

# OBS Success Story

## Community Business Bureau



### Introduction

The Community Business Bureau (CBB) was established in 1995 as a not-for-profit incorporated association to provide management and bureau services to the not-for-profit sector on a 'fee for service' basis.

Today, CBB is a self-funded organisation with a very strong focus on the delivery of quality and affordable services to not-for-profit organisations. Its success over the past 14 years is testament to the quality and expertise of the staff, its understanding of the needs of the not-for-profit sector, and the effectiveness of the services offered.

CBB does not receive any external funding and generates its revenue through the provision of management consulting, financial services and salary packaging to not-for-profit organisations.

### Challenge

CBB initially had no automated HR system in place to manage the administration needs for their growing number of employees. All processes such as applying for annual leave, recruiting new staff, and contract management, were completed with a manual paper-based system.

As a result, internal resources were spending extensive time completing administration tasks, when they could have been providing services to clients.

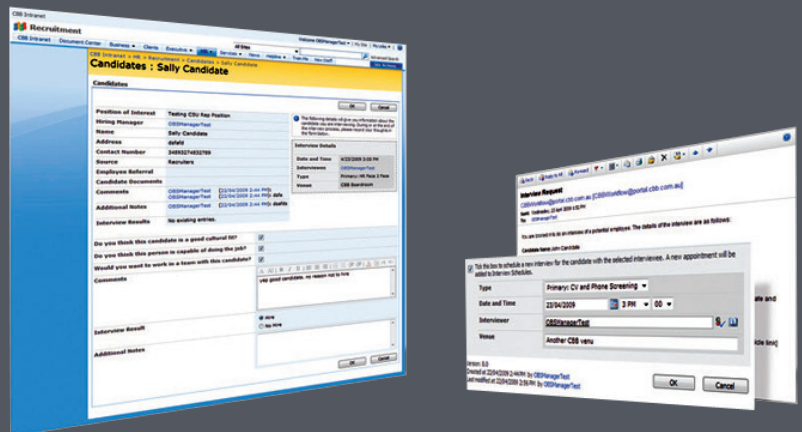
Andy Hagan, Chief Executive Officer, CBB, said, "The old solution relied on manual processes that didn't always provide consistency or up-to-date information, and we knew that there was scope to automate and be more effective."

CBB had initially deployed the Microsoft Office System, including Microsoft Office SharePoint Server 2007.

James Abraham, IT Manager, CBB, said "CBB previously managed its HR business processes using Microsoft Outlook for tasks such as storing candidate applications for recruitment while maintaining a paper-based system for associated contracts."



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CBB has around 25 employees, and like any small to medium sized business, the recruitment process was time consuming and cumbersome. "CBB also provides a recruitment service for client organisations and we wanted a solution that would more efficiently manage the HR recruitment administration tasks, and which would provide transparency about the process, the timelines and the outcomes," said Abraham.

CBB required a solution that would more efficiently manage its HR processes, by minimising the time and resources used for administration tasks, which subsequently would ensure its services remained competitive. The aim was to use company resources on the revenue streams of the business, rather than on the administration tasks.

Hagan said, "CBB wanted a management tool that everyone would benefit from. OBS had managed one of the Bureau's previous projects that involved developing a member's area for clients. When the time came to implement a new HR solution, CBB approached OBS about some of the modules it offered."

### Solution

As CBB were already using SharePoint, OBS's SharePoint for HR solution offered the perfect solution. SharePoint for HR is a set of online tools and applications that help HR management improve performance and efficiency, especially in relation to leave approval, recruitment and contract management.

Using automated document workflows, processes are streamlined for performance reviews, approval processes, assigning responsibility for common tasks, and giving managers easy access to employee information, while reducing administrative overheads.

Abraham said, "The SharePoint HR Portal is web-based and required no installation. Knowing that there was an option to expand and add on to the solution in the future was very appealing."

### Outcome for Leave Management

Once the implementation was complete, the system rollout was extremely smooth. Not only did OBS deliver the project on time and on budget, it also provided relevant training to CBB.

Abraham said, "OBS's demonstration was very easy to follow and the questions asked by CBB about extending the portal's functionality were answered clearly and quickly."

As the system was moving from a manual procedure to an online procedure, OBS worked hard with CBB to ensure that the process was as simple and easy as possible.

"The rollover was very smooth – it was essentially a matter of telling staff that filling out forms would now be done online rather than in hard copy," Abraham said.

The automated workflow processes SharePoint for HR enabled, proved to be a great success for CBB.

### Benefits

OBS's SharePoint for HR Portal has streamlined CBB's leave process and has provided a centralised calendar that keeps staff informed of leave requests and approval.

Hagan said, "Employees and Management began providing positive feedback soon after the leave management module was implemented. Employees are receiving faster responses to their requests, feel more in control and are informed of their leave."

Other benefits that have resulted from this project has been:

- An improved user experience;
- A 'self-service' HR function for staff, allowing them much more control over HR processes;
- A significant reduction in paperwork which also eliminates paperwork being misplaced; and
- Improved visibility into the leave requests and other HR processes.

Hagan concluded, "CBB was very happy with OBS's approach and flexibility in customising the solution to suit the Bureau's requirements. The ability of the SharePoint HR Portal to continually and consistently improve productivity was quickly being realised by the team."