

CASE STUDY

Implementation of the Asistar portal with E-File

at Volkswagen Group Services

Volkswagen Group Services has decided to implement Asistar employee portal with E-File, offered by Contract Administration. The digitalisation of HR processes has helped the company to reduce the time for selected HR tasks by up to 94%.

VOLKSWAGEN

GROUP SERVICES

Volkswagen Group Services is a shared services centre providing support for business operations and complementary services for companies of the Volkswagen Group operating in Europe. The company in Poland employs more than 700 people and continues to grow dynamically. Digital transformation and digitalisation of business processes are among the key areas which promote the development of Volkswagen Group.

700+ employees

Key client challenges

- **Large increase in employment** - excessive burden on HR department during onboarding
- **Time-consuming error correction** - in paper personal questionnaires completed by employees
- **Change in employee expectations** - the need for remote and comfortable handling of HR matters, at a time convenient for employees
- **Digital transformation** - a strategy to automate and digitise HR processes
- **Ecology** - the desire to act in a more environmentally friendly way

Implementation aims for Asistar with E-File



Reducing huge amounts of paper and storage cabinets



Guarantee of completeness and efficient management of a huge amount of data - easy and quick access for employees, managers, management board and HR



Time reduction on administrative tasks by HR



Introduction of employee self-service



Guarantee of adequate data protection



Release of HR resources

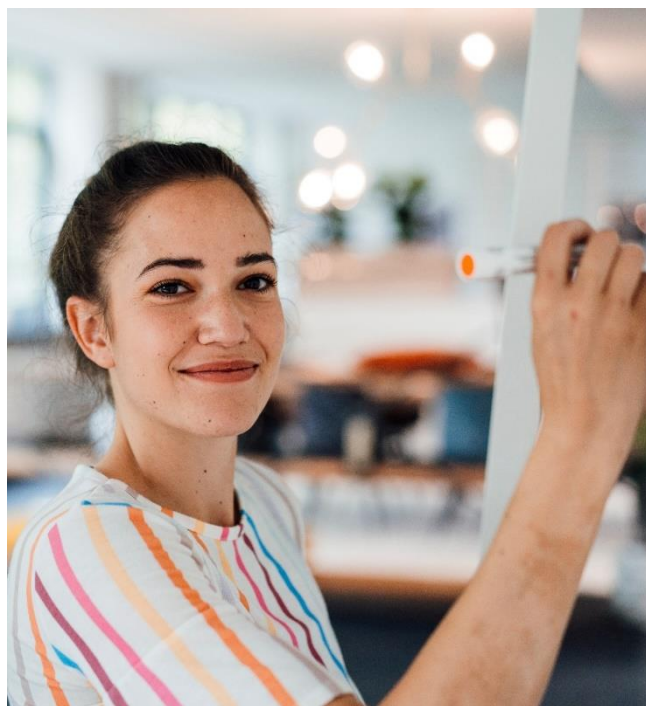
Implementation steps of Asistar with E-File

Before starting the implementation of the Asistar platform, Volkswagen Group Services, together with Contract Administration, defined the key parameters of the project, including:

- **Usage specifications**, i.e. the scope of functionalities of the E-File - what HR activities the system is supposed to reflect and the order in which the various functionalities are to be implemented
- **System parameterisation:**
 - Setting up the portal according to the agreed specifications
 - Tailoring safety settings to the needs of Volkswagen Group Services
 - Setting up user accounts and roles plus access levels (active directory)
- **Team members** involved in the project and their roles
- **Formalities relating to the entrustment, processing and digitisation** of employee data
- **The way of digitising employee files** - paper file production, document scanning, e-file uploading, verifying completeness

The system launch was implemented in two stages:

- 1 Service test release and collecting user feedback
- 2 Launch of E-File and its further development - according to the needs of Volkswagen Group Services



What is important to be aware of?



