Durham University Future Proof with Cutting-Edge HR Technology

The future is looking bright for Durham University. It soared 31 places to 61st in the latest QS World University Rankings and came 5th in two recent leading UK university guides. Student numbers are also 'on the up', rising from around 1,100 in 1950 to 17,500 by 2014.

With 8,500 employees the university had a lot to gain by replacing their 15 year old HR system. "We outgrew our old system, we needed a one-stop shop to manage the entire employee life cycle." said Trudy Forster, Assistant Director of Human Resources.

In 2013, Durham University selected CoreHR as their preferred HCM solution provider. The cutting edge features and depth of functionality CoreHR offered were the best available to meet Durham's unique requirements. "The cost was competitive but the functionality that CoreHR could deliver was the key selling point," Trudy noted.

Initially Durham went live with CorePay and CorePersonnel. This soon followed with CoreHR's Business Intelligence module and most recently CoreRecruit and CoreExpense. "As with all new systems it takes time to bed in. Once managers and staff started to understand and use the system, confidence increased. With views being expressed that data accuracy has improved significantly" stated Trudy.

Better Management Information for Better Decision Making

In supporting their academic strategy, accurate real-time data is key in providing more insights for better decision making and CoreHR's solutions provide exactly that for Durham.

"Going forward, our focus is having accurate and real-time information to support better decision making in retention, talent management, workforce and succession planning. CoreHR will provide us with the insights to support these plans. It is hoped we can better adapt management plans to changing circumstances," stated Trudy.

"For our 4,000 casual employees, the new system also provides improved quality of data and better management information. There's more transparency and improved accuracy of data, managers can see team details in real-time through the managers portal. Any incorrect entries are spotted immediately rather than having to wait for annual reviews" said Trudy.

"A lot of work has gone into how we use data in management. It's a completely new way of working and thinking for the university and the information from CoreHR is supporting this transition."

Trudy Forster,
Assistant Director of Human Resources,
Durham University.

Employees:
8,500

Industry:
Higher Education

www.durham.ac.uk

CoreHR Solutions:
- Payroll
- People Management
- Business Intelligence
- Manager & Employee Self-Service

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Challenges

Durham University wanted an integrated HR software solution with real-time data analytics that cut out manual processes and simplified reporting, payroll and recruitment.

Benefits

- Better management information for better decision making
- HESA submission time savings
- Cost savings with manual processes eliminated
- More employee engagement with self-service functionality

"CoreRecruit will streamline our recruitment with a single fully-integrated platform, improving the experience for all."

Trudy Forster,
Assistant Director of Human Resources, Durham University.

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HESA Submission Time Savings

CoreHR understands the complexities faced by HEIs and have designed their software to address these. "The opportunities to network with other HEI's, share plans, and developments has been invaluable" stated Trudy.

CoreHESA helps HEI's remove the pain from the submission of the annual report to the Higher Education Statistics Agency (HESA) by generating faster and more accurate reports at less cost, all with 100% legislative compliance. It gathers accurate statistics across the organisation, validating and converting data for reporting purposes. It's even guaranteed to automatically support legislative changes into the future.

"Using CoreHR has reduced the time taken to submit our HESA data" Trudy said.

Paper Payslips Consigned to the Wastebasket

With CoreHR, Durham University has simplified reporting and eliminated manual, paper-based processes. Cost benefits have been delivered and paper payslips have been consigned to the wastebasket.

CoreHR promises timesheet, absence and expense data flows seamlessly through for an accurate payroll. "In time duplicate data entry will be eliminated, compliance automated, governance tightened and reporting more timely and accurate when all the modules are implemented." Trudy noted.

Looking to the Future

With their online recruitment solution, CoreRecruit, just gone live this will support the university to attract and hire top talent. "Recruitment and onboarding are our biggest challenges. We're not London-based so we do have unique attraction issues," said Trudy. "CoreRecruit will streamline our recruitment with a single fully-integrated platform, improving the experience for all."

Trudy also looks forward to reaping the benefits of Manager and Employee Self-Service. "Staff are able to access their employment records, see online payslips and submit leave requests all on the go." said Trudy.