



University
of Glasgow

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Ann Hastings,
HR Operations Manager,
University of Glasgow.

Employees:
7,000

Industry:
Higher Education

www.gla.ac.uk

CoreHR Solutions:

- People Management
- Time & Attendance
- Payroll & Budget
- Expense Management
- Manager & Employee Self-Service

University of Glasgow Devolves HR Processes With CoreHR's Advanced Functionalities

The University of Glasgow is one of the UK's oldest and most prestigious universities ranked in the top 100 in the world, with an international reputation for its research and teaching excellence. Founded in 1451, the University of Glasgow is one of the country's largest with over 16,000 undergraduates, 6,000 postgraduates and 4,000 adults in continuing education.

When the university's legacy HR and payroll solution came up for renewal senior management felt a new HCM solution was needed to provide advanced functionality in reaching their strategic objectives. Glasgow wanted a system with manager and employee self-service to increase self-sufficiency for employees across the organisation. An increase in transparency and user friendly reporting with more accurate data for payroll were also central to requirements.

Through a competitive tender process, CoreHR was chosen as the new fully integrated HR and payroll solution. Additionally, the university implemented the "EduCore" version of CoreHR, which is specifically aimed at the higher education sector allowing the university to manage all of their HR, payroll, time and attendance and expense processes within a single application.

"CoreHR had more functionality than other systems we reviewed. In addition, the Time and Attendance and Budget applications were deciding factors for us because at the time no other supplier could provide this" said Ann Hastings, HR Operations Manager, University of Glasgow.

"CoreHR beat the competition in every area. There was flexibility within the system that was not available with other systems. Add to that the usability of the software for our internal users, and we were sold" commented Ann.

Challenges

University of Glasgow's reporting system was not user friendly and they wanted improved transparency of employee data.

Benefits

- Transparency and user friendly reporting.
- Seamless integration with ERP and document management systems.
- Increased functionality to support future development.

"Employees can easily book holidays, view payslips, update their personal information and claim expenses, all online."

Similarly managers can approve holiday requests online eliminating the need for recording information on spreadsheets"

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The Success Of Self-Service

Self-Service functionality was a top priority for the University of Glasgow in becoming more customer focused and devolving HR administration. Now managers can make updates on the system and employees can view, manage and submit requests online.

"The user defined fields on the system have been very successful. We can add fields to the system when we want and we do not need to rely on outside help to do this. Before having CoreHR, we did not have any functionality to add fields ourselves. Now managers can create fields and set up workflows in minutes" said Ann.

The employee experience has changed completely giving employees real time transparency of personal information.


"Employees can easily book holidays, view payslips, update their personal information and claim expenses, all online. Similarly managers can approve holiday requests online eliminating the need for recording information on spreadsheets. Holidays were not on the original system requirement however they have proved to be the biggest success" commented Ann.

Transparency And User Friendly Reporting

The functionality within CoreHR has provided the University of Glasgow with a wealth of information and more user friendly reporting capabilities. Managers and HR can quickly and easily report on employee information, something that was not possible before.

"Our old system was basically a payroll system and not HR focused. We wanted a fully functional HR system with Employee and Manager Self-Service and a user friendly reporting system that would enable staff to easily pull reports.

Now managers and HR have the ability to report on any employee information which has been a huge benefit to the university. We now have a wealth of information we didn't have before" said Ann.



“From a systems point of view increased functionality and devolved access across the university will allow us to become more proactive than before”

Ann Hastings,

HR Operations Manager,
University of Glasgow.

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Smarter HR Technology

Seamless Integration With ERP And Document Management Systems

CoreHR integrates with other key business systems enabling the university to join up their processes combining data feeds to and from their ERP system. With some employees holding multiple job posts, the multi-post functionality has simplified FTE calculations and complex payrolls.

Increased Functionality To Support Future Development

With the implementation of CoreRecruit, CoreTalent and CoreTraining in the coming months the University of Glasgow are looking forward to seeing increased functionality that will support future development.

“From a systems point of view increased functionality and devolved access across the university will allow us to become more proactive than before. With reductions in IT help desk issues we hope our team will be able to concentrate on advancing our system capability”.

“Would I buy it again? Yes, CoreHR are forever evolving, always moving forward and looking for ways to develop their systems. The CoreHR team are really dynamic, proactive and keen to get customer feedback for product development” says Ann Hastings.