

SSTC

SSTC achieves HR best practice as employee count grows 200% in two years

Unit4 Prosoft HRMS saves SSTC time and expense, while ensuring transparent HR practices at a time of rapid growth.

The situation

SSTC School for Further Education is a premium mid-sized academic institution in the Private Education industry that has been awarded EduTrust Certification and is known for its quality accredited programmes. The School strives to provide quality education that empowers students to achieve their goals and career aspirations. SSTC has grown rapidly in the past three years, as the international education market has grown and evolved, with further growth anticipated in the years ahead.

SSTC is in constant change – from delivering highly competitive programme offerings to meet the needs of demanding students, to meeting the needs of growing employee numbers, which have increased almost 200 percent in the last two years. “It is important that we can monitor staff performance and recognise their contributions. In many cases, long-serving employees were suffering due to a lack of up-to-date skills and it was in our interest to give them the training they require. Education is understandably high on our agenda,” says Wayne Ho, COO of SSTC.

As a Private Education Institution, SSTC strives to meet key industry benchmarks like the Singapore Quality Class for PEOs, now EduTrust, to illustrate its commitment to improving its human resource practices and ensuring continuous improvements.

The need

As is still a common industry practice, SSTC had become reliant on Excel spreadsheets for keeping employee records and generating reports. “It was manual, time consuming, prone to error and offered

limited functionality,” says Ho. “We had selected and implemented a comprehensive HR solution to replace our spreadsheets and manual processes, but despite its ability to undertake many of the required tasks automatically, adoption was not smooth and much of our record keeping and data processing remained manual. As a result the system became obsolete very quickly.”

SSTC felt strongly that a systems overhaul was required to meet its demands as a growing company and to help it achieve best practice HR processes. The school undertook a much-needed requirements and systems review and selected Unit4’s Prosoft Human Resource Management System (HRMS) as the ideal solution. Their decision was affirmed when various modules of Prosoft HRMS were ranked top against other competitive systems in an independent research conducted by a reputable widely-circulated local HR magazine.

The solution

Prosoft HRMS was selected to deliver a one-stop integrated HR solution. The system’s ability to easily meet business change requirements without requiring expensive consultants to make changes in the system was important to SSTC. Due to the organisation’s expansion, this translated into significant savings related to time, effort and expense. The advanced functionality within Prosoft HRMS ensures its HR policies are met and processes are followed without deviation.

What SSTC required above all was more flexibility to manage its employee information, leave, payroll, training and appraisals as well as supporting the competitive needs of the growing business. From

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a systems perspective, Prosoft HRMS delivered the robust functionality required to improve automation, consistency between systems, and control and compliance resulting in increased productivity and effectiveness in people administration.

The benefits

The organization is already seeing improved productivity as a result of reducing unnecessary queries and phone calls to HR. They are undoubtedly also saving money by a reduced need to fill out forms or print employee materials such as pay slips.

From a managerial perspective, Prosoft HRMS has made life a lot easier. Managers and supervisors can now see personnel data on demand, according to their permissions, and no longer have to wait for HR to respond to a query. They can manage and monitor staff movements and ensure appraisals are conducted on time. Having information readily available to employees and improved visibility related to HR policies and processes, has greatly improved their morale. Employees can now focus on higher-value tasks which automatically leads to improved productivity.

“There are many improvements to our HR processes, but what is really significant is that our employee relations have improved as we are now more transparent with them than we were before. They feel valued and are benefiting from training and smooth appraisal procedures. We are continuously reviewing and updating our HR policies and they are being adopted universally across the company.”

Wayne Ho, COO of SSTC.

For the HR department, the benefits are vast, including allowing them more time to focus on the strategic needs of the company rather than answering queries and correcting manual errors. The user-friendly system provides multi-level security, and HR practices that were a headache previously have been simplified.

About Unit4

Unit4 is a leading provider of enterprise applications, empowering people in service organizations. With annual revenue of 500M Euro and more than 4000 employees worldwide, Unit4 delivers ERP, industry-focused and best-in-class applications. Thousands of organizations from sectors including professional services, education, public services, not-for-profit, real estate, wholesale, and financial services benefit from Unit4 solutions.

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