



 Microsoft  SharePoint  Office 365

# CASE STUDY

ABSENCE MANAGEMENT IN AN INTERNATIONAL COMPANY WITH MULTIPLE OFFICES USING LANTERIA HR

# OVERVIEW

The Management of an international B2B company with a number of offices in several countries set the corporate financial year goals for the HR and IT Departments. One of the goals was to reduce the company costs related to the personnel absence management and, in general, improve the whole process itself.

The company has 9 offices in various countries, including USA, Switzerland, UK, Australia, Singapore, Malaysia. Offices in each country used their own absence management software systems to track employees' absences. This inter-office discrepancy severely limited the effectiveness of the process:

## CURRENT ISSUES

- Maintenance of several unintegrated software systems involved high personnel & hardware costs and license fees.
- In cases when the teams were distributed across different countries, the team manager couldn't effectively manage team absences. For example, in many cases the manager located in one country had to delegate an approval of absences for the team members located in another country to either Country Head or Local HR of the respective country. Also, team managers didn't have a single absences schedule for their team members and always requested from Local HR to provide the leave balances.
- Data collection for the payroll team was very time consuming and from time to time, there were delays in providing such data by the HR Department.
- Global HR couldn't promptly provide absence statistics to company management. Any request to prepare a global report involved participation of all Local HRs, distracting them from other tasks.

# SOLUTION



To fulfill the company's goal, the HR and IT Departments initiated a project to optimize absence management in the company by implementing a centralized Time & Attendance software system.

The goals of the project were the following:

1. Implement automated and efficient absence management company-wide.
2. Reduce the number of different software solutions and start using a unified Time & Attendance system for all offices.
3. Implement integration between the new Time & Attendance system and the current payroll system.
4. Optimize a usage of the HR Department resources by allocating a team member who would be fully dedicated to the T&A system support, including reporting and user support.

After the tender, the decision was made in favor of the **Lanteria HR, Time & Attendance module**.



# SCOPE

According to the project plan, the implementation had to be completed within three phases. Based on the analysis of the client's requirements we decided to use the dynamic mode for the T&A module. This mode allows creating custom absence types which gives us more flexibility when dealing with the country specific absence regulations of various countries.

The scope for the Phase 1 included the baseline changes and country specific tasks:

## 1. CREATE EMPLOYEES DATABASE IN LANTERIA HR

- ✓ Initial data import and integration of Lanteria HR with SharePoint user profiles, which allowed automatic employees creation in Lanteria HR; this solution avoided the necessity to manually add the same employee to different systems by HR.
- ✓ Assignment of the direct managers to the employees to ensure the correct approval workflows. As the company started using the single system, the location of the team members were not critical and the managers got a full control over team members' absences.

## 2. IMPLEMENT INTEGRATION BETWEEN LANTERIA HR AND THE CLIENT'S PAYROLL SYSTEM VIA PAYROLL REPORT

- ✓ Lanteria team developed a custom payroll report to generate the .csv file based on the template provided by the client's payroll team;
- ✓ The generated report is exported to the client's FTP server where the payroll team has access;
- ✓ The custom permissions role had been created for the Payroll Team members, so that they can generate and export the report without HR assistance.

# SCOPE

## 3. INTRODUCE THE NEW T&A SYSTEM FOR THE USA EMPLOYEES TO MANAGE THEIR PTO

- ✓ Absence plans and assign them to the USA employees;
- ✓ Development of a custom solution to manage PTO balance cap;
- ✓ Approval workflows.

## 4. INTRODUCE THE NEW T&A SYSTEM FOR EMPLOYEES IN AUSTRALIA

- ✓ Absence plans and assigning them to the employees. Absence plans contained the custom absence types specific for the Australian market.
- ✓ Approval workflows, including 3-tier approval workflows for custom absence types.

## 5. INTRODUCE THE NEW T&A SYSTEM FOR THE EMPLOYEES IN THE UK

- ✓ Absence plans and assigning them to the UK employees;
- ✓ Custom rules for sickness management to comply with the country's local legislation. This task was implemented by the development team and required system re-coding to automatically assign the sickness types corresponding to the duration of the absence;
- ✓ Approval workflows, including 2-tier approval workflows for certain sickness types.

Scope of the Phase 2 and Phase 3 included implementation of the T&A in other offices. For each country, the Lanteria team conducted the knowledge transfer sessions to ensure that the HR and IT team members fully understand the process.

# PROJECT OUTCOME



In result of the Lanteria HR  
- T&A module  
implementation the client  
achieved the following:

- ✓ Absence management in the all company locations became more efficient and less time consuming due to the unified Lanteria HR system.
- ✓ In the long-term perspective, the total costs of the company have been reduced due to the purchase of the Lanteria perpetual license. This eliminated the annual license fees that the company paid to several other providers.
- ✓ Also, the IT Department optimized the use of the internal resources which became focused on other strategic projects.
- ✓ The payroll team gets the payroll report without delays.
- ✓ From the process improvement perspective, all employees are using the single system to book and track their own absences, managers can approve absence requests and easily see the absence statistics and schedule for the whole team.
- ✓ HR department has assigned one dedicated staff member who manages the process and provides the user support. This staff member is also responsible for preparing the reports and it takes just a few minutes for the HR to prepare the reports for the company management.
- ✓ From the user perspective, employees get approval of the absence request from the direct manager. In addition, the Out Of Office Calendar is available for users to see other colleagues' absences for the selected month.

# LANTERIA HR OVERVIEW



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SEGA®



Acronis



LOCKHEED MARTIN

**National College**  
A Degree of Difference... Since 1886

- ✓ Customers in 40+ countries around the globe
- ✓ Exclusive focus on HR management and Microsoft technologies
- ✓ Professional implementation and support teams
- ✓ Microsoft Certified Partner
- ✓ 50+ partners worldwide
- ✓ Founded in 2006



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# AWARDS

