



# People Centric

[Issue 1]





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# Welcome

Welcome to the first issue of our new HR and Payroll focussed magazine, “People Centric”.

Inside, you'll find articles exploring the benefits of flexible working and the issues surrounding data protection for payroll.

In addition, there is a frank interview with Jenneh Thomas of Mondial UK, discussing not only the benefits her company anticipate from the Agresso HR and Payroll solution, but also the reasons why they selected Agresso in the first place.

One of the key benefits mentioned is Agresso's ability to meet changing HR business processes.

We're planning to make this a regular publication, and therefore we'd appreciate your feedback. If you have any comments, or suggestions for HR and Payroll related topics you'd like to see covered in future issues, please contact us. Let us know by emailing [info@agresso.co.uk](mailto:info@agresso.co.uk)

Happy Reading

John Crooks,  
Managing Director, Agresso Ltd

# New HR & Payroll Agresso Customers

## AEA Technology

AEA is a leading international company specialising in consultancy, policy support and programme management for policy implementation.

## DeltaRail

DeltaRail is one of the leading independent railway technology advisors in Europe.

## Bangor University

A long established university (founded in 1884) and dedicated to academic excellence. Over half of the departments assessed to date in the teaching quality assessments have received the top rating of 'excellent'.

## Mondial UK

Mondial UK is a leading provider of assistance and travel insurance third party administration, conducting business with or on behalf of major blue chip companies. Mondial provides services to customers 24 hours a day, wherever they are all over the world.

## SKILLED Group

A national workforce services company built on a passion for providing superior service with the very best people and a commitment to safety and the community.

SKILLED has 40 years of experience and excellence in Workforce solutions. We have developed a team of dedicated, highly qualified people producing exceptional results for clients across Australia and New Zealand.

By delivering specialist workforce solutions, SKILLED is committed to helping clients become more productive through better use of one of its greatest assets - people.

## Wellcome Trust Sanger Institute

The Sanger Institute is a genome research institute primarily funded by the Wellcome Trust.

# Mondial UK becomes an Agresso HR & Payroll customer

Mondial UK, a leading provider of assistance and travel insurance third party administration, has signed a contract with Agresso Ltd for the provision of HR & Payroll. Mondial already use Agresso Business World Financials and this HR and Payroll deal will complete the integration of their back office services.

Mondial were using standalone payroll and HR systems. Jenneh Thomas from Mondial says that their reasons for looking for a new HR & Payroll solution were: "To improve business process and automate as much HR related administration as possible, as well as reduce cost and realise time that can be spent on other areas of HR." This will be realised by using a fully integrated solution and provide visibility of the cost benefit HR and Payroll related activities add to the company.

After going through an extensive supplier evaluation exercise, Mondial UK chose Agresso for both product and supplier reasons. As users of Agresso Business World Financials, Mondial UK already had a working relationship with Agresso. They were already aware of the powerful reporting tools within Agresso Business World and knew they would be getting a wider business solution.

Jenneh also sees the Agresso Business World solution fitting with their own growth and business strategy; "As we look to update and change our business processes to be more automated, Agresso will allow for a fully integrated solution which is flexible allowing us to make changes in line with changing business demands."

# Flexible Working – Is your organisation ready for it?

## The Flexible Working (Eligibility, Complaints and Remedies) (Amendment) Regulations 2007 (SI 2007/1184)

### Extension to the right to request flexible working

As you may already be aware, from 6 April 2007, eligible employees who are carers of certain adults will have the right to request flexible working. An eligible employee must:

- have worked in your employment continuously for 26 weeks
- not be an agency worker
- not have made another application to work flexibly under the right during the past 12 months

Employees who request flexible working to care for an adult must be, or expect to be, caring for:

- spouse, partner, civil partner or relative - as defined in law, including step-relatives, half-blood relatives and adoptive relatives. (Note that from 3rd May 2007 daughter-in-law and son-in-law are included in the definition of 'relative'.)

or

- The person in need of care must live at the same address as the employee

As an employer you have a legal duty to:

- follow the set procedure, which is the same as that for handling requests from parents of young children

- consider your employee's request seriously
- see whether you can meet the request within the needs of the business

You can only refuse an application under one of the eight specified business reasons - e.g. an impact on quality. An explanation must also be given as to why the business ground applies.

By using Agresso Business World HR this information can be stored against the employee to record key information regarding the adult expected to be cared for e.g. name, date care started, date care completed etc.

Agresso Business World can monitor eligibility criteria e.g. have they worked in the organisation for 26 weeks? Have they made another application to work flexibly in the previous 12 months? The Agresso Business World reporting tools also ensure management information on flexible working requests are provided and distributed to the relevant recipients across your organisation.

Flexi Working Eligibility - Message (HTML)

From: agresso [agresso@presaleslocal.local]  
To: 'agresso'  
Cc:  
Subject: Flexi Working Eligibility

Dear Manager

The following employees have requested flexible working and they meet the eligibility criteria based on their length of service.

ResID	Name	Weeks Service	Flexi Working Request Date
99501	Tracy Fox	31	28/05/2007

Please consider their request and determine if the request can be meet within our business needs.

For further information on our company flexible working policy, go to the Agresso Self Service Portal: <https://localhost/Agresso/System/Login.aspx?ReturnUr>

Kind Regards  
HR

# Data Protection – Payroll considerations

All organisations (who are classified as Data Controllers) should be paying attention to the tougher penalties being introduced for employers violating the Data Protection Act.