Digitisation of documents requires completion of omissions in the documentation



At each stage of Asistar implementation, **internal promotion** and ensuring smooth adoption of the new system by employees is important



For E-File, **e-signatures** for selected team members are required



The optimal system configuration should be preceded by a **diagnosis of the most urgent needs** of the business, the management and HR department

Benefits of implementing Asistar with E-File at Volkswagen Group Services

Employees

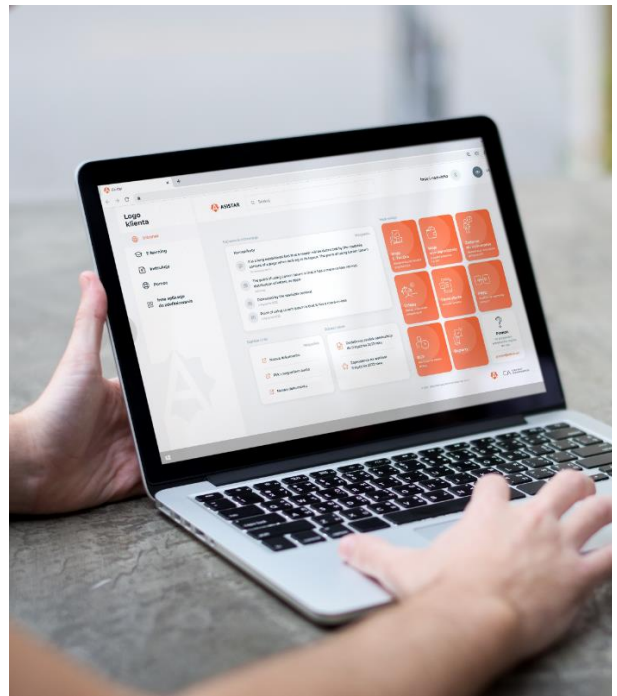
- **Increased comfort during onboarding** – opportunity to read the documents freely and to complete them at a time convenient to employees
- **Quick and convenient access to own personnel files**, e.g. employment contracts, personnel questionnaires, applications submitted, leave limits
- **Self-service** - updating data, submitting applications and downloading documents
- **Option to communicate with the HR department online**, at a convenient time and place
- **Increased satisfaction with cooperation** with HR department

Managers

- **Ongoing access to data** and personnel documents of subordinate employees
- Facilitating the **planning of leave**
- **Convenient leave management** - permanent overview of leave limits, approval of leave requests by e-mail, calendar of absences
- **Self-submission of applications** and online HR documents, e.g. applications for employment or job changes
- **Self-generation of reports** possible

Management board

- **Ongoing access to HR data and reports**, without involving HR department
- Reduction in time spent **signing employment documents**



HR department

- **Significant reduction in workload during onboarding:**
 - faster filing of employment documentation
 - eliminating errors in questionnaires
 - no need to scan documentation
- **Saving time** related to minimising the number of questions directed to HR by employees, managers and management:
 - Employee and manager self-service allows employees to access data and information themselves
- **Increased comfort at work:**
 - reducing repetitive administrative tasks
 - easier access to data
 - option to carry out duties remotely
- Positive impact on the **image of HR**

Measurable results



Fewer printouts



Before implementing E-File, all employee requests and documents were printed out. Today, this not only saves time, but also reduces paper consumption by around 60%.

Reduced time to validate personal questionnaires



E-File allows to focus on other aspects of employee introduction than verifying the correctness of documentation.

More efficient use of management time



Without the E-File, all documents to be signed were printed twice; now a single signing is sufficient.

Fewer documents to be scanned



E-File eliminates the need to scan a large number of documents, which have an online form from the start.

Fewer documents delivered to HR and payroll company



Before implementing Asistar portal, HR documentation was delivered to Contract Administration 2 times a month. At present, the majority of data is available immediately in the system.

Contract Administration

HR and payroll is our passion!

HR AND PAYROLL OUTSOURCING | EMPLOYEE PORTAL | E-FILE

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