



KPN delivers enhanced management information with HRCharter

A market leader in several sectors of the Dutch telecom market, KPN offers telecommunications services to both consumers and businesses



With 18,300 staff across its 200 office locations in the Netherlands, KPN's core activities are telephony and data services through a fixed network in the Netherlands; mobile telecom services in Germany, the Netherlands and Belgium; and data services in Europe. KPN relies on IT systems to manage many of its business processes, including HR. As part of the company's overall drive to streamline and automate many of its HR processes, KPN has invested in PeopleSoft 8 HRMS to provide its managers and staff with self-service HR applications.

Saving time and money

Ad van Santvoort, Manager of HR Systems and Information Provision at KPN explains, "Prior to installing HRCharter, managers were producing charts in a variety of ways – using Word, Excel and PowerPoint. Not only was this time consuming, but the charts were very limited and could not be used for any management planning".

After an initial demonstration, Ad van Santvoort was impressed with the flexibility that HRCharter offered, as well its ease of use.

"I liked it from the beginning and immediately thought it would be good for the managers. When looking at other products either the price was not right or the installation looked too complex," commented Ad van Santvoort.

Adding value to PeopleSoft 8 HRMS

An important factor for KPN in selecting HRCharter was its PeopleSoft-certified interface, which enables managers to dynamically generate organisation charts using data drawn from the PeopleSoft system.

"Now there is no need to waste time typing names into boxes or laying out charts. Our PeopleSoft system provides the data and HRCharter takes care of the rest, automatically formatting the information for printing or viewing." comments Ad van Santvoort.

Virtually all of the information in the PeopleSoft database can be made available to HRCharter and displayed in a chart, giving companies like KPN enormous flexibility to use charts to support a wide range of HR management and planning activities. HRCharter's conditional mapping and colour coding features can be used to graphically display and highlight key HR data, such as age or gender distribution, making it easy to assimilate the information.



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Looking at HR data in a powerful new light

KPN has taken advantage of HRCharter's reporting capabilities to create their own charts that assist with the monitoring of several key HR programmes, including training & development and absence management – a critical activity for any large organisation.

With HRCharter, managers at KPN can now easily view the number of days' illness or absence that an employee has taken, and identify patterns and trends so they can work proactively with staff where appropriate. In addition, the system allows managers to see where people have accrued holiday, so they can encourage staff to take their holiday entitlement within an appropriate time frame. This is important to KPN from an individual employee health perspective, as well as to ensure that there are enough staff available to provide cover at any time.

HRCharter is also being used to allow managers to support the review of the skills and competencies of their people, so that they can identify development needs. Ad van Santvoort explains, “Before, if a manager wanted information about the qualifications or training of staff in their department, this information had to be compiled manually. HRCharter gives them this information in a split second, and in a way that they find easy to use for analysis”.

Being able to quickly visualise personnel information graphically and share it across the organisation has improved communication throughout the company. KPN also plans to use the information to provide top level information of staff for departmental and organisational changes.

A popular solution

Since being installed, HRCharter has seen rapid take up, with around 1,400 managers using the system across KPN.

“We are proud of our e-HR applications and the way they have streamlined many routine business processes, saving time and increasing efficiencies. Feedback from managers has been very positive about the way that HRCharter is benefiting them and the business,” concludes Ad van Santvoort.

