

Case Study:

Scottish Prison Service



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You need **AGRASSO**





FWL helps Scottish Prison Service streamline HR management with AGRESSO



FWL Technologies, working in partnership with Agresso, has implemented the workflow enabled Human Resources module of AGRESSO across 17 Scottish Prison Service establishments.

The solution will encourage a unified 'best practice' management approach for the service's remote teams responsible for the HR management of 4,100 employees.

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Stuart Brown, HR Manager.

The Scottish Prison Service is a major public sector undertaking, with all the pressures of a large private sector organisation. In their own words: "We have to face up to the reality of the competitive world that we live and work in." That means implementing the most effective IT solution available to suit our business. For HR management, they have chosen AGRESSO Business World, supplied and implemented by FWL Technologies with ongoing support from Agresso Ltd.

"With value for money and improved levels of support and control now being such focus issues for users, we recognised that our existing HR solutions were simply no longer fit for our purpose," says Stuart Brown, HR Manager. "They were based upon a well known HR system that had become heavily bespoke. Over

time, this made them very inflexible and made it difficult to upgrade to later versions. They were rigid, they simply recorded the outcomes of processes, rather than being workflow-driven, and reporting was a real pain."

The service carried out a survey of available systems, using very clear decision making criteria. Stuart says: "We were looking for a market-leading, off-the-shelf solution that would instil consistent as well as good practice. It would have to be very cost effective and be flexible enough to be able to accommodate the vagaries of our organisation. Reporting was important. With our existing systems we had to resort to a third party reporting tool, which staff found complex, particularly those who used it infrequently."



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Stuart Brown, HR Manager.

AGRESSO came out tops, as Stuart explains: "It is a robust solution that has stood the test of time. Most importantly, it is built around the workflow concept, so it becomes an instrument for proactive management, rather than just a means of recording information. Standard reporting is fantastic and is highly tailorable. The look-and-feel of the report generator is completely consistent with the rest of the system, which means that even occasional users of the report generator will feel confident and comfortable. The key to the power of AGRESSO is that it offers tools, designed to deliver relevant information to many different types of user, which can change as the organisation requires it."

The system provides a complete employee administration solution that supports employee lifecycles, from induction, through training and appraisals. It offers a complete picture for organisation and planning, with personnel and line manager reporting.

"The expertise that FWL Technologies offered was a significant factor in our decision. For a number of years they have supported our financial accounting systems and we like their 'partnership' approach to a business relationship," says Stuart. "This has continued very successfully into the implementation of the HR module of AGRESSO, which was essential because this has been a very complex project. Using their proven methodology, they have ensured that our business requirements will be met. They are particularly good at detail; for example, they began by developing material for our key users - super users, who can roll out the implementation with confidence and internal credibility. FWL built prototypes, considered all the implications of data migration from the old system and they looked at the best ways to use the power of the system through things such as 'Alerts'. For example, during a



FWL and Agresso - working in partnership

Features & Benefits

- Provides enhanced employee administration
- Supports full employee lifecycles from recruitment through induction, training, appraisals to exits
- Flexible management of data allows personnel and line manager reporting with both current and historical data
- Provides a complete picture for organisation and planning
- Holds a wealth of personnel data, documents, references, ID photographs etc.
- Allows adaptation to address precise organisation needs due to its flexibility

probation period, at the right time the system sends emails to the relevant managers to ensure actions are carried out at the appropriate time. FWL made sure that we really were using the proactive capabilities of the system when tracking processes."

FWL used their extensive workflow understanding and AGRESSO expertise to build the system around SPS's own business processes, reflecting the natural way that people and activities interact. The key area of data migration was managed by FWL's consultants, using their established methodology for testing. To complete the implementation, they performed and managed a comprehensive systems acceptance project. As to the live roll out, FWL helped in the development of tailored training material for SPS's in-house college to deliver to end users.

"It has been a high visibility project for the Human Resources teams," says Stuart, "so it has been particularly good to work with a group of professionals we know we can trust and who work in such close harmony with the staff at Agresso."

FWL is a truly global IT solutions company, with offices in Europe, in the US and in Singapore, with a global development and support centre in India. Altogether, we employ over 200 professionals, supporting thousands of users in over 70 countries.

As a distributor of AGRESSO Business World, our consultancy, implementation and support is managed within the UK. And because we are also Oracle business partners, we can even supply and support the underlying database.



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