AAR Case Study

Summary

<table>
<thead>
<tr>
<th>Industry</th>
<th>Health Care / Insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of employees</td>
<td>1000+</td>
</tr>
<tr>
<td>Region</td>
<td>East Africa</td>
</tr>
<tr>
<td>Client of hSenid Since</td>
<td>2011</td>
</tr>
</tbody>
</table>

About AAR

AAR is the largest and most successful private healthcare company with a presence in the East African region. They have 18 healthcare centers spread all over Kenya, Uganda and Tanzania and 100,000 members currently.

The organisation was founded in 1984 with the aim of providing evacuation of medical and accident casualties by air and road. However, due to the increase in memberships, it was essential for AAR to offer more its clients, thus they introduced more comprehensive healthcare packages. In addition, they provided rescue and evacuation services to members from anywhere in the world.

It is the flexibility, innovation and readiness to response, AAR possessed that enabled them to reach where they are today - a leading healthcare company in East Africa.

Challenges encountered

AAR was not using an automated HR system for its day-to-day HR activities. Employee information, attendance, leave, performance were all captured on manual computer-based applications. They only possessed a system for payroll processing. In addition, all HR activities and details of employees of the organisation based in the three countries; Kenya, Tanzania and Uganda, were conducted and stored from a single location. This often led to hiccups when managing the spread workforce of AAR.

Although AAR had a system for payroll, payroll processing often took a very long time. The HR staff had to retrieve information from numerous different records and applications such as attendance and leave, which were necessary to process the payroll, which lead to a long turnaround time. The accuracy of the payroll was yet questionable as this process was very tedious and was prone to errors, due to the manual procedure.

Attendance was recorded manually at AAR, with employees entering their in and out times. However, this was not a very effective mechanism as there were inaccuracies in this data very often. Moreover, application of leave was a very lengthy and time consuming and complicated procedure as it had to be done via email and had to be approved by several parties. As leave application from Kenya, Tanzania and Uganda all came to one central location, there was often confusion with approvals.

Performance management was something that was not consistently and effectively carried out at AAR, as the HR
team of the organisation did not have sufficient time to focus on strategic HR activities such as performance and training and development. Therefore, AAR did not have a measure to gauge the performance of all its employees in a consistent manner.

**Why AAR chose HRMenterprise**

AAR first found out about HRMenterprise through Thomsoft, who is a client of hSenid HRMenterprise. After reviewing several HR systems rather extensively, AAR decided to pick hSenid HRMenterprise. The client references received by other HRMenterprise clients in the African region were one of the primary reasons AAR chose this system.

In addition, the reputation hSenid had with regard to their domain knowledge in HR and the 17 years of industry experience the company had acquired were factors that built confidence among the management of AAR. The expertise and experience the development and implementation teams of hSenid possessed boosted this confidence further.

The comprehensiveness of HRMenterprise along with its wide array of modules enables an organisation such as AAR to holistically and effectively manage all its employees. It allows to store all employee related information on central servers, while integrating all modules so there is a smooth flow of information.

The system is completely web based which enables employees and the HR management of AAR to access it and attend to any HR related task at any time, from anywhere, using any device.

AAR was also seeking for a HR solution that could be tailored as per their requirement, and hSenid HRMenterprise was one of the solutions that accommodated these changes with their very flexible configurability option.

**The implementation process**

The implementation process at AAR took on a phased approach. Employee Information Manager, Organisation Structure, Absence Management, Payroll, Benefits Management, Disciplinary Management and Self-Service HR modules of hSenid HRMenterprise were initially implemented. The next phase included Recruitment, Performance Management, Training and Development and Reporting tools. The implementation team of hSenid performed a few configurations to the system as requested by AAR and the system was in a condition to be fully implemented. The implementation was conducted in two phases to ensure that the core modules and the administrative modules were running smoothly before the strategic modules were introduced to AAR.

The implementation process was supplemented by an in-depth training program in order to ensure that all employees of AAR would have the necessary knowledge to use the system and capitalise on the benefits the system has to offer. These training sessions were conducted in order to makes sure an effective change management occurs within the organisation.

