

**From taking 6 or 7 days to  
do my quarterly reports,  
it now just takes about  
half a day**



The University of Wolverhampton (UoW) is a public University located in the Midlands, split across 4 campuses. It has a rich history of education that goes back to 1827 and current hosts over 21,000 students. Of the 2500 staff at the University, it falls to Annabel Roberts, Employee Relations Manager to manage all staff employee cases that arise.

RLDatix sat down with Annabel so she could share the team's experience of trying to manage caseloads with just an Excel spreadsheet, the problems they had when trying to use a solution that was non purpose-built for case management and how she now finds using Assure HRCase to manage the University's cases after just a few months.

### What sort of cases are you managing on a day-to-day basis?

"There's a mixture of all sorts of things. Grievances, some disciplinary issues, long term sickness issues, fixed term contracts that are coming to an end, and so on. It's the full remit really of case work"

### When you started at UoW in 2019, how were you managing your cases then?

"We started with an Excel spreadsheet that was very open to user error. You'd have people adding their own tabs, not using the drop downs and adding their own different case types that didn't fit. Only one person could go in at any time and make edits and there was always somebody who would go off to a meeting and forgotten they have it open, two hours just sitting there. You'd have to take copies of it and people would forget to merge it together.

So we had all sorts of problems associated with that. Basically, from a reporting perspective, it was an absolute nightmare. I'd try to pull everyone's data into one tab on a spreadsheet and the whole lot would just fall over. I'm not exaggerating when I say it would take me a total of six or seven working days to pull together my quarterly report for our Board of Governors. This lead to debates which were very difficult to have between my business partners and I. Regularly, they would say, 'I don't recognise that data'. And I would reply, 'I've had to extrapolate it to make it make sense'. It was very back and forth".

### You came to the decision to introduce Assure HRCase.

#### Why did you choose it?

"From our perspective, what attracted us to Assure HRCase was that it is purpose built for this. It wasn't as if it was a document management system with some stuff bolted on at the front end, like a few other options we looked at. It was designed to manage cases from start to finish and to report on it. It was absolutely built for the purpose we needed".

### How did you find your implementation of Assure HRCase?

"Rachel, from the implementation team, talked us through the whole thing from start to finish. She did a session with us where we did a case type with her. And then she left us to go and do the rest of it. If we had any questions, Rachel was happy to help. She also did a training session with all of our users for Assure HRCase. She kept asking if anyone had any questions. Everybody kept saying no, it's straightforward. They all got it. The support throughout the whole process was brilliant".

**"It was absolutely built for the purpose we needed."**

Annabel Roberts

**"This has given both me and the organisation much richer data."**

Annabel Roberts

### It's now about 3 months since you introduced Assure HRCase. So how have you found using the system, for both you and the university?

"We started with an Excel spreadsheet that was very open to user error. You'd have people adding their own tabs, not using the drop downs and adding their own different case types that didn't fit. Only one person could go in at any time and make edits and there was always somebody who would go off to a meeting and forgotten they have it open, two hours just sitting there. You'd have to take copies of it and people would forget to merge it together. So we had all sorts of problems associated with that. Basically, from a reporting perspective, it was an absolute nightmare. I'd try to pull everyone's data into one tab on a spreadsheet and the whole lot would just fall over. I'm not exaggerating when I say it would take me a total of six or seven working days to pull together my quarterly report for our Board of Governors. This lead to debates which were very difficult to have between my business partners and I. Regularly, they would say, 'I don't recognise that data'. And I would reply, 'I've had to extrapolate it to make it make sense'. It was very back and forth".

**"The team using it are absolutely raving about the ease of use of the whole thing and how intuitive it is."**

Annabel Roberts