

Case Study

Leading Financial Product Specialists Meet All Of Their HR Needs Thanks To Advanced Business Solutions' Flexible HR & Payroll Software Solution

Client: KBC Financial Products

Sector: Finance

KBC Financial Products (KBCFP) is a market leading specialist in equity, credit and fund-linked derivatives with a strategic focus on technology. KBCFP distinguishes itself with its unique specialist approach to these markets, by an absolute focus on serving its customers' interests, and the clever application of technology and financial expertise to further its clients' investment and financing strategies.

KBCFP serves the world's institutional and hedge fund investment community with KBC group controlling assets of over EUR 315 billion. With over 570 employees and offices in London, New York, Tokyo, and Hong Kong the KBCFP team is supported by the 4 strong HR team in the heart of the financial district of London, 4 in New York, 1 in Hong Kong and 2 in Tokyo.

HR Manager, Caroline Andrew, was the prime mover behind the introduction of an innovative HR solution.

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For a company where 20% of staff are IT Professionals it was important for KBCFP to identify a supplier that could meet our high expectations and provide us with a solution that was rich in functionality, extremely flexible, had comprehensive reporting and was able to meet our international requirements too. Furthermore, KBCFP needed a system that could evolve with the business

- **Caroline Andrew, HR Manager**

Security is Paramount

As with a lot of city financial institutions, security is an area of paramount importance to KBCFP's business, particularly, with their extensive compensation and benefits packages KBCFP provide to its employees. Likewise, data integrity is a must for KBCFP.

Caroline explained: "Our research of the HR software marketplace indicated to us that there are an awful lot of suppliers out there, however after a series of demonstrations it became clear there were really only a few suppliers that would be able to help us meet the challenges that we faced as a business."

Caroline adds: "It became even clearer, after speaking with suppliers customers, that only one supplier could actually deliver what they said they could do."

Value for Money

Caroline continues: "Their customers gave them a glowing reference. As well as offering us an innovative HR solution, in the end, their customer reference made it an easy decision for us and we are still, to this day extremely pleased with the decision we made. In fact we have now been using their HR software system for several years and if I could sum up what they have provided us with, and it is quite simple really - value for money. HR Professional wasn't expensive and considering what you get for your money it would be difficult to find another vendor who could provide the consistent quality of service that we have found."

KBCFP purchased Advanced Business Solutions' HR Professional offering which included modules in Personnel and Recruitment. KBCFP have since gone on to purchase the e-HR self-service module too.

Flexible Solution

KBCFP worked closely with the project and implementation team to configure an individually tailored system to meet KBCFP's personnel, recruitment, compensation and benefit's needs.

Different screen sets for KBCFP's offices in New York, Tokyo and Hong Kong were also configured to meet their needs reflecting international benefits. For example, in New York an additional dentist history has been included and Japan has different currency screens. Data is fed into HR Professional at each of these locations with all the data being updated to the central database at the London office.

The flexibility of the software has also enabled Caroline to alter bonus screens after the introduction of new compensation plans. **Caroline says:** *"The beauty of HR Professional is the ability to tailor the system when required and for those configurations to be immediately and automatically available for reporting purposes."* Caroline has also configured recruitment screens to help keep track and manage the costs of recruitment.

Powerful Reporting

Advanced Business Solutions' HR software has its own in-built reporting tool, which is extremely easy to use, and has the ability to produce powerful analyses. **Caroline's assistant, Sharon Harvey confirmed:** *"Using a global HR software solution in my last job for a world renowned financial institution I found report writing difficult and cumbersome. The report writing tool has really been developed with the end user in mind without compromising on functionality. The ease with which you can extract business data out of the system is great – it really is just two clicks and you are done!"*

Sharon adds: *"The output options are fantastic, so that when I run management reports they include our corporate identity and are formatted to our needs and are not pre-determined."*

KBCFP recently purchased the self-service module, which is currently being used by members of the HR team at the London office, before being rolled out to all employees in London, New York, Japan and Hong Kong. It is expected that in 2007 KBCFP employees will be able to request holiday, check holiday balances, amend contact and bank details and also be provided with a compensation and benefits summary.

User Group Meeting

Both Caroline and Sharon are regular attendees of Advanced Business Solutions' bi-annual User Group meeting and are equally impressed by the level of guest speaker that the User Group attracts.

Caroline comments: *"The guest speaker who had completed the round the world yacht challenge was really inspirational. Although unrelated to the software it provided delegates with the opportunity to take something else away that can benefit them in the work place and in their personal life too. The User Group is also a great networking opportunity to share best practice with other like minded HR Professionals."*

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Support and Training

An important aspect of any software supplier is the support that they provide after the sale and through the life cycle of the customer relationship. Sharon acknowledges this: *"UK support desk staff are nothing but helpful and have the ability to manage your expectations keeping you up to date every step of the way."*

"Likewise, the training that I undertook by the dedicated training team gave me a great understanding of the software. The real life training exercises in the training manual were of great help and the fact that you get to keep the manual helps enormously when you are back in the office."

Caroline echoes Sharon's thoughts on training: *"I used to be an IT trainer myself and the training team were excellent."*

About Business Solutions

Advanced Business Solutions, an Advanced Computer Software Group plc company, provides leading integrated business applications and services that enable public, private and third sector organisations to retain control, improve visibility and gain efficiencies whilst continually improving corporate performance. It's award-winning software systems comprise core financial management, procurement, human resource and payroll systems, integrated with a range of collaborative, document management and business intelligence solutions . It also provides managed and bureau service options.

Advanced Computer Software Group plc is the UK's leading supplier of software and IT services to the health, care and commercial sectors. It comprises 3 main divisions and has 7000 customers and 800 staff worldwide.

For more information

Advanced Business Solutions is a brand name of Advanced Business Software and Solutions Limited, registered in England, company number 03214465. Registered office: Munro House | Portsmouth Road | Cobham | Surrey | KT11 1TF.

t: +44 (0) 08451 606 162 f: +44 (0) 1932 584 001 e: marketing@advancedcomputersoftware.com www.advancedcomputersoftware.com/abs

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