CIVICA

Case Management for Employee Relations

Automating and managing cases for HR teams

Helping employee relations teams to manage cases more efficiently and support employees better with a secure cloud platform they can use anywhere.

Your employee relations team handles a wide range of cases and must follow the correct policy for each one. You can raise the team's productivity and boost the employee experience by replacing spreadsheets, emails and other manual processes with our specialised HR case management platform.

Powered by **iCasework,** provide your employee relations team with the tools they need to manage cases such as:

- General HR enquiries
- Grievances
- Disciplinary processes
- Sickness absence
- Redeployment
- Parental leave
- Retirement requests
- Whistleblowing.

Civica Employee Relations is much more than just a system for recording information. It provides a guided process for each case type and ensures all the information for a case is held in one place.

On any device, Civica Employee Relations helps teams to:

- Capture and consolidate information via **multiple channels**
- Ensure cases are **handled according** to your organisation's policies and procedures
- Manage, track and **collaborate** on cases
- Deliver responses and other relevant outcomes efficiently and **in less time**
- Gather the information needed to **defend your organisation** at tribunals and appeals
- Maintain a **full audit trail** for each case
- **Analyse** trends and performance.

Multi-channel case capture

Employees and their managers can submit requests and raise issues via self-service portals on any device. Other channels you can integrate include web forms, email and contact centre.

Benefits

Increased HR productivity

Enhanced employee experience

Accessible on any device

Efficient case management

The platform guides team members through your organisation's procedure for each case type, helping to ensure each step is completed in line with your policy and within target timescales.

Team members can collaborate on cases much more easily than when using spreadsheets; and tasks and cases can be allocated or re-allocated among the team as required. If input is needed from another team or individual, requests can be generated from within the platform.

Our customers

Our case management solutions are used by **200+** government and enterprise customers around the world.

CIVICA

Why Civica

- We have 20+ years' experience of implementing digital workplace solutions for organisations of all sizes in both the public and private sectors

- Helping more than 3,500 public service organisations make every day better with cloud technlogies

- We can rapidly configure new solutions with no need for lengthy bespoke development

- A fully browser-based, responsive design optimises the experience on any device for internal and external customers and users

- The platform underpinning our case management solutions is mature, secureand scalable, and certified to ISO 9001,ISO 27001 and PCI DSS

- Delivery of solutions on a SaaS basis removes the need for you to procure, install and manage hardware; and ensures solution scalability

- Your data is kept private using single-tenant database schemas, and protected through regionalisation

- UK government solutions are deployed on CESG-accredited infrastructure thatrestricts access to the PSN.

Simplified correspondence

Civica Employee Relations provides correspondence templates, including emails and letters, that you can configure and brand for your own organisation. Letter templates integrate with your usual office productivity apps (such as Microsoft Word) for ease of use.

Acknowledgements and other responses are auto-generated by the platform.

Complete case file and audit trail

All the information for a case — including correspondence,scanned images, supporting documents, notes and audio recordings — is stored in a secure, consolidated electronic case file. Every update to the case file is recorded to provide a complete audit trail and enable a progress snapshot at any time.

Any member of the team working on a case has all the information they need at their fingertips. Preparing for a tribunal becomes a simpler, faster and more certain process; and your organisation is less likely to lose a case on a technicality such as a missing document or failure to follow a process correctly.

Integration

iCasework includes a secure, extensible REST API that can be configured to deliver interfaces with HR systems reducing duplication of data and allowing employee information to be shared across existing systems.

Data protection and security

You have complete control over user permissions and access rights, so you can protect sensitive data by ensuring users have access only to the tasks and cases they're authorised to work on. You'll find that using our case management platform brings a layer of security to employee relations case management that's much harder to achieve when you rely on spreadsheets, emails and manual processes.

Analysis and reporting

You'll be able to monitor team performance and common case types and keep senior management updated using built-in dashboards, a library of standard reports, and ad-hoc reporting capability. You can also export data from the platform into other applications, such as BI solutions, for further analysis.

Easy configuration

Once implemented, it's easy for customers to administer and configure Civica Employee Relations themselves — there's no need for software development or coding. As well as ensuring screens and correspondence reflect your organisation's branding, you can update processes in line with policy changes, amend the contents of drop-down lists, and devise your own workflows.

Find out more

To find out more about how our Civica Employee Relations platform can help you transform employee relations cases, visit us online or contact us today.