



SUNCODE
business process management



Unilever

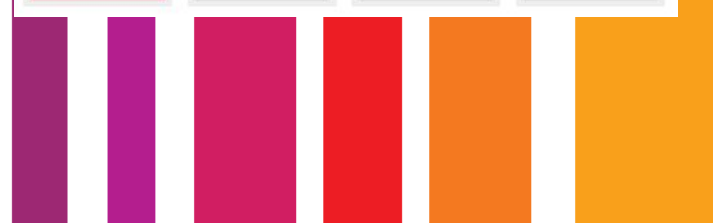
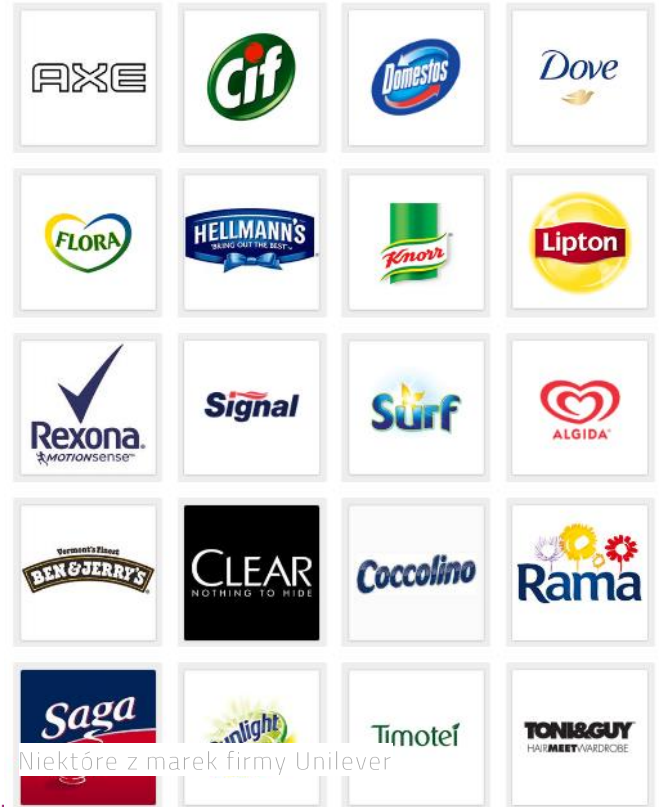
HR DOCUMENT WORKFLOW SYSTEM IN UNILEVER POLAND

UNILEVER POLAND, ON THE POLISH MARKET PRESENT SINCE 1991, HAS THE FOLLOWING PRODUCTION BRANCHES: DETERGENT AND COSMETICS BRANCH; A COOKING PRODUCT FACTORY AND A BRANCH WHERE MARGARINES AND BROKEN BULK TEAS ARE PRODUCED. NEAR GDAŃSK THERE IS AN ICE CREAM FACTORY. ALTOGETHER, UNILEVER EMPLOYS OVER 3000 PEOPLE IN POLAND.

PRELIMINARY ANALYSIS

When a company hires an employee, in the HR department an employee's file is created. It will be archived for 50 years after hiring. In the meantime, the employee will be trained, will receive bonuses or will be promoted. Each of the mentioned actions will be written in his documents. Let's imagine that in one company is 3000 people working in 7 different localizations. Quite many, right?

Such a challenge faced Unilever's HR department. The company has 5 different branches in Poland (including 4 factories and headquarters in Warsaw). Simultaneous preparation of personal documents for all of the employees has been centralized in Warsaw, while physical location of the files is in target localizations. Managing a HR file using standard tools such as email or traditional post turned out to be extremely hard and laborious. Moreover, it was almost impossible to monitor the process.



ADOPTED BUSINESS AND TECHNICAL SOLUTIONS

During workshops with HR department's employees, Iron Mountain's analytics team prepared a documentation before executing phase of the project. The current process of personal employees' file's process was described. After the receipt of the analytical documentation, described assumptions has been modelled in Plus Workflow system. Each process activity, then managed with paper documents, can be now be done with the

usage of the system on scanned documents which are described with a set of attributes.



HR DOCUMENT PROCESS

How the process looks like? After a recruitment, an employee's documents are scanned and placed in a virtual file. Apart from scans of, e.g. college diplomas, employment certificates or trainings certificates, in the file there are electronical formulas as well. The whole file is placed in the client's Plus Workflow system and it is sent to the central HR department. On the basis of scanned documents, the main HR team inputs data to a HR and payroll system and prepares a contract of employment. Prepared documents are sent by Plus Workflow system to coordinate's acceptance and then sent to print. After completion of the task, the file is available for authorised users from desktop.

The set of files is not a stable archive. It is a living system, enabling sustained work. It minimizes paper work and sustains high work culture. The whole process is monitored, it provides work reports according to required criteria, eliminates standstills of documents or decision making due to information who is an owner of a document in a given time, since it gives the possibility to remind about a task.

DOCUMENTATION DIGITALIZATION

Simultaneously with Plus Workflow implementation works, in the Center of Processing IM Data the digitalization of current HR documentation started. All HR files from 5

different localizations in Poland has been received from the client and scanned. The process of scanning included categorization for several dozens types of documents and describing each document with a set of a number of substantial indexes. Scanned documents has been imported to Plus Worklow and original documents has been returned to Unilever. New HR documents are constantly adding to the system by HR departments of all branches of the company.

BENEFITS OF THE IMPLEMENTATION

After the implementation, the client gained:

- An active, growing with time, document base and a platform enabling the flow and remote management of HR documents in the corporation in all of the localizations;
- The possibility to monitor tasks in all of the branches, and a possibility to better organize work;
- Full control over the process.

What is more, Plus Workflow system is hosted on Iron Mountain's IT supplies in SaaS model. Due to that, the clients gains a guaranty of reliability and safety without a necessity of incurring additional invest costs.

