

**Organisation:** Irish Life & Permanent



**Overview:** The Irish Life & Permanent group is a leading provider of personal financial services in the Irish market. The group was formed from the merger of Irish Life plc and Irish Permanent plc in 1999. The group's strategic focus is on Ireland and its successful economy, with the ambition to be the number one provider of personal financial services. Irish Life is Ireland's largest life assurance company and the market leader in the provision of life, pension and investment products. Its products and services are distributed through a wide range of channels including bank branches, independent intermediaries and brokers, the Irish Life salesforce and directly to customers.

**Number of Employees:** over 5,000

**Core Modules in Place:** CorePersonnel, CorePay, CoreTime, CorePension, CorePenPay, CoreBank, Core Business Intelligence, Core Employee Self Service

**Implementation Date of Core Business Intelligence:** 2003

**Challenge:** Irish Life & Permanent is a large organisation with an extensive and varied workforce. While the organisation has been very successful, management realised the need to monitor and where possible improve the performance of their employees and their HR function as a whole.

**Solution:** Core provided Irish Life & Permanent with a state of the art Business Intelligence reporting tool, CoreBI, for CoreHR modules CorePersonnel, CorePay and CoreTime. Managers and supervisors can now report accurately on every aspect HR,

from regular status reports to once off high level management reports. The CoreBI solution is part of the fully integrated CoreHR suite, and as such, allows managers and users to report not only on individual aspects of HR but to instantly combine information from CorePersonnel, CorePay and CoreTime into single meaningful reports.

**Benefits:**

- Through the use of CoreBI, management at Irish Life & Permanent can now set realistic targets and monitor their progress throughout the cycle, identifying slips in schedule as soon as they happen and enabling corrective action to be taken immediately.
- Irish Life & Permanent staff and management are delighted with the quick and simple way they can create real time and forecast reports. The facility to display reports graphically at the click of a button using graphs, diagrams or maps has proved very popular and effective in instantly displaying information for progress meetings etc.
- CoreBI has allowed managers to set realistic targets for their staff and monitor how well they are meeting these standards. With the assistance of CoreBI managers at Irish Life & Permanent are instilling an ethos of improvement and helping the organisation as a whole to meet its strategic objectives.