

**F2**

**BUILT FOR  
GOVERNMENT**



## **GETTING IN CONTROL OF HR-PROCESSES AT METROPOLITAN UNIVERSITY COLLEGE**

Metropolitan University College used cBrain's case management system to get in control of their HR processes.

## CUSTOMER PROFILE

### Customer Name

Metropolitan University College

### Sector

Public Sector

### Employees within scope

1000 internal and  
10.000 external

### Service Provided

F2 public administration  
in the cloud

### Time to implement

6 - 8 months

## INTEGRATIONS INCLUDED

- MICROSOFT EXCHANGE
- ACTIVE DIRECTORY
- OFFICE SUITE
- STATENS LØNSYSTEM (SLS)  
– the State Salary System
- METROPOLITAN UNIVERSITY  
COLLEGE'S INTERNAL ID  
MANAGEMENT SYSTEM
- NEM-ID  
(citizen identity validation)
- MTIME (for time recording)

## THE CHALLENGE

Metropolitan University College (MUC) needed a case management system to handle their HR-processes. The HR team of 20 were used to using shared drives to manage information. But they were finding it hard to find and share the latest information. And it was difficult to know which cases were up to date, and whether the right people had access to the right information.

The processes themselves were very paper based – all documents were printed and shared between employees. This meant that processes themselves could be very slow. If you wanted to recruit someone you had to fill out a paper form. The form would go to another department by hand and sometimes the forms would get lost or misplaced. It was hard to keep track of the documents, and hard to get an overview of work in progress. There was a lot of communication overhead to track down where documents were and what the status was, resulting in a lot of employee frustration.

## THE SOLUTION

Initially MUC worked with cBrain to address the new hire process. This involved setting up a new hire self service site for hiring managers, and then supporting the back-end processes in HR.

When a hiring manager wants to make a new hire they complete the self-service form. The HR team then receives the form directly in F2 and starts working on the case flow. They work through the different phases such as interviews, selection offer, and candidate screening. When a job offer has been made and accepted, the HR team continue the onboarding process. They co-ordinate with the different departments, so the facilities department receives information about the new employee and their needs (desk, chair, pc/laptop etc). The IT department is also informed so they can manage access controls and ensure the PC or laptop is configured with the right software for when the employee starts. (Unlike previously, when typically everything happened after the employee started).

The HR-team now handle all types of HR cases in their new system. This includes things like maternity leave requests, grievances, salary changes, and dismissals. Case workers have everything in one system, with all documents and records automatically attached to the right case. Specific security groups are used to ensure the right access controls are automatically placed on sensitive data.

## THE BENEFITS

Users of the HR service get a better and more consistent service from the HR team – and new starters are able to be operational from day 1. The HR team now have a clear overview of their case workload, and the status of individual cases. And they have the right governance in place now to ensure that they are in control of personal data and know who has access to it.

