Arch

Wiltshire Council: Transforming HR Services with Arch Adaptive Documents

Wiltshire Council is the unitary authority for the ceremonial county of Wiltshire in the West of England. The authority provides local government services to 475,000 residents and is the biggest employer in the county, responsible for schools, social services, waste collection and disposal, county roads, planning, and leisure services.

Wiltshire Council has implemented Arch Adaptive Documents and Varo* for the provision of key HR processes and forms, using HTML forms. This has resulted in substantial business process improvements together with a new engaging user experience for employees, managers and HR professionals.

The solution enables fast, automated processing of a range of processes such as allowance claims and working time change, together with the end-to-end management of complex processes such as joiners and leavers

Formerly Arch FLM

SAP Partner

Wiltshire Council
Where everybody matters

Process Automation & UX Simplification

Objectives

- Removal of manual data entry
- Replace paper-based processes
- Integration with wider business processes
- New data recording for extended workforce

Results

- Reduction in administration costs
- Increase in data quality
- Form & process simplification
- Much tighter business control

The Solution

Arch Adaptive Documents provides Wiltshire Council with a platform for SAP e-forms processes providing an improved user experience, that can be extended to support Fiori apps, e-mails and document generation.

The solution has delivered both tangible and intangible benefits, enabling the introduction of flexible working, self-service and process improvements.

Since the forms include built-in validation rules, the submitted forms need no intervention by the HR services teams, triggering updates and notifications automatically.

Since Varo supports multiple UI technologies, it is easy to switch from one approach to another.

"The e-forms were originally delivered using SAP Interactive Forms by Adobe." said Steve Perry, HR Change Manager. "But in the 2nd phase we converted to HTML forms, which are performing five-to-ten times faster than PDF."

VARO

Company
Wiltshire Council

Headquarters
Trowbridge, UK

Industry
Local Government

Products & Services
Education, social services, healthcare, transportation, environmental management

Employees
5,000 + school staff

Revenue
£900 million

Web Site
www.wiltshire.gov.uk

"The Arch project team provided first rate support, bringing deep insight and product knowledge, enabling us to re-think key business processes and deliver an engaging experience for our employees."
Steve Perry, HR Change Manager, Wiltshire Council