



# Filling The Gaps in SAP

## HR Case Management Goes Global For A World Leading Resources Company

2.5m cases  
managed over 5 years

461,642 cases  
managed in one year

38,470 cases  
on average/month

173 users

49,185 employees

10 Web forms creating  
1000 requests on  
average/month

265 Standard Reports

∞ Custom Reports

MineStream was initially deployed within the company's Shared Service Centre to manage employee enquiries and improve service levels. The organisation had a charter of requirements with regards to case classification, standardisation, prioritisation and workflow management. These could not be managed within their ERP.

Within a few years the solution was integrated with a telephony system, processed all new internal HR work requests, as well as their associated tasks. It provided VPs with a suite of reports previously unavailable to them. Staff workloads were streamlined via the application of SLA timeframes and case templates to improve delivery and productivity.

Today, the solution delivers a standardised workspace to HR hubs around the globe. Employees now have service access 24x7, and the platform delivers clear business-defined HR processes to facilitate the administration of critical tasks for employees that fall outside core ERP capabilities.

**Learn more at**  
**[MineStream.com.au](https://www.minestream.com.au)**

Electronic forms can be integrated into the solution to improve and automate service requests and business workflow.

## One Electronic Form = Power<sup>2</sup>

A few examples where HR workflows were streamlined:

- Enquiry Management
- Unqualified Payment
- Payroll Process
- Re-Open Closed Case
- Off-Cycle Payment Request
- Stop Payment Request
- Periodic Reporting
- Payroll Escalation
- Payroll Error Register
- Contact HR Admin Hub

## Service Level Improvements Via One Click Templates

- > "Quick Link" Employee requests are used to create cases when they are initiated via a customer walk-in or telephone call. A template is used to pre-populate the content of the enquiry. By entering an Employee ID, the case is automatically linked to the employee record.
- > The Admin Hub can prioritise cases within the business for processes such as Payroll Escalation.
- > HR Central Admin can engage HR Admin Hubs via internally raised cases. The business have visibility across assets for extended reporting capabilities.
- > A one click links spawns requests to HR Central Admin from the Admin Hub, Automatically linking the original request as the parent case.
- > Other standard procedures can be created and associated with "one-click" case creation based on pre-defined business rules and driven by case templates held within the system. These include:
  - > Creating a Letter of Offer. A standard letter is automatically attached to an outgoing email and email pre-populated with standard content.
  - > Employee On-boarding. Managed sequential or parallel workflow is created based on governed process and tasks created and sent via email to appropriate parties.

## Providing a 100% Fit Every Time

Our strength is our team and its ability to quickly respond to a customer's ever changing business's needs. Our philosophy is to deliver our customers with excellence. We understand that business requirements need attention to detail, an emphasis on quality and a quick turnaround.

Our solutions are delivered via a web browser, yet offer a look and feel users would expect from a thick-client desktop application. Browser delivery allows our software to be easily deployed and updated from a central location. This reduces the need for IT specialists deploying patches through planned outage.

Our solutions can support businesses of any size, whether they are a multi-national enterprise customer or simply growing an idea. We can deliver a range of solutions to improve business processes and business critical applications.

As a Microsoft Certified Partner our software solutions are built on fully scalable Microsoft Technologies. Our systems interface with email gateways and can extract contact data via Active Directory and ERP vendor data.

We can also provide migration services to bring data across to our solutions.

Our experience ensures that databases are optimised and performance is maintained.

The capacity handling of our solution, its ability to grow with your business, to provide visibility of key activities, and meet key business deliverables is at the core of the solution. Our software meets audit and compliance requirements to reduce the risk within a complex business structure.

Our products are truly scalable.

### Microsoft Partner

Silver Application Development

**Learn More About  
Business Transformation**

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