



“Our partnership with AdviserPlus is helping us simplify our systems, improve employee engagement, and change our culture. Importantly, it’s given the internal HR team the time and space they need to provide greater strategic focus to the business.”

Rob Divall, Group HR Director, Aldermore

How ***empower***[®] drives efficiencies in your HR Team

empower[®]
by **+**AdviserPlus

How can I enable my HR Team to focus on delivering our HR Strategy?

In our experience, there are three key opportunities to introduce significant efficiencies within your HR Team through the use of innovative people management technology.

1 Enable line managers to self-serve

empower® by AdviserPlus has been developed to take line managers on guided journeys, explaining in plain English what they need to do at each stage of the process, ensuring the right action is taken with confidence at the right time.

The result is increased manager capability, and HR confidence in that capability, and a reduced volume of engagements with HR which, in turn, increases HR's capacity and pushes their contribution up the value curve to more complex, higher risk cases and strategic matters.

In addition, the Document Manager feature of **empower**® helps managers to quickly generate case-related letters to take away an administrative burden from HR.

2 Enable HR to handle a greater caseload

empower® by AdviserPlus is a built-for-purpose solution that has been designed to create efficiencies in HR case management. It has been used and developed by ER experts for over 20 years and enables HR team members to handle a greater caseload through features that enable them to:

- ✓ quickly and easily view, manage and prioritise daily workload and SLAs through individual and team dashboards;
- ✓ manage cases proactively and consistently to avoid them escalating and taking longer to manage further down the line;
- ✓ spend less time on administrative tasks through modules that allow you to quickly record failed contacts, link cases together and complete ID&V checks;
- ✓ easily engage with line managers from within the platform ensuring a full audit trail;
- ✓ track and record case-related data that is configured in line with your policies, procedures and reporting requirements and supported by functionality to prompt case advisers to input the right information at the right time;
- ✓ generate case history bundles (including supporting documents) at the press of a button, meaning no more searching through paper trials and emails when you need to get up to speed on a case, or receive a Subject Access Request or ET1.

3 Inform your strategy through analytics and insight

When your capacity to deliver against strategic objectives is limited, it is imperative that you choose your opportunities wisely. Making decisions that are informed by data points gives HR leaders confidence they are prioritising the right ambitions for their strategic focus.

empower®'s analytics provision allows you to underpin your decisions with meaningful data, collected through managers' guided journeys and the HR Team's case management. Your analytics will identify trends, pinpoint hot-spots and expose blind-spots in the effectiveness of people management across your organisation.

Our comprehensive set of management information dashboards is complemented by our team of insight analysts, who support you in mining your data for the stories to inform your decisions.

For more information, please get in touch