

“This is the Case Management Tool Of The Future”

A Versatile Solution Enables An Agile Business Restructure

In South32 the HR hubs comprise approximately 72 staff located in Australia, Johannesburg and Colombia, who manage around 6000 cases per month via email and phone.

MineStream’s versaSRS is the case management tool used across South32 to handle all employee enquiries.

Inheriting tried and tested processes, managed within a successful software solution would usually prompt an organisation to stick with what they know. However, the opportunity to play it safe doesn’t necessarily minimise the risk or deliver the greatest reward.

When South32 demerged from BHP in May 2015, they brought with them some 27,000 employees and contractors including one third of the HR staff. Central to the HR function, both before and after the demerger, has been MineStream’s versaSRS, a case management tool used to manage queries and requests from staff and contractors.

“If I take a look at the amount of work that we are holding in the solution, it’s everything that we do”, says Iris Belliot.

Iris describes her roll in South32 as an “advocate” of the solution, “to support the operations, to understand the system better and to utilise the system better”. So, when the software was migrated from BHP, Iris and the HR team didn’t simply accept the status quo but saw this as an opportunity to make it their own.

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One of the key words during South32's inception was 'agility', underpinned by the desire to make things happen quicker and easier. This was reflected in the remodelling of their support framework which was aimed at producing self-sufficient teams.

"Taking a look at what we had in BHP and knowing what we have in South32, helped us to identify improvement areas and actually turn them into a positive. The reason why we have been able to improve is because we knew what the past was and VersaDev gave us the right support to look at what the future should be."

"Being used to a system that is really good, the only thing that we had in mind was to simplify and be able to support things in the same time that we are in."

"We brought the knowledge onto the location because obviously we understand the processes here in far greater detail than our IT Service Desk would and instead of sending emails back and forth like we used to do in BHP, we now know how to do these things ourselves. We have enough knowledge in-house to be able to turn things around really quickly and give the right tools to the business so they can continue doing their work and not miss any deadlines."

South32 now have a system where if they decide to change a process tomorrow, they could more than likely reflect it within the application tomorrow as well. This gives them the ability to be flexible as the business changes.

One of the unexpected benefits of this flexibility has been the sharing of skills across teams. In the beginning, teams were dedicated to a particular operation. Now what they are seeing is a cross-skilling between teams which effectively minimises the risk so that the bulk of knowledge does not rest with a small group of people. This in turn, means that they are able to spread the workload to cover the peaks and troughs.

A Team Building Exercise

“It has actually opened up a lot of relationships because I’ve seen people look at the system and go ‘hey wait a minute, my colleague is under the pump, I should go and ask if I can help because I can see she has a lot of cases’. So, it has changed the way that people think and it has changed the way that people look at their colleagues because they now can see whether or not they are very busy and create that sense of community within the team.”

The transparency of the software also enables team members to look at past cases to understand how they should be resolved. This gives them the ability to look at not just the workload but also where the skills can be improved.

This approach taken by South32 is now working its way into an enhancement of the application as a way to ensure that people’s skill set continues to improve over time. When asked to describe the system in one sentence, Iris responds:

“This is the case management tool of the future.”

“The software is able to adapt to a lot of different processes. So, you’re able to set it up either based on operations or you can also set it up based on work and it’s the one source of all the information you need to run the business. So, who is doing the work, why are they doing it, when are they doing it and how fast are they doing it. With that you can actually measure your productivity. So, in order to get to the future, you would definitely need to be able to project and you would need to be able to have that back up information. The versatility of versaSRS has shown us that it will be able to lead us into the future successfully.”

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Business Transformation**

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