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# HR.net the solution to 3i's HR needs





# Introduction

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3i is an international investor focused on Private Equity, Infrastructure and Debt Management, investing in Europe, Asia and the Americas. 3i employs over 400 people across 18 offices in 13 countries.

## The challenge

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3i's HR function is challenged by virtue of the complex work it carries out as well as employing staff across different countries within a matrix structure. 3i wanted to implement an HR management solution which would be aligned with its complex organisational processes as well as enable it to become more efficient.

When looking to switch provider, one of 3i's criteria was the need for an automated HR solution. The previous system used by the HR function involved a combination of spreadsheets, paper files, soft files and databases. Another criteria was a flexible solution that would enable automation and streamlining of manual processes to

support the planned growth. Clearly, a system was required that would allow all HR data to be consolidated, thereby reducing the amount of manual intervention and time involved.

Simon Custerson, HR Systems Manager at 3i says, "the manual systems which we had in place; such as paper files, emails and spreadsheets were simply not sustainable. At 3i we have a motto of 'simplification, systemisation and standardisation' and we were looking for a provider that could streamline our processes to help us meet this aim."



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# The implementation

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3i did not want to rush into choosing a new provider. It chose HR.net after thoroughly assessing the market for the best solution. Simon says: "we wanted to review Hr.net and its packages to understand what it could offer 3i. We found that HR.net could help us reduce the time spent keying in data as well as provide the self-service elements we wanted to incorporate."

Prior to launch, 3i worked with a dedicated ADP HR.net account team who were on hand to answer any questions. HR.net helped 3i produce a specification document for the new system to ensure it would meet the needs and requirements of the organisation. Simon adds: "We had a five month implementation schedule which we had to meet. Producing a specification document helped the process and made it much more of a partnership, rather than a traditional client/supplier relationship."

A key part of the process was investing in a system which allowed 3i to re-engineer its internal processes. Simon adds: "It was important for us that the system we implemented was new and based on our current and growing needs and was not held back by our old processes. With HR.net we had the opportunity to really add value to our HR solutions, ensuring they remain relevant as the company grows."

Following the initial change implementation period, managers continued to receive ongoing training, as Simon adds: "HR.net's consultants were extremely supportive and understanding. They were quick to respond to any queries and were really knowledgeable about the solutions."



# The outcome

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In line with 3i's original requirements, its managers now have much more responsibility and control over their team's HR data, allowing them to keep abreast of changes and developments.

Simon says "Our new HR solution has saved us a great deal of time, allowing our staff to focus on value added activities. HR.net streamlines our employee data which we then provide to our payroll provider. This has saved a significant number of HR hours each year."

3i is also pleased with the strong relationships they have built up with the HR.net Account Management team. Simon adds "The system is delivering exactly what we set out to achieve at the start of the process and I have been really impressed with the collaborative relationship with the support teams."

Simon concludes "We are very happy with HR.net and hope to continue working with them and developing our partnership further. We are looking forward to introducing HR.net's Training as well as Performance Management modules in the near future."





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