10 “Must Haves” For HR

Ashwin Eapen, AINS Sales Engineer, meets with Federal HR departments each week to learn about their needs and how technology can solve problems. While every agency is different, there are similar themes among HR Professionals.

Managers need an easier way to accomplish tasks, faster response and a way to positively connect HR to employees -- improving engagement and inclusion.

Ashwin details the 10 “Must Have” features requested by HR Professionals.

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**Automated assigning of cases**
Our clients use eCase HR’s assignment feature to set up rules to send the right forms to the right people. Going on vacation? It even includes integration with “Out of Office” Autoresponders to reassign cases when you are enjoying time at the beach.

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**Search**
It’s much faster to type in search words than sort through piles of paper. Easy search capabilities allow the user to search all fields and within documents in the system through keywords, wildcards, IDs and advanced fields.

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**Attachment Size**
Nothing is more frustrating than getting an error message that your attachment is the wrong size. eCase HR was designed with flexibility in mind. Administrators can select unlimited size or define size limits; a powerful system like eCase doesn’t slow down when files are uploaded.

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**Alerts & Notifications**
A smart system should remind you what to do next. eCase sends email notifications to let users know when a case moves to the next stage, has a deadline pending or transfers to another application. Email alerts are customizable so users can add notes or instructions with each notification.
Security
Security comes in two forms: protection from the outside and from the inside. Role-based permissions lock down information internally so only authorized users can see or make changes. The system has built-in security features and is hosted in a FedRAMP certified data center designed to safeguard the Federal Government’s most critical information.

Visibility & Reporting
Knowing who, what, when and how a case is progressing keeps processes on track. The user interface shows case details on the home screen – down to each task, assignment and save. Dashboards compare cases or workloads. Easy reporting features allow leaders to get valuable metrics for strategic workforce planning.

Access Anywhere
Human Resources is about more than processing forms – it’s about relationships. Interactive web portals for both employees and HR Professionals create two-way conversations. Cloud-based systems allow users and employees to log on anytime, anywhere – from work, home, smart phone or tablet.

Easy to Change Processes
The only constant is change. Our customers lamented that major software systems that took months to update when a process changed. eFlow, eCase HR’s configuration tool, allows the user or administrator to quickly change a workflow as simply as you would create a chart. Drag and drop editors allow administrators to update the user interface, digital forms or major documents. The goal is to put the power back in the administrator’s hands and not require a technical expert to make changes.

Integration with Microsoft & Enterprise Systems
Today’s HR Professional must work in a number of systems to process requests. eCase integrates with core Federal systems from eOPF to USA Jobs. It ties into common Microsoft Applications like MS Word, Excel, Outlook and SharePoint to update or host documents.

An added benefit: the software isn’t just for submitting forms, users can work in MS Office applications within the system to complete Word documents or update spreadsheets.

Digital Forms, Letters & Autoresponders
The first question we get asked in demonstrations is “but, does it have the forms I need?” The answer is “yes.” The core feature of a case management system is the ability to move paper-based processes to a digital format. Digital forms, letters and pre-written emails are the base for all eCase Applications whether it’s Onboarding or Labor Relations.

AINS works with your agency to import your paper forms into digital format then design a workflow (how it gets from point A to B) to match your business process. A robust forms library comes integrated. The system can include pre-made email autoresponders to let employees know that their information is needed, received or to keep them engaged in the process.

Learn more about how HR case management software can make the HR Process easier for your team at: www.ains.com/nationalfinancecenter