CIVICA
ideas into action

Employee Relations Case Management

Manage employee relations cases across your organisation

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 diverse range of HR incidents and must follow the correct policy for each one – ensuring discrimination, harassment and all forms of misconduct are effectively dealt with, reducing the risk of grievances and tribunals – while maintaining employee morale and engagement across the board.

"We haven't changed our processes: we've just made everything easier, more efficient, and more secure. We have a complete audit trail of each case; all documents and exchanges are automatically stored in the case file with no manual entry required."

Nick Heggie, Operations Manager, Tesco Bank.

Encompassing

Civica Employee Relations provides the tools and workflows needed to manage all types of HR occurrences, internal and external, such as: Grievances, Disciplinary processes, Capability, Sickness absence, Redeployment, etc..

Guided

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.

Cloud-based SaaS

Civica Employee Relations is a cloud-based SaaS system providing visibility, collaboration, scalability and security. Manage cases from anywhere anytime.

Multi-channel

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

Key takeaways

1 Increase HR productivity

2 Enhanced employee experience

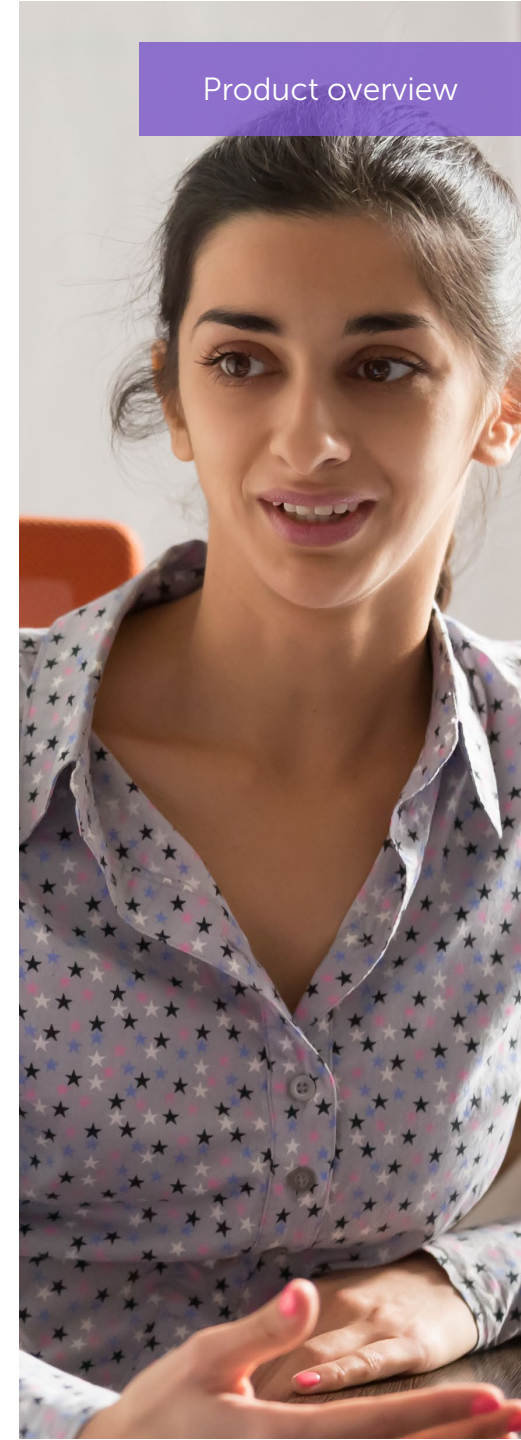3 Accessible on any device – Cloud-based SaaS

200+

Organizations globally use our Intelligent Case Management solutions

Learn more:

civica.com/employee-relations

Contact email:

casemanagement@civica.co.uk

Civica

- We have 25+ years' experience of implementing digital workplace solutions for organisations of all sizes in both the public and private sectors

- Helping more than 3,500 organisations make every day better with cloud technologies

- 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 customers and users

- The platform underpinning our case management solutions is mature, secure, and scalable, and accredited under ISO 9001 and ISO 27001

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

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

Why Civica Employee Relations?

Civica Employee Relations ensures all HR situations are handled consistently and in full compliance with workflows and a full audit record.

Built on the Civica Case Management platform, powered by iCasework, the solution provides:

Simplified correspondence

Civica Employee Relations provides correspondence templates, including emails and letters, that you can brand and configure for your organisation. These documents along with other responses are automatically generated by the platform.

Complete audit trail

All information for a case - including correspondence, images, documents, notes, audio, video etc. - is stored in a secure, consolidated electronic case file. Every case file update is recorded to provide a complete audit trail and progress snapshot at any time.

Compliant

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

The included secure, extensible REST API can be configured to deliver interfaces with HR systems reducing duplication of data and allowing employee information to be securely shared across existing systems.

Data protection

Complete control over user access rights and permissions, to protect sensitive data. Ensure users have access only to the tasks, cases and information needed. Something much harder to guarantee when you rely on spreadsheets, emails and manual processes.

Sensitivity

Multi-level access is key to the privacy and sensitivity of all involved - whistle-blowers, trade-unions, and other stakeholders

Analysis and reporting

Monitor team performance, identify trends and keep senior management updated using built-in dashboards, pre-configured and custom reporting capability. You can also export data from the platform, including to BI solutions, for further analysis.

Easy configuration

Once implemented, it's easy to administer and configure Civica Employee Relations — there's no need for software development or coding experience.

Find out more

Find out how Civica Information Governance can integrate into your systems and help your teams do more.

Visit us online or email us at casemanagement@civica.co.uk

Learn more:

civica.com/employee-relations

Contact email:

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