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HR Digital Transformation

- The 8 Stages of Successful
HR Transformation

exemplified by the global passcon Group

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The digitalization has had a great effect on the services and production processes of many institutions. While the external processes have undergone a digital transformation the internal processes as Human Resources (HR) still show a paper-based and bureaucratic process in many organizations. In this paper, we want to highlight the necessity and advantages of an HR digital transformation on the example of the global passcon Group.

What is a Digital HR Transformation?

We at passcon, work in all departments almost completely digitally. Internally we have a 90 percent digital HR process: one tool, almost no paper, fast coordination channels. This is not only a great advantage for me as a CEO and our HR team but also depicts a great benefit to our employees.

Each of my employees has its own dashboard with the following functions:

- Monthly pay slips
- Overview of remaining holidays
- Overtime and sickness tracking
- Bonus management and performance review

On top of that, our consultants can track and submit their travel- and general costs.

When we started implementing the digital HR process as a small startup it was a “nice to have” tool, now 3.5 years later, with 130 people, this process depicts not only a reduced workload for our HR team but also a great cost advantage.

So how to get started with an HR digital transformation and which factors are necessary for a successful digital HR environment?

1. The Global HR Tool

When we started with passcon three years ago, I was aware that I would like to implement as much as we can on a global basis. In my former jobs, HR processes were always marked by bureaucracy, slow approval procedures and complications. One of the central goals for my own company was to change this. After doing some research we decided for “HRworks” as it covers all important functions from digital travel cost management over pay slips up to the holiday and sickness management. On top of that, it presents an interface to the bookkeeping.

2. Recruitment Process, Onboarding/Exit of Employees

Our whole HR process from recruitment over onboarding until exit runs via HRworks.

You can:

- Upload CVs,
- Send direct invites for interviews,
- Store all decisions for applicants.

Once we have decided for a new team member, the whole onboarding process is executed over this tool. The applicant receives a link to type in all the information we need (e.g. account data, social security number) and can upload all requested documents (e.g. criminal record). We can track the status of his/her onboarding at all times. Also, we proceed the exit process and checklist via the tool. To sum up, we manage the whole employee lifecycle over a single tool.

3. HR Personnel Record

HRworks offers cloud-based storage. Thus, you can store all relevant documents (e.g. working contract, CVs, references) for each employee. This storage and the personal profile of each employee are accessible via mobile phone, so the employee has access to his/her profile and documents, and the back office has access to the documents at any time from everywhere. For us, as an international consultancy, this presents a great benefit.

4. Holiday Planner & Electronic Sick Notes

Another great function of the HRworks is the electronic holiday and sick note function.

This function allows us to easily manage the holiday requests and other out of office notes from the whole team on a global level. Me as a CEO as well as my managers provide this function with great transparency, we can approve holidays from our employees with a simple click and track remaining holidays and days of sickness.

Then the moment one employee requests holiday, the responsible manager gets a notification. He can then directly check and approve the request. In the case of sickness, the employee can call himself sick over the tool and upload the doctor's certificate directly. The responsible manager receives a notification again and is informed that his team member won't join at work that day.

Specific health management reminds the management with an alarm in case an employee shows an outstanding number of sickness days. This is a very good way to track the health and satisfaction of the team.

5. Travel Costs

As a consultancy, we have regularly incurred travel costs that need to be submitted and processed. To keep it simple and easy for our employees next to their very time-consuming job, we implemented a fully automated and digital travel cost workflow.

How does this workflow look like?

- a. Our Consultants start their weekly travel on Mondays and opens in their HRworks profile a new travel folder. After submitting the travel's basic information (date, place, etc.) they can upload their bills over the week. On the last day of their trip, the consultants can close their travel folder and send it for approval by a single click.
- b. In the next step, the submitted travel undergoes a 4-eye check.
- c. The system has an automated interface to accounting so that after the completed 4-eye-check the approval is sent to accounting.
- d. In a biweekly payment run the submitted and checked travel costs will be paid out.

By this process, we avoid long lasting and time-consuming travel cost checks.

In addition, we provide the employees with transparency as each employee can follow the status of his/her travel cost submission process.



6. Performance Reviews

As a growing consultancy, we put special emphasis on bi-yearly performance reviews and separate project feedbacks. Those are also stored in the personnel folder of each employee.

7. Pay Slips and Bonus

At passcon we prefer digital pay slips. They are stored at the employee's dashboard and he gets a notification whenever a new pay slip arrives.

8. Team Management

Through our digital HR system, team management becomes much easier. The interface management and thus the cooperation between the managers' lead function and HR run without much communication:

The managers get informed about every HR-related topic of their team members by receiving regular notifications over the HR tool. They can see when their team members are on holiday, they can coordinate feedback talks over the tool and can track which trainings and certifications are on their team members' list.

On a Final Note

Next to the presented advantages of a digital HR Management system as cost- and work reduction, institutions should keep one thing in mind:

An HR digital transformation is not optional. In a world that is digitalizing at a fast pace, with consumer/employees that do not know any better than for virtually anything in their lives to be digital, HR and employers simply cannot stay behind.

When you are ready to initiate the HR digital transformation in your organization, we are here to support you.

Get in touch with us!

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