**Service provided by the hSenid implementation team went beyond our expectations. They were very supportive and had a lot of patience with all our queries and requests. Their domain knowledge was excellent and they managed to gel well with both the HR and IT teams of AAR.**

**The impact on AAR**

Prior to the implementation of HRMenterprise at AAR, their HR processes and practices were inconsistent throughout the region. This made it very difficult for the HR team of AAR to keep a proper track of every employee’s HR related tasks. However, with the introduction of HRMenterprise they were able to have streamlined, uniform HR practices throughout the organisation. Moreover, as all processes were automated the employees and the HR team of AAR were able to perform all the HR tasks with ease; from application of leave to performance management to payroll and generating reports. The level of accuracy was also much higher with the system in place. Data duplication and confusion caused when recording employee data, processing payroll and approving leave applications were all minimised.
The self-service HR function of HRMenterprise made it possible for all employees of AAR to complete their HR activities by accessing the system from anywhere at any time with the use of any web-enabled device. The system mainly simplified and organised the leave application process of AAR. Employees are now able to apply leave from anywhere by entering the relevant data and the system will notify the HR team and the relevant supervisor regarding the leave application, which can then be approved or rejected by the relevant parties. They can also view their performance in the company, payroll and other employee information by using the self-service HR module. It provided employees more control over their HR activities and added more transparency, which boosted employee satisfaction as well as the confidence they placed in the company.

The payroll of AAR was streamlined due to the seamless integration between modules in HRMenterprise. Time and attendance tracking, leave and payroll are all linked, thus the payroll is processed accurately by taking into consideration all this relevant data. The HR of AAR no longer has to spend long hours performing this manually, which enables them to cut back on the turnaround time of the payroll. The system also enables employees to receive e-payslips.

HRMenterprise allowed AAR to have a methodical performance management system, which the organisation did not conduct previously. The system enables them to track performance using tools such as 90-360 degree performance appraisals, balanced scorecards and forced ranking. They are now able to monitor the performance of all employees with the used of these tools accurately. It has enabled AAR to uplift the effectiveness and efficiency of its workforce. In addition, it enables to identify areas that employees need to improve on, and will help the heads of departments to take initiatives and schedule the necessary trainings that will be required to fill necessary gaps.

The recruitment process of AAR is now completely automated. From scheduling interviews to shortlisting to selecting a suitor and onboarding can all be done through the recruitment module of HRMenterprise in a methodical manner. It has cut down on a lot of time HR executives of the company spend on all the relevant recruitment related administrative tasks, which they can now utilise for more strategic activities such as performance management.

HRMenterprise allows the management of AAR to generate reports with regard HR activities of the organisation, with the use of the report navigator module. It allows the management to comprehend important statistics and matrices, as and when they need, by providing them with the necessary information in graphical reports. This gives an overall depiction of the entire organisation to the management of AAR and enabled them to gauge the performance of the company, identify areas that must be further developed and helps them to plan in advance.

Leave, performance and payslips can now be viewed through the system. Employee information now does not have to be kept in files, as it is all stored in the system. Hence, the system has also enabled AAR to cut down a lot of paper work and help contribute towards the environment.

Overall, HRMenterprise has immensely helped AAR with its HR practices, and contributed towards achieving a more effective and systematic HR management system within the organisation. This has resulted in better employee satisfaction and higher performance levels throughout the entire organisation and enabled the HR team to focus more on real HR activities to take the workforce of AAR to greater heights.
About HRMenterprise

HRMenterprise is a comprehensive Human Resources Management and Information system that caters to a wider spectrum of HR functions to improve the HR business processes of organisations. The system has been deployed to over 700 clients in 18 varying business sectors across 30+ countries including diverse private and public sector entities; ranging from small & medium businesses to very large enterprises.

The system encompasses a structured approach from talent acquisition, nurturing, managing tenure life-cycle, compensation & benefits and smoother employee disengagement. It consists of over 30 functional modules that are seamlessly integrated to enhance visibility, empower decision support and enrich employee engagement. HRMenterprise is encapsulated by world class best-of-breed processes and practices consolidated throughout many years of client associations.

The product has been modeled for effective employee engagement from operational staff though powerful self-service capabilities and mobile accessibility for corporate level staff and functional staff as well as enabling the accessibility for lower levels of staff through kiosk based devices.

Powerful scalable options stretch the abilities of the product to be deployed over multifaceted enterprises, including varying localisations and fulfilling statutory reporting needs. It also ensures that employee data are securely managed and end employee HR functions are under their control improving higher productivity and employee engagement with necessary accessibility options. Successful deployment of the product gives you the surety of continuous returns on the investment whilst enabling the elevation of employees to fulfill the business needs of the organization with optimum functional and enterprise level collaborations.

Contact Us

Log on to our website to find a partner in your region or send us an email for more information.