The Information Commissioners Office states "A data controller who persistently breaches the Act and has been served with an enforcement notice can be prosecuted for failing to comply with a notice. This offence carries a maximum penalty of a £5,000 fine in the magistrates' court and an unlimited fine in the Crown Court." As well as the current maximum fine of £5,000 the Information Commissioner wants to strengthen these penalties further to include custodial sentences. The Lord Chancellor's Department have favourably received this proposal.

The Data Protection Act doesn't guarantee personal privacy at all costs, but aims to strike a balance between the rights of individuals and the sometimes competing interests of those with legitimate reasons for using personal information. It applies to some paper records as well as computer records.

The majority of payroll staff would be use to working with electronic systems which are also covered by the Act.

All payroll staff should be wary of disclosing unnecessary information to third parties. When personal data is disclosed the following points should be considered:

- 1) Is the information being used for fair and lawful purposes?
- 2) Always limit the amount of personal data to that being requested
- 3) Always record any disclosures as you must notify recipients if any of the personal data is later found to be incorrect in any way.

Some payroll data, which may appear to be very routine, can be classified as sensitive personal information. This can include simple items such as Union fee deductions.

For all information relating to the Data Protection Act always refer to the Information Commissioner's Office, [www.ico.gov.uk](http://www.ico.gov.uk)



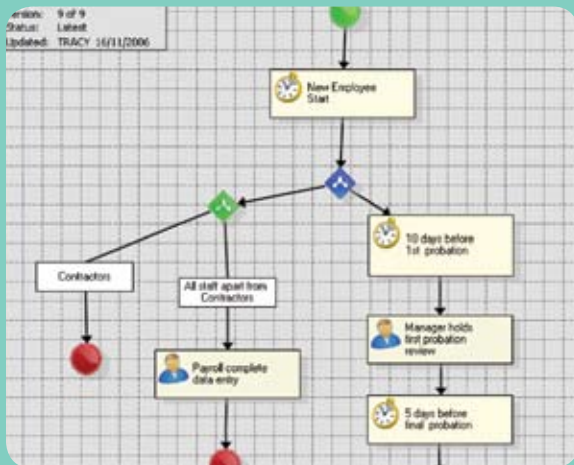
# An Introduction to Agresso Business World HR & Payroll

Human Resources are the most important asset of any organisation.

Benefits to any organisation that can manage their human resources effectively include:

- maximising business and employee efficiency;
- retaining top employees;
- maximising the ability to respond to changing workforce needs;
- minimising costs of employee administration and minimising duplication of effort in all areas of employment management.

To resolve these challenges, organisations require a business solution that provides a comprehensive and integrated view of all aspects of their business. In addition, employees and managers need to be able to manage their own information and employee events, which in turn will reduce the administration for Human Resources and Payroll staff.



The payroll process should be simple. Complexities arise and increasing demands are put on payroll to cope with a constantly changing environment. This may lead to pay being delivered late or incorrectly. An organisation needs its business solution to provide a platform to handle constant changes and to manage the changing legal requirements.

The Agresso Human Resource and Payroll solution is designed to meet these challenges, and makes human resource management and payroll streamlined and effective.

Agresso Human Resources and Payroll is a truly flexible solution, enabling each organisation to easily cope with changing demands. Unlimited types of employees, positions, salary details and payrolls can be easily set up and managed.

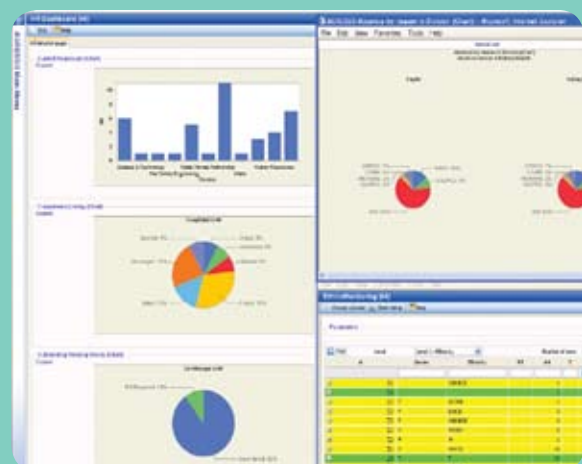
Full workflow capability supports business processes.

All of this is easily reflected in the analysis tools and Key Performance Indicator's (KPI's) can be easily devolved to management via the web portal.

When using the workflow automation capabilities within Agresso Business World, organisations are able to easily manage their diverse business processes and determine what fits in their fast-growing environment, yet minimise time spent on day-to-day administration. Agresso's powerful reporting capabilities enable managers to proactively maximise employee utilisation for greater efficiency, better customer service and improved employee satisfaction.

Functionality includes:

- Core employee management
- Compensation
- Promotions & staff changes
- Training
- Employee relations (discipline & grievance)
- Expenses
- Shift patterns
- Absence management
- Skills
- Benefits
- Appraisals
- And much, much more





Please let us know if you would like to find out more about Agresso's HR and Payroll system

Name

Job Title

Address

Email Address

Telephone No.

Old address (if it has changed)

We would like to keep you up-to-date with news events and offers.  
Please tick here if you prefer not to receive such mailings

# Thanks!



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