delivers the capability to deliver engaging email content that is easy to maintain in the future.

Results

- Better data quality, accuracy & consistency
- Easy, intuitive user experience
- Timely & comprehensive notifications
- Accountability and audit control

The time previously required within the payroll administration teams to check and manually input these claims and forms has reduced enormously, freeing up time for more valuable work.

“The new forms are really easy to use, and have been readily adopted.” said Andrea Blackstock, SAP HR & Finance Technical Lead. “Users are guided through completion and have full visibility of the progress of their form throughout the entire process.”



Organisation

Ministry of Housing, Communities & Local Government

Headquarters

London, UK

Industry

Government

Products & Services

Government Policy

Employees

2,000

Budget

\$22 billion

Web Site

www.gov.uk/government/organisations/ministry-of-housing-communities-and-local-government



“Arch has become a key partner to assist us through our digital transformation journey. Their level of service is second to none.”

Ruth Hemington, SAP Business Solutions Team Lead , MHCLG