

Civica Employee Relations Management

Automating and managing cases for HR teams

Helping employee relations teams to manage cases more efficiently and support employees better with a secure cloud platform they can use anywhere.

Why choose Civica Employee Relations Management?

Your employee relations team handles a wide range of cases and must follow the correct policy for each one. You can raise the team's productivity and boost the employee experience by replacing spreadsheets, emails and other manual processes with our specialised HR case management platform. Powered by iCasework, provide your employee relations team with the tools they need to manage cases, such as grievances, disciplinary processes, sickness and absence, redeployment, parental leave, retirement requests and whistleblowing.

Civica Employee Relations supports processes relating to grievances, disciplinarys, workplace investigations, whistleblowing and so on; a full list of supported processes is provided below:

- Grievance casework
- Collective grievance casework
- Disciplinary casework
- Capability casework
- Redeployment and redundancy casework
- Dignity at Work casework
- Whistleblowing casework
- Probation reviews and related casework
- Flexible working requests and related casework
- Short-term and long-term sickness absence casework
- Appeals against decisions and related casework
- Workplace investigations and related casework
- ACAS early conciliation casework
- Employment Tribunal casework
- Subject access and other data privacy rights casework
- General enquiries

A low risk, scalable solution - The iCasework platform has been developed over the past 25 years to meet the needs of a wide range of local and central government bodies and private sector organisations, managing up to 1m cases per year for some of our larger customers.

The right tools for the right users - iCasework solutions are easy to use and will guide your users through each process step. Dedicated interfaces are offered to different user groups: easy to use tools for frontline handlers; specialist collaboration tools for regular case handlers; and a touch-enabled interface for mobile workers.

Many time saving features - Generate correspondence from templates, case details and standard paragraphs. Deliver correspondence through email and/or our Postal Delivery API. Easily collaborate with other staff and automatically capture interactions. Capture new cases and subsequent interactions through our web forms, social media tools, our email integration or our API. Deliver sophisticated management reports directly at predefined intervals.

Sophisticated management reporting - Embedded reporting library with a range of standard reports and regulatory returns. Ad-hoc reporting to allow nontechnical users to generate charts, Excel outputs, web services or detail reports. Team and enterprise dashboards. Geographical analysis. Drill-down from reports into case files, Excel or map views. User subscription to emailed reports at defined intervals. Configurable report output filters by business area(s).

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.



Certification Number 663
 ISO 9001
 ISO 14001
 ISO 27001
 ISO 22301
 ISO 45001
 ISO 27701

Civica Employee Relations Case Management - features & benefits

Features

- Simplified, zero training interface for front-line staff and responsible officials
- Sophisticated, power interface for case workers
- Office integration, Email integration, single sign-on, comprehensive integration API
- Available on the Amazon Web Services (AWS) platform
- Will improve service levels and employee experience
- Allows staff and line managers to record HR requests
- Supports general enquiries, capability, grievance, disciplinary, redeployment and sickness processes
- Self-service portal for mobile devices, laptops and PCs
- Significant savings are achieved by use of self-service features
- Reporting suite/dashboards allow management to monitor HR team.

Benefits

- Proven system used across central and local government and NHS
- Easy to use interface guides users through the process
- Comprehensive out of the box functionality through pre-configured templates
- Configurable solution through inbuilt form, workflow and correspondence template designers
- Range of collaboration features to speed up communications
- Many time-saving features
- Sophisticated access control model with complete audit trail
- Sophisticated SLA monitoring tools
- Sophisticated reporting including dashboards, automated email delivery and report designer
- Extensive administration features allow for local management of system.

Additional information

Cost effective configuration maintenance

The iCasework product provides configuration tools at two levels. Our Administration interface provides a vast array of wizards and preference screens, allowing nominated client staff to manage the system efficiently on an ongoing basis. Changes to input forms, letter templates, value lists, SLAs, case outcomes and many other areas of functionality can all be achieved with a minimum of training by authorised users.

Furthermore, our Configuration interface provides expert design tools such as our forms designer and our workflow designer for more structural changes to processes and forms or to implement interfaces to external systems. The Configuration interface is typically used by our implementation staff to match process templates more closely to client requirements.



Certification Number 663
ISO 9001
ISO 14001
ISO 27001
ISO 22301
ISO 45001
ISO 27701