

VIPnet Uses HR.net, an Advanced Human Resources and Compensation Management System Based on the Microsoft .NET Platform

VIPnet, due to its extremely rapid and dynamic growth, was faced with the challenge of managing Human Resources at a company level. Implementation of the HR.net system led to the creation of a consistent database and to streamlined business processes, enabling faster, improved decision making and enhancing the flow of information within the company.

Situation

The dynamic nature of the industry, VIPnet's extremely rapid growth, and the development of business activities affected all departments within the company, especially the Human Resources Department. A large increase in the number of employees and rapid expansion of the organization led to the Human Resources Department taking on numerous new functions.

VIPnet, the first privately owned GSM operator in Croatia, Internet Service Provider, and the world's most successful "second" GSM operator, currently employs almost 1,000 people. Due to the company's quick expansion, HR-related data of great business value was scattered across different locations and in different formats. The need for IT support in the recruitment process, desire for permanent improvement of the compensation system, and complexity and volume of human resources data demanded an integral solution for this important business function.

In line with the company's technological potential and expertise (GSM operator, Internet provider), it was necessary to ensure active participation of all employees in the use of the new system according to their responsibilities.

Solution

The chosen solution was HR.NET, a human resources management system based on Microsoft .NET platform and developed by the Croatian company HrPro. HR.net supported all business processes in the Human Resources Department, and a single, updated database containing organization and employee data was created, enabling information flow and report creation at a company level. The recruitment process is monitored through a separate module that is also used to administer data on candidates and selection procedures. In addition, the system provides solutions for employee administration, cost monitoring, budgeting, company restructure planning and realization, monitoring of company's progress, and other human resources-related functions.

Final HR.NET solution consists of seven modules:

- **System Administration** – input and maintenance of data on system users and their access rights
- **Company Management** – data maintenance and analysis, including the capability of planning the company's growth in terms of organizational structures
- **Personnel Registry** – employee data administration and analysis
- **Compensation System and Payroll** – payroll, monitoring and analysis of employee costs

Solution Overview



POWER OF COMMUNICATION

Customer

VIPnet d.o.o. is the first privately owned GSM operator in Croatia and a member of the mobilkom austria group

Problem

Due to the company's rapid growth (almost 1,000 employees in the three years since its founding), human resources-related data was not consistently organized nor easily accessible

Solution

The human resources and compensation management system has been introduced and distributed to all employees (Intranet, mobile devices), according to their needs and business processes within the scope of their responsibilities.

Technology

Microsoft .NET, ASP.NET (XML, SOAP)
Microsoft Mobile Server
Microsoft SQL Server 2000
Microsoft Windows 2000 Server

Partner

Hrpro d.o.o.
Savska 26, 10000 Zagreb, Croatia
Tel.: +385 1 4843 037, mail: hrpro@hrpro.hr



- **Recruitment** – management of job opening announcements, candidate registry, selection process support and transfer of the selected candidates to the personnel registry
- **Skill and Competence Management** - finding the person most suitable for a particular job, based on his/her skills and abilities
- **Budget and Human Resources Planning** – defining the company's new employee requirements, as well as future recruitment and cost planning

Integral parts of the system are the *self-service* modules that allow employees to independently access information relevant to their jobs. The basic requirement for this solution was to enable managers' access to data on employees working in their organizational units and to provide them with cost information analysis. However, during the first stage of solution implementation additional requests for system access for all employees were made. Thus, by using the *self-service* system on their own, employees could access their personal data, monitor their salary sheets and tax records, request vacation time, view a list of equipment they are responsible for, etc. An employee also has single-point access to all documents relevant to his/her job, such as contracts, contract appendices, retirement and health insurance contracts, and other similar information.

By introducing support for mobile users, access to particular features of the system via mobile devices (GSM, Pocket PC) has allowed managers access to important business information, regardless of their location.

Implementation

"The high demands of business processes and application of Microsoft technologies, such as web services, made it possible for the project to develop in the direction of the Web from the very beginning allowing for integration with our other business systems", emphasized Mrs. Nevenka Crneka Cudina, Project Manager .

This means that all employees have access to information (through an appropriate authorization and password system), yet due to data sensitivity and confidentiality, special emphasis was put on security. Application of new technologies enabled software development and upgrading during the project that were in line with the needs of the business system.

One of the most important solution requirements was simple distribution at the company level. Apart from Zagreb, VIPnet has three regional centers and owns 16 shops (the number is increasing), so there are a certain number of employees at remote locations. Web technology proved to be the most suitable solution due to its simplicity, and it enabled the use of the system at all VIPnet's business locations.

Other company systems started referencing the HR.NET from the very first stages of solution implementation; e.g. HR.NET and SAP Database exchange employee data, data on organizational structure and costs, and there are also links to IT support and billing systems.

Benefits

Employees access the system through an intuitive interface which is completely integrated with Windows OS and very easy to use. No additional training was necessary in order to use the system.

Implementation of the human resources and compensation management system enables the company to precisely define a value system necessary for achieving its business goals. Analysis and planning of employee costs provide a new edge to the functions of the Human Resources Department.

Future

The system is very flexible and can be linked to any of the existing systems in the company allowing new functions to be easily added.

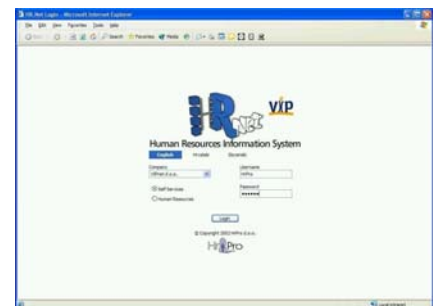
In the next phase, HR.NET will be upgraded with modules that will enable planning of business trips and expenses, and planning of education and training. In addition, mobile access to the system will be expanded by introducing new functionalities.

"One must be impressed with the flexibility and speed of implementation of new functions and business processes, as well as with the ease of distribution to users."

Nevenka Crneka Čudina, M.S.
Business Process Manager
VIPnet d.o.o.

"The implementation of the HR.net system was a breakthrough in planning and management of the organization, employee abilities and bonus system, with access via mobile devices enabling data analysis regardless of my location."

Ivon Pavelic
Head of Human Resources Department
VIPnet d.o.o.



HRnet – human resources management system, login page

"One of the major benefits of the HR.net application is its accessibility and adaptability according to a variety of specific needs of the users through the organization."

Mirjana Kacavenda
Recruitment Manager
VIPnet d.o.o.