

Effective project leadership and practical technical assistance helps Action for Children integrate a new HR system.



Background

Action for Children is a leading children's charity committed to helping the most vulnerable and neglected children and young people in the UK break through injustice, deprivation and inequality. It helps nearly 156,000 children, young people and their families across the UK through nearly 420 projects, and also promotes social justice by lobbying and campaigning for change. Action for Children is also the leading UK provider of family and community centres, children's services in rural areas, services for disabled children and their families, and services for young people leaving care. With a gross income of £200m it is one of the UK's 20 largest charities.

Business Issue

Action for Children had selected a new HR system. The challenge was to implement and integrate this new system with existing internal finance and resource management applications.

The Challenge

Installing and configuring the new HR system was straightforward. The real challenge was to create a set of interfaces between the new HR system and key existing internal systems, including financial management (including payroll, expenses processing, etc), the project repository (to dovetail HR processes such as holiday approvals, appraisals, etc. with project resource management), and Action for Children's CRM and Case Management systems (to link employees with client projects and with individual case interventions).

Solution

DB Consulting provided project leadership and technical consultancy on an as required basis, to drive the project to completion and to lead development, testing and delivery of application interfaces.

Through a matrix management approach, DB Consulting led the HR system implementation project, coordinating the work of business users, internal IT staff and the HR system supplier to deliver a 'vanilla' implementation. In parallel, our technical consultants took responsibility for interface design, development and testing, quality assurance, and delivery of fully-tested, fully-functioning application interfaces.

The integration solution incorporated both BizTalk and .NET, using pre-built and custom adapters to integrate with existing systems. Additionally, integration of HR and other internal systems with external systems (including the UK Government-sponsored Contact Point system) was delivered using web services.

Results

The HR systems was successfully implemented, and integrated, in a period of a little over four months. Post go-live, DB Consulting provided ongoing support, and facilitated a smooth transition to in-house support to leave action for Children self-sufficient going forward.

DB Consulting

DB Consulting works with ambitious, forward-thinking companies aiming to achieve strategic business objectives through the deployment of modern Information Systems.

We design, build and support software for companies operating in a wide range of industries, using technology products from Microsoft, Oracle, IBM and other leading software vendors.

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