



Quidgest



sigrhara

Human Resources Management
Information System for the Regional
Government of the Azores

Azores Human Resources Shared Services

Azores Regional Government

The Regional Government is the executive and superior body of the Azores regional administration, has regulatory powers and manages regional heritage, fiscal revenues and expenditures. Furthermore, it defines and implements financial and regional policies, adjusts national fiscal policies and participates in the development of national plans, among other activities.

The challenge

Considering the geographically dispersed islands and the need to comply with national guidelines and regional legislation, the Regional Government required a solution covering all employees working in the public sector. Previously, the Regional Government worked with different concepts and applications. Decision makers lacked access to centralized real-time information and

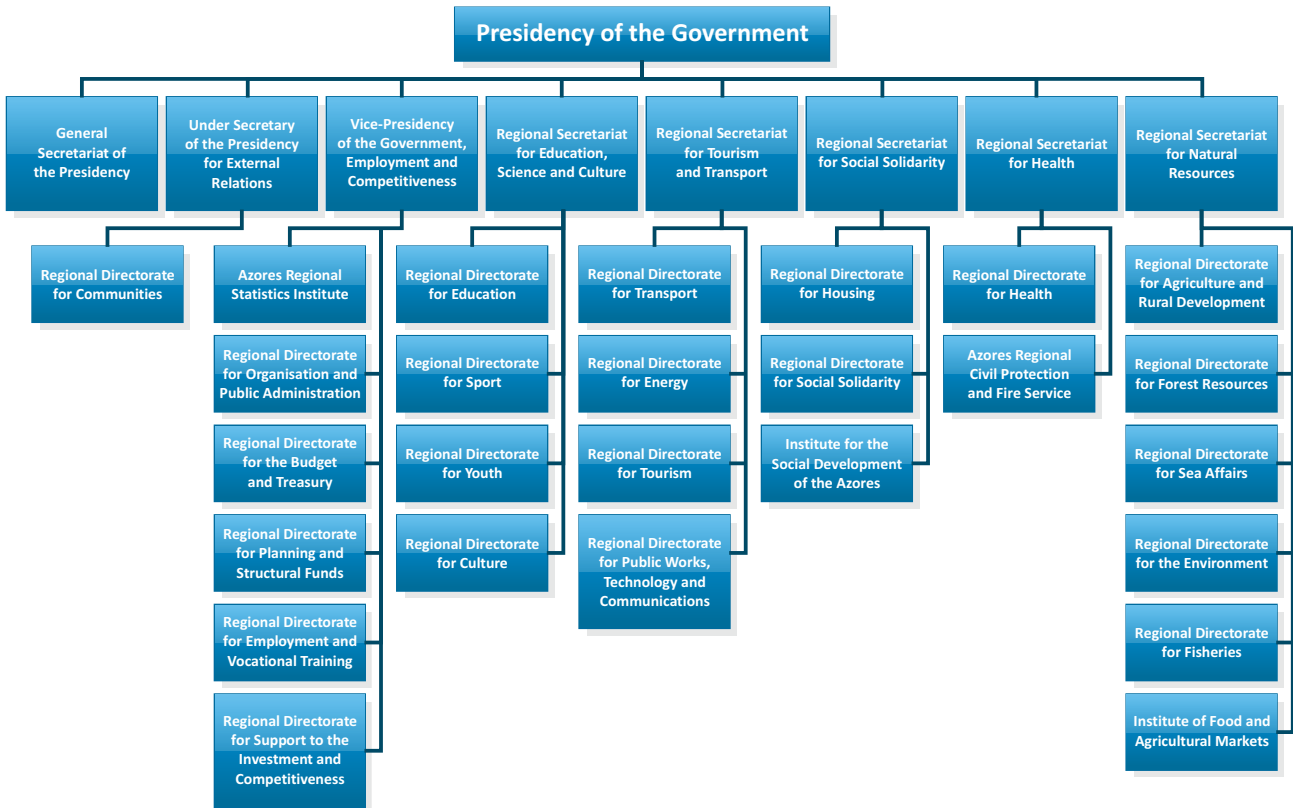
many employees were performing ineffective tasks. Thus, the overall objective was to automate and transform human resources management processes granting comprehensiveness, accuracy, global coherence, productivity, readiness and improved quality.

The solution

The implemented Human Resources Management Information System (SIGRHARA), developed specifically for the Regional Government of the Azores, manages all human resources processes of the archipelago of the Azores. In total, it manages 17.628 employees from different Regional Government Agencies spread over the nine islands. It was necessary to align the information system with this complex and hierarchical organizational structure.

Azores Regional Government Organizational Chart (2013)

The XI Government of the Azores



HR Databank

The first steps of the SIGRHARA project were focused on centralizing information concerning personal and professional employee data from different agencies into a single database.

Payroll Management

This solution allows to easily manage all personal and professional information (identification, gender, birth date, academic qualifications or job positions), and supports staff planning and payroll management.

Currently, the solution manages payroll of around 14.632 employees, including members of the Regional Government, staff of offices, top and intermediate directors, and all employees that belong to direct and indirect administration services of the Regional Government. Besides, it centralizes information about other employees (such as employees working in hospitals and regional companies, which are covered by national accounts)

Web Interface

In order to share information between agencies and

departments within the Government it was necessary to develop three web based portals with different user access levels.

Employee Self-Service Portal

This portal is the direct contact point between employee and the human resources department. Among other features, employees can create holiday schedules, consult individual processes, make requests for statements or check their pay check.

Manager Self-Service Portal

Intended for Intermediate and Top Managers, this portal supports managing HR processes and improves the communication between the employee and his manager. For example, this can concern holiday approval or other requests. The manager has instant online access to all relevant employee data, which improves decision-making processes.

HR Management Portal

The portal includes the decentralization of the human

resources management carried out by different agencies and departments of the Government. It allows them to manage all HR processes, such as information on travel and subsistence expenses, new employees, allowances and discounts, employee absence, statements and reports, among others.

Shared Services and Communication

Different services use a single application, share resources and HR processes.

The solution exchanges information with other systems and platforms including the online contacts directory of the

Regional Government, the Azores Public Employment Pool (BEP Azores), the public accounting system, the performance appraisal system, or the systems installed at the Institute for the Social Development of the Azores and Financial Management Institute of Azores Social Solidarity.

