



“The AdviserPlus solution is about more than HR processes. It’s about coaching and up-skilling line managers to improve their capability, confidence and effectiveness and take responsibility for people management.”

Business Services Director, United Utilities

empower[®] advantages over a
helpdesk system or HCM module

empower[®]
by **+**AdviserPlus

What are the key questions I need to ask when looking for a suitable case management system?

HR functions are often encouraged by their IT counterparts to support their employee relations delivery with an IT helpdesk system or HCM module. There are a number of reasons why this option will not realise the benefits an HR function seeks to achieve, below are the some of the key questions you need to be asking when looking for a solution for your organisation:

1 Has it been built by employee relations experts?

empower® is implemented and maintained by a team of ER process experts, who optimise your processes to take managers on guided journeys that lead to the best user experience and realise the greatest benefits. Helpdesk systems and HCM modules are typically configured for ER processes by non-experts who 'lift and shift' the current ways of working into a technology designed for IT ticket management that does not realise your ambitions.

2 Can it empower line managers to take ownership of ER cases?

empower® is designed to enable managers to take ownership of people matters, seamlessly handing off to HR for complex and risky matters where HR can add the most value, not be the default option for people managers. Helpdesk systems and HCM modules typically drive activity towards a central resource (e.g. HR Shared Service Centre) to record updates against tickets raised by end users, rather than empowering managers to own people matters.

3 Does it enable HR transformation?

empower® delivers a best-in-class ER operating model and, by driving more activity through the line, provides HR with the capacity to deliver against strategic objectives. Helpdesk systems and HCM modules are a tactical means to an end, performing a function of raising tickets, recording updates against the tickets and closing them down, they do not support HR transformation.

4 Will it realise a material return on my investment?

empower® is proven to realise material return on investment, including reduction in HR team operating costs, reduction in company sickness absence rate and reduction in cost to prepare for, represent and settle Employment Tribunals. Helpdesk systems and HCM modules are commonly implemented to service an operational requirement, do little to change the resource profile of an HR function, nor do they typically impact cycle times or sickness absence rates.

5 Will it provide me with analytics and actionable insight?

empower® is architected with outputs in mind, is configured to your specific reporting requirements, is complemented by inclusive ER-focused dashboards and supported by our team of insight analysts. Helpdesk systems and HCM modules provide basic reporting on ticket volumetrics, but do not provide actionable insight on key people metrics, behaviours and benchmarking to support informed decision-making.

6 Who will maintain the system for me?

empower® has a light-touch integration with an incumbent people platform and, thereafter, its evolution to support HR strategy is owned by the HR function and delivered as part of the AdviserPlus service model. Helpdesk systems and HCM modules are usually owned by the IT function, which means the maintenance and development of the platform to align with changing HR focus and strategy faces many competing cross-function priorities.

For more information, please get in touch