



ESR Benefits Realisation

Manager and Employee Self-Service

Payroll and Human Resources systems have traditionally been the preserve of the corporate functions within an organisation. One criticism of legacy systems has been that although staff and managers provide the data that feeds the system, there is generally little return in terms of good quality management information. Line managers felt they have little or no ownership of their legacy systems and the data they contain. With Self-Service, Managers and Employees are responsible for the accuracy of their data in the system, and can easily access their information.

Imagine an employee, responsible for keeping their personal details up-to-date, who wants to change the bank account into which their salary is paid. Instead of filling in a form, sending it to payroll or HR and waiting for the change to be entered into the system accurately and in time for payday, the employee logs into ESR and enters the information into the live system ready for the next payday.

If an employee's personal circumstances change, a change of address, or marital status can be easily logged in the system.

Reviewing career development, an employee can apply for training. The request would go to the manager for approval before being registered.

Managers can maintain the employment records of their staff, and access detailed reports to assist day-to-day workforce management and future planning.

If an employee requests a change in hours of work, the manager can input the change directly into ESR using Manager SSHR.

Areas that can be accessed through manager self-service are:

1. New starter entry
2. Termination of employment
3. Permanent changes to contract
4. Course attendance authorisation
5. The majority of absence recording
6. Personal information
7. Staff career information
8. Reporting



Successful self-service implementation requires:

- strong and clear HR and Financial governance
- clarity around the scope for management action
- redesigned processes to ensure confidence in the delivery and processing of information
- up-to-date work structures which accurately reflect reporting arrangements.

Full use of ESR functionality, including self-service means maximum realisation of system benefits:

- accurate and timely information and reports 'in real-time'
- efficiencies in administration and productivity
- empowering managers and employees
- linking employee records into local health informatics planning.

A 'Self-Service' eLearning CD Rom is available from the Education Department at McKesson (UK) Ltd.

Please e-mail: esrcoursereg@mckesson.co.uk with a name, contact telephone number and full postal address.