

Organisation: Royal & SunAlliance



Overview: Royal & SunAlliance is one of the world's leading international insurance companies. The history of Royal & SunAlliance in Ireland dates back as far as 1721. Today, nearly 3 centuries later they are one of Ireland's leading non-life insurers with a 17% share of the market, over 600 staff, over 400,000 customers and annual premium income of over €400m.

Number of Employees: over 600

Core Modules in Place: CoreTime, CorePay, CorePersonnel, Core Business Intelligence, Core Employee Self Service, CorePortal

Implementation Date of CorePortal: 2007

Challenge: Royal & SunAlliance selected the fully integrated CoreHR solution incorporating CorePersonnel, CoreTime, CorePay and Core Business Intelligence in early 2007. By selecting this comprehensive package, Royal & SunAlliance were combining substantial HR functionality that would handle the vast majority of the organisations HR information. To fully capitalise on their investment in CoreHR, Royal & SunAlliance chose to include the employee and manager self service and information delivery capabilities of CorePortal.

Solution: Core implemented a full end to end HR management solution for Royal & SunAlliance. The inclusion of CorePortal has provided employees with the ability to carryout a number of their HR tasks online. Some of these tasks include viewing and printing payslips, applying for holidays and overtime, and maintaining basic personal

details. Supervisors are provided with the ability to manage their employees utilising the power of the internet and are provided with their own personal information Portal tailored to their individual requirements.

Benefits:

- Managers are presented with real-time, accurate and relevant HR information, presented in an easily interpretable format. CorePortal displays each manager's predefined Key Performance Indicators in an attractive graphical dashboard format. KPIs including absence trends, overtime costs and expenditure by department are updated in real time, allowing managers to consistently monitor their staff and take corrective action at the earliest opportunity.
- CorePortal provides managers with high level information so they can gain a global view of the organisation. If however, certain areas require more in-depth analysis, managers can quickly and simply drill down to levels of greater detail at the touch of a button. Armed with the ability to gain an overall view of performance and detailed analysis of problem areas, Royal & SunAlliance management can make strategic decisions that add real business benefit to their organisation.
- CorePortal Self Service has been designed using conventional industry online standards. Users who are used to browsing the internet or carrying out simple transactions such as booking flights or checking their bank account online, are instantly able to use the intuitive Core Self Service functionality. As a result, Royal & SunAlliance have not incurred excessive training expenses, as CorePortal requires minimal explanation.