



## NTUC Health

Leading Singapore health and eldercare services provider leverages Unit4 Prosoft to address local manpower shortage

NTUC Health Co-operative Limited (NTUC Health), one of the largest nursing home operators and home care services providers in Singapore, leverages HR technology from Unit4, to address the challenge of local manpower shortage amidst a rising demand for eldercare services.

### The situation

NTUC Health is an NTUC social enterprise that provides quality and affordable health and eldercare services. Building on more than four decades of experience and expertise, it provides an integrated suite of services to meet the growing needs of families and their dependents. In addition to dental clinics and a family medicine clinic, NTUC Health also has one of the most comprehensive range of eldercare services in Singapore. These include facilities such as senior day care centres, nursing homes, senior activity and wellness centres, as well as a sheltered / senior group home. It also runs services such as home care and community support for vulnerable seniors. For more information, please visit [www.ntuhealth.sg](http://www.ntuhealth.sg).

### The needs

Singapore's aging population (those aged above 65) is set to double by 2030 to 900,000. This means one in four Singaporeans will be elderly, spelling hefty demand for

eldercare services in the next decade. Furthermore, the pressing shortage of manpower means that there is an urgent need for NTUC Health to maximise its organisational efficiency in order to address manpower issues and the changing needs of its patients and customers.

### The solution

NTUC Health chose to implement Unit4 Prosoft HRMS in 2015 as part of the organisation's forward-looking needs and to contribute to the digital transformation of the HR function. It enabled NTUC Health to streamline its HR processes and provided a platform to optimise available manpower resources through automated resource planning.



# UNIT4

“ Unit4 Prosoft HRMS delivered the robust functionality that I am looking for.”

*Ms. Judy Yong,  
Head, HR & Admin. of NTUC Health Co-Operative Ltd.*

## The benefits

- Unit4 Prosoft HRMS modules (personnel, payroll, leave, claims, training and attendance) provide NTUC Health with an integrated HRMS work process across its multiple care-service environments.
- Unit4 Prosoft’s functionality and interface provide NTUC Health with a platform that can further build an on-demand workforce, by implementing necessary tools for planning manpower resources (job scheduling) and on-the-go mobile apps.
- The easy-to-use interface means that administrators and employees are empowered to use the solution fully with basic training and on-boarding.
- Unit4 Prosoft’s point of data entry and the single-source database solution has reduced the number of errors and amount of manual work for the HR teams in NTUC Health.

“I believe in the near future, employers like us have to find a solution for ‘collaborative scheduling’, says Judy Yong, Head, HR & Admin of NTUC Health Co-Operative Ltd. “This is to meet the dual challenges of a diminishing workforce supply and the expectations for HR teams and department managers to ensure manpower resource optimisation. It works out very well for us to address the manpower shortage in Singapore’s intermediate and long-term care sector.”

Ms. Yong has over 15 years of personal experience using Unit4 Prosoft and has implemented various modules in her current and previous roles.

“Much attention is given to digital disruption in the business world. I believe just as much, if not more, that investment and effort need to be given to the adoption of HR technology. Embracing new developments in HR technology will pave a smoother path in addressing the effects of disruption to our business environment, changing labour demographics and employee expectations of standardised work arrangements, for example the preference towards regular employment contracts as opposed to more flexible rostering arrangements” adds Ms Yong.

## About Unit4 Prosoft HRMS

Unit4 Prosoft HRMS is a leading provider of Human Resource Management and Payroll solutions across multiple industries, and countries.

Your organisation deserves a complete and seamless solution to manage all your HR needs. Designed to make human resource management both simpler and more effective, Prosoft HRMS from Unit4 is a suite of HR software solutions that is comprehensive, fully integrated, flexible, and easy to use, from project teams up to a global workforce.

**To arrange a discussion with one of our experts,  
please call +65 6333 6133**

## About Unit4

Unit4 is a leading provider of enterprise applications empowering people in service organizations. With annual revenue of close to 600M Euro and more than 4200 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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