



CGI Sovera Human Resources (HR)

Partner Solution

■ **Target Industry**

Cross Industry

■ **Business Application**

Human Resources

Applicant Processing

and Management

■ **Products**

*IBM FileNet Business Process
Manager*

IBM FileNet Content Manager

IBM FileNet eForms

IBM FileNet Image Manager

IBM InfoSphere Content Collector

Business Challenge

An organization is only as good as the people it employs, and it is the responsibility of the human resources (HR) department to acquire and retain top-tier, quality talent to help maintain an organization's competitive advantage.

Acquiring the best human capital in an often volatile and competitive job market, while delivering improved services to employees, is a tall order. Additionally, employee recruitment and retention, training and development, health and financial benefits administration and payroll, become complex when dealing with an increasingly global workforce and tight budgets.

While HR departments are often the lowest tier priority in the areas of technological investments or operational improvements, they are still expected to be agile and strategic in their recruitment efforts.

Specifically, HR departments must overcome numerous challenges in an effort to modernize recruiting, hiring and administrative processes, including:

- Manual, paper-intensive processes overburden staff, promoting inconsistent recruiting and hiring procedures;
- Heavy reliance on archaic, geographically-dispersed physical filing systems to store massive amounts of documentation;

- Lack of an integrated applicant management system to provide secure and accurate tracking capabilities to expedite hiring processes and meet legal requirements.

Solution

Leveraging IBM's leading Enterprise Content Management suite of products, CGI's Sovera Human Resources (HR) automates and streamlines critical HR business functions and activities such as job and offer requests, payroll, name and benefits changes, and vacation requests, to increase operational efficiency and substantially reduce costs.

Enhanced Document Management and Access. Sovera HR's "scan-and-index" applications quickly transform paper documents into easy-to-view electronic pages. In addition to paper documents, Sovera HR electronically captures documents through Computer Output to Laser Disk (COLD) files, eliminating the need to first print and manually scan documents. These documents are automatically indexed by the system, enabling access to applicant and personnel information.

Sovera HR enables users to define how to maximize workflow with true-to-life folder navigation that offers a consistent, easy-to-use interface. Users can also view documents within applicant and employee folders according to their own preferences. In addition, the solution provides secure, simultaneous access



to multiple users – from the office, home, or any Internet-capable location – with security levels that can be defined at both the user- and document-level.



Workflow and Applicant Processing. The Sovera HR system automates the routing, processing and management of an array of HR functions, according to customized business logic. Through dynamic online applicant tracking and workflow capabilities, hiring managers and recruiters can easily track applicants throughout the hiring process and speed applicant processing.

In addition, hiring managers can search the online applicant pool via skill set, job class, applicant name, date the application was received, as well as review an applicant's credentials, reject candidates, schedule interviews, and make hiring decisions, while recruiters check online for the status of an applicant.

Sovera HR's retrieval module also provides a highly-flexible, personalized folder retrieval process. Users can perform a number of functions including viewing employee or applicant folders online, setting up personalized notebook tabs for sorting and organizing documents, magnifying displayed document images and viewing dual images, sorting information in a file, navigating through a file, and querying for and viewing related files. Additionally, the solution offers comprehensive auditing and tracking features, providing audit trail and applicant tracking capabilities to meet legal requirements.

Value Proposition

Sovera HR delivers unparalleled business value through an integrated, highly-scalable and robust solution that allows HR departments to minimize paperwork and automate processes so they can dedicate more time to employee services and applicant potential. Additional benefits gained by the Sovera HR solution include:

- Streamlined, efficient processing with improved cycle time due to reduction in manual processing;
- Better access to applicant and employee information, and collaboration throughout the enterprise, resulting in faster, more informed decision-making;
- Improved staff productivity and better allocation of human resources;
- Reduction in operational and administrative costs;
- Auditing and tracking capabilities to comply with legal requirements; and,
- Seamless integration with external job applicant and payroll systems.

Company Description

Founded in 1976, CGI Group Inc. is one of the largest independent information technology and business process services firms in the world. CGI and its affiliated companies employ approximately 27,000 professionals. CGI provides end-to-end IT and business process services to clients worldwide from offices in Canada, the United States, Europe, Asia Pacific as well as from centers of excellence in North America, Europe and India. CGI's annual revenue run rate stands at \$3.8 billion. Web site: www.cgi.com/healthcare.

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