

info

HR Systems Strategies Inc.
and info:HR software
Client Newsletter
Spring 2021

Welcome to the spring issue of *info*, our client newsletter. It has been a very challenging period of time with COVID-19 affecting all of us, our families, businesses, etc. The team here at HR Systems Strategies Inc. has also suffered a large loss with the passing of our Founder Jerry Rowland. Jerry battled cancer as best as anyone could. He left us too early and it's so frustrating and maddening to lose a loved one in this way.



Many of you were fortunate to have known Jerry for as long as he started HR Systems Strategies Inc. I have heard from many of you over the last several weeks offering your condolences and kind memories of working together with Jerry. Without Jerry there would be no HR Systems Strategies Inc., no info:HR HRIS system, and so many clients, employees, positive experiences and stories to share.

Jerry had a passion for his work and his life. When all of us thought we couldn't do something, Jerry would come up with a solution. He touched all of our lives. I have so many great memories of Jerry and the best was when we were away from work and we could share a laugh together. He loved Palm Springs, his new home where he made so many new friends, met his partner for life, and enjoyed a life of serenity, peace and contentment. Jerry's wish was that everything he worked towards—our wonderful clients, the team and "customer delight" culture he fostered, and innovative product futures and directions—would continue. Thank you, Jerry. Your legacy, personally and professionally, is treasured and well remembered.

Andy Stanianakis

IN THIS ISSUE

Client Story: Willowbridge Community Services/2-3
Tips and Techniques/4-5
Get to Know Your Support Team/6-7
Change of Address/8



Willowbridge Community Services finds a better way through info:HR cloud implementation



Located in Brantford, Ontario, Willowbridge Community Services (formerly known as Family Counselling Centre of Brant) is a not-for-profit, charitable organization offering developmental services, counselling and financial empowerment across Hamilton, Brantford, Niagara, Six Nations of the Grand River, Mississaugas of the Credit First Nation, and Haldimand Norfolk. Since its founding over 100 years ago, thousands of individuals, families, couples and children have come through its doors seeking life-changing support.

In late 2019 Eranga Peduruarachchige joined the organization as the Manager of Human Resources. Eranga had previously worked at another social services agency where she had selected and implemented info:HR as the Human Resource Information System of choice. On arriving at Willowbridge Eranga found that all the tracking of personnel files for the 50 employees was done in paper files. Eranga felt that her most pressing issue was the accurate tracking of employee time off—vacation days, sick days, banked lieu time and more. Using paper files was too much work to maintain promptly and accurately. Given her prior experience with info:HR she knew there was a better way.

“In my first implementation of info:HR, the experience was quite positive, especially with regard to the testing

and support from the HRSS staff and the features provided by the system,” commented Eranga. “Here at Willowbridge I looked at several different systems—it’s our policy to consider alternatives—and what I found were gaps between the data I wanted to see and the information I wanted to track and what the other systems had to offer. That led me to look at info:HR again.”

Eranga added, “The senior management team, which was relatively new to the organization, was on board from the start. The team members had limited prior experience with an HRIS except me, so they leaned heavily on my expertise. They all wanted access to personnel data so it didn’t take much convincing for them to support the idea of implementing an automated system. We ended up deciding to go with the ‘cloud’ implementation of info:HR with the Employee/Manager Self Service and Applicant Tracking modules, which is an ideal operational model for an organization of our size—all the IT responsibilities fall on HRSS.”

Once the system was up and running on the HRSS cloud server in Markham, ON (housed at a Rogers Data Centre facility) and populated with basic employee data from the Initial Data Load operation, the focus turned to configuring and deploying the ESS module.

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Uncovering ‘unbelievable’ efficiencies with info:HR

“The employees are very happy. I was pleasantly surprised at the employees’ uptake of ESS. The train-the-trainer model that HRSS employs worked quite well. HRSS staff trained my assistant, Sarah Hammond, on the use and operation of ESS. Sarah did a dry-run with me. We refined the material and then Sarah conducted training sessions with all the staff. There have been a few people coming back with questions but, for the most part, they have been few and far between.

“The staff really like that they can see their time-off balances at any time. Managers love it—they don’t have to be writing emails back and forth to deal with time-off requests.”

“The efficiencies we’ve found have been unbelievable, compared to what we had. Not only did the handwritten forms we were using require too much time transferring information from month to month, but the manual nature of the records ran the risk of introducing errors that would carry forward from one month to the next. Now, it’s very different. I’d estimate we are achieving at least 30% productivity in maintaining the personnel information—now, everything is at our fingertips.

“Systems always help us with information, and that’s what info:HR is doing for us. It will support us in a very big way that people here haven’t experienced before.”

When asked what advice she would give to organizations considering the move to an HRIS Eranga suggested, “Understand and know what the organization needs are—document those needs, articulate them to the vendor—not all systems will do everything you want to do, so be prepared to have discussions with the vendor’s

“Systems always help us with information, and that’s what info:HR is doing for us. It will support us in a very big way that people here haven’t experienced before.”

implementation team to see if there are ways they can accommodate what you want within the framework of what their system can do.”

As for the future at Willowbridge, Eranga has definite plans: “Tracking employee professional development is important for us; we are a compliance-driven organization. I want to get the Continuing Education component of info:HR implemented, so we can see the training people have taken, the skills they have developed and, just as importantly, the costs to the organization for providing that professional development. info:HR provides all that capability, it’s a matter of putting it to use.

“Another future direction that I’d like to see the organization take is to integrate info:HR with our Ceridian payroll system. It will take away some optimization barriers—the processing will be much faster and the information will be accurate. I’m all about automation!”

Eranga concluded, “I’m quite confident that info:HR is a system that will support the agency for five to seven years without any issue or need to change.”

Tips and Techniques: Data Imports

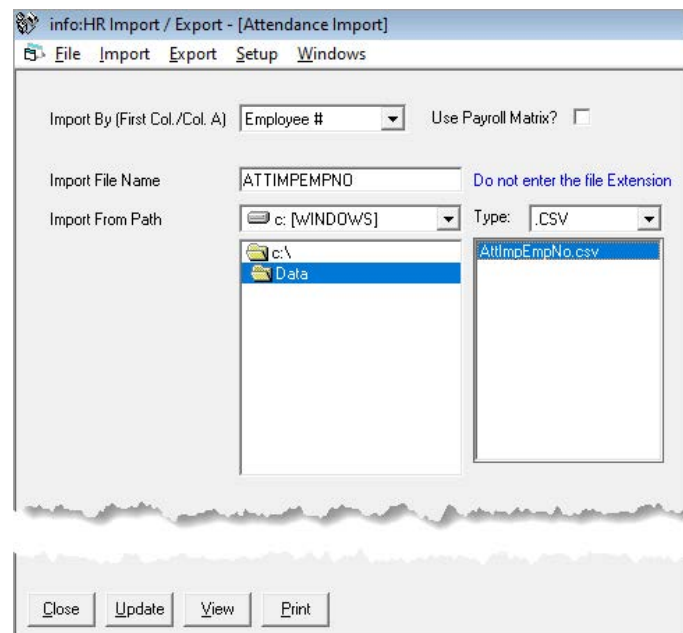
by Hemu Mistry, Manager, Application Development

Hello everyone and welcome to the Tips & Technique section of this newsletter!! I hope you all keeping safe and looking forward to Spring. In this edition, I have compiled a list of few standard import utilities we have in info:HR and in our Import/Export Module. In a similar vein to our Mass Update section, the goal of these utilities is to provide you with a quick way to update the records of multiple employees, rather than having to do individual updates on each employee's respective screens.

Import / Export Module - Attendance import:

This option is located in the **Import/Export module**, under the **Import** menu. It allows you to import Attendance records by Employee # or SIN # or Badge ID. And you also have the option to convert the Reason Code in the import file to info:HR's Attendance Code using the **Payroll Matrix screen** under the **Setup menu** in info:HR.

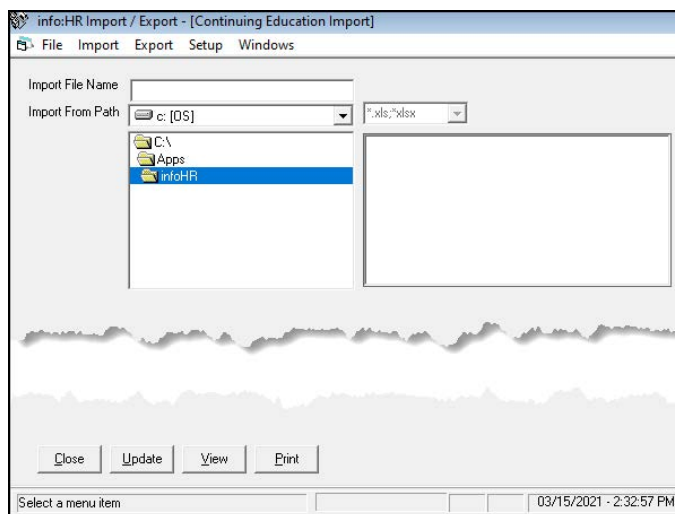
To use this function, you will need to have **Attendance Data Import security** under the **Setup menu \ Security \ Security Master screen \ More Security menu \ Utilities** section. The import file can be a **CSV** or **TXT** file format with a specific layout. Please contact us to get the file format for the Attendance records import file and the instructions for the import process.



Import / Export Module - Continuing Education import:

This option is located in the **Import/Export module**, under the **Import** menu. It allows you to import employees' Continuing Education records on the **Continuing Education screen** under the **Employee menu \ Education/Skills** in info:HR.

To use this function, you will need to have **Continuing Education Data Import security** under the **Setup menu \ Security \ Security Master screen \ More Security menu \ Utilities** section. The file format for this import can be either **.xls** or **.xlsx** and has a specific layout. Please contact us to get the file format for the Continuing Education records import file and the instructions for the import process.



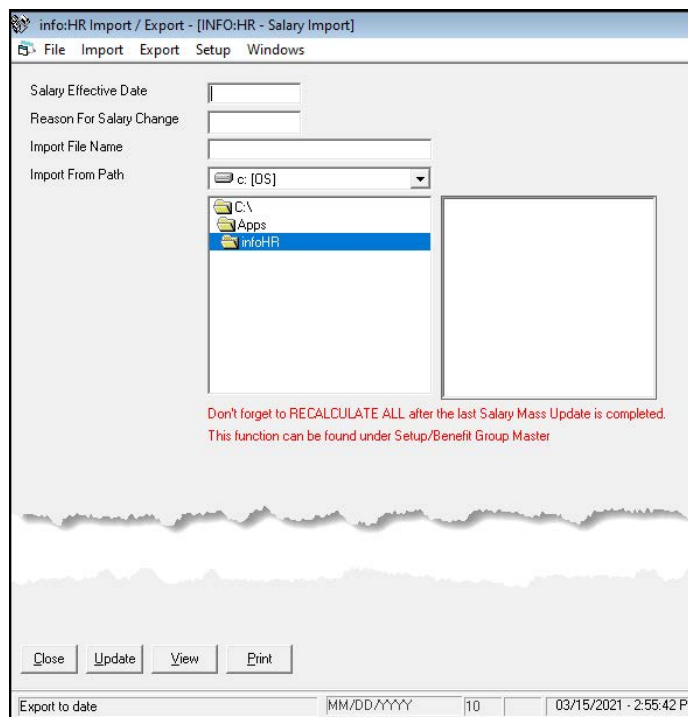
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Tips and Techniques

Import / Export Module - Salary import:

This option is located in the **Import/Export module**, under the **Import** menu. It allows you to import employees' current Salary records on the **Salary screen** under the **Employee menu \ Work History/Compensation** in info:HR.

To use this function, you will need to have **Salary Data Import** security under the **Setup menu \ Security \ Security Master screen \ More Security menu \ Utilities** section. The file format for this import has to be **.xls** and has a specific layout. Please contact us to get the file format for the Salary records import file and the instructions for the import process.



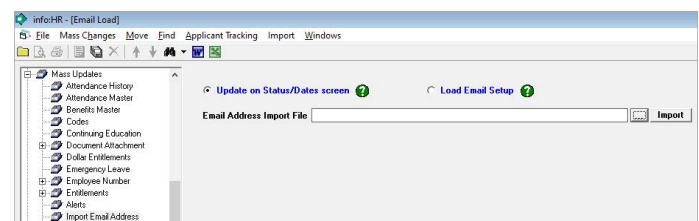
info:HR Module – Import Email Addresses:

This option is located in the **info:HR module**, under the **Mass Updates menu \ Import Email Address** screen. To use this function, you will need to have **Import Email Address** security under the **Setup menu \ Security \ Security Master screen \ More Security menu \ Mass Changes** section.

The **Import Email Address** screen allows you to import two types of email addresses - **Employee's Email Address** on the **Status/Dates screen** under the **Employee menu \ Basic Information** and the **User's Email address** with SMTP information and Supervisor tag on the **Email Setup screen** under the **Setup menu \ Security** (which you need for the **ESS** and **Online Timesheets** modules).

To import employees' email addresses on the **Status/Date screen** use the **"Update on Status/Dates screen"** option and to load users' email addresses use the **"Load Email Setup"** option. The file format for both these imports can be either **.xls** or **.xlsx**. The respective import file layout for each is displayed when you click on the question mark (?) icon.

When ready to import the Excel Spreadsheet, select the appropriate option, i.e. **"Update on Status/Dates screen"** or **"Load Email Setup"**, then click on the **Browse icon (...)** to select the Excel Spreadsheet file to import email addresses from and then click on the **"Import"** button to import.



I hope this section has been as informative as previous ones. If you have any questions or comments, or need any assistance with any of the functionality in info:HR, ESS or Online Timesheets, please do not hesitate to call our support line or email support@infohr.com. Once again, see you all in our next issue and be safe!

Get to know your support team!

Meet Jelena Radovanovic, Payroll and HRIS Implementation Specialist.

Jelena joined us recently after progressively senior positions in HR management, with experience in implementing other HR Information Systems. If you'll be undergoing a payroll integration project or intending to make changes to the one you have, you'll be able to count on Jelena to provide knowledgeable support for you. Here's a bit more about her.

info: What were your responsibilities at other organizations at which you worked prior to HRSS?

Jelena: I have held a variety of HR positions during my career, including managing HR and Payroll and Benefits for Canada, US and global locations. My responsibilities also included HRIS management and implementation, global compensation, performance management, health and safety, employee and labour relations, and recruitment.

info: What will be your role at HRSS?

Jelena: I will be working closely with clients to define human resource workflows and requirements in businesses and ensure that the HRSS software implementation meets specifications of each and every business and their need.

info: What are you most looking forward to in regards to your future projects/work at HRSS?

Jelena: I am looking forward to using my expertise in HR and payroll to assist clients with their unique needs and ensure HR workflows are performing to clients' expectations.

info: What do you like to do outside of work?

Jelena: I am a mom of two very busy boys so I enjoy spending time with them whether we are climbing the monkey bars or virtually exploring the latest Roblox city. I also enjoy gardening, cooking, swimming and hiking.

info: What is your favourite movie/TV show/restaurant/sports team?

Jelena: My favourite movie is Captain Marvel—Avengers are a common movie night theme in our household. The favourite show is by far the Simpsons. I have been a fan since early 90's and have never missed an episode. Medium to medium rare steak is my dish of choice, so any restaurant that can serve a decent steak is a favourite in my books.

You can reach Jelena at x3012 and jelenar@infohr.com.



Get to know your support team!

Meet Maja Zubac, Manager, Client Support.

Maja joined us at the end of 2020 after using info:HR for a year and a half. Chances are you'll be speaking with her as she'll be fielding support calls and conducting training sessions and webinars. Here's a bit more about her.

info: When did you start at HRSS and what will be your role?

Maja: I started at HRSS in December 2020 to provide general product support to clients and I have enjoyed every minute! One of the things that differentiates the HRSS team is the collaboration and knowledge sharing. Each individual has something special to offer and each team member provides a distinctive value to HRSS.

info: What do you like about working at HRSS?

Maja: I enjoy talking to clients every day and solving any issues they may be having. I like to look at every day as a puzzle and I enjoy putting the pieces together to figure out what the bigger picture is.

info: What has been your most notable experience so far at HRSS?

Maja: So far, I would say doing an Applicant Tracking overview with a client on my own has been notable. Being new and not knowing every detail of the software has been a challenge but I have been learning fast and have been implementing my knowledge through client calls.

info: What are you most looking forward to in regards to your future projects/work at HRSS?

Maja: I am looking forward to attending trade shows and meeting with clients face to face. I think personal interaction is important for clients to build a relationship with us. Each day I learn something that I didn't know before which makes me excited to anticipate all the knowledge I will gain.

info: What do you like to do outside of work?

Maja: I enjoy playing sports such as tennis, volleyball and basketball. I spend about 4-5 days a week in the summer playing at least 2 of those sports! Nothing better than spending the day outdoors.

info: What is your favourite movie/TV show/restaurant/sports team?

Maja: My favourite movie is Instant Family—it's a heartwarming movie and a tear jerker! My favourite shows are The Challenge on MTV and Money Heist on Netflix. I am a sucker for eating at different restaurants and tend to find a new one I love each time. I can't turn down a good steak so I would have to say The Keg. My favourite sports team is the New Orleans Pelicans (I'm a big NBA Fan)!

You can reach Maja at x3011 and majaz@infohr.com.





**HRSS Head Office
Address Change**

Update your records!
We have a new Vancouver head office. Please send all correspondence to the new HR Systems Strategies Inc. Vancouver office at **4470 8th Avenue West, Vancouver, BC V6R 2A2**. Ontario and East Coast clients will continue to be supported by our Toronto-based staff.
Thank you!

Contact us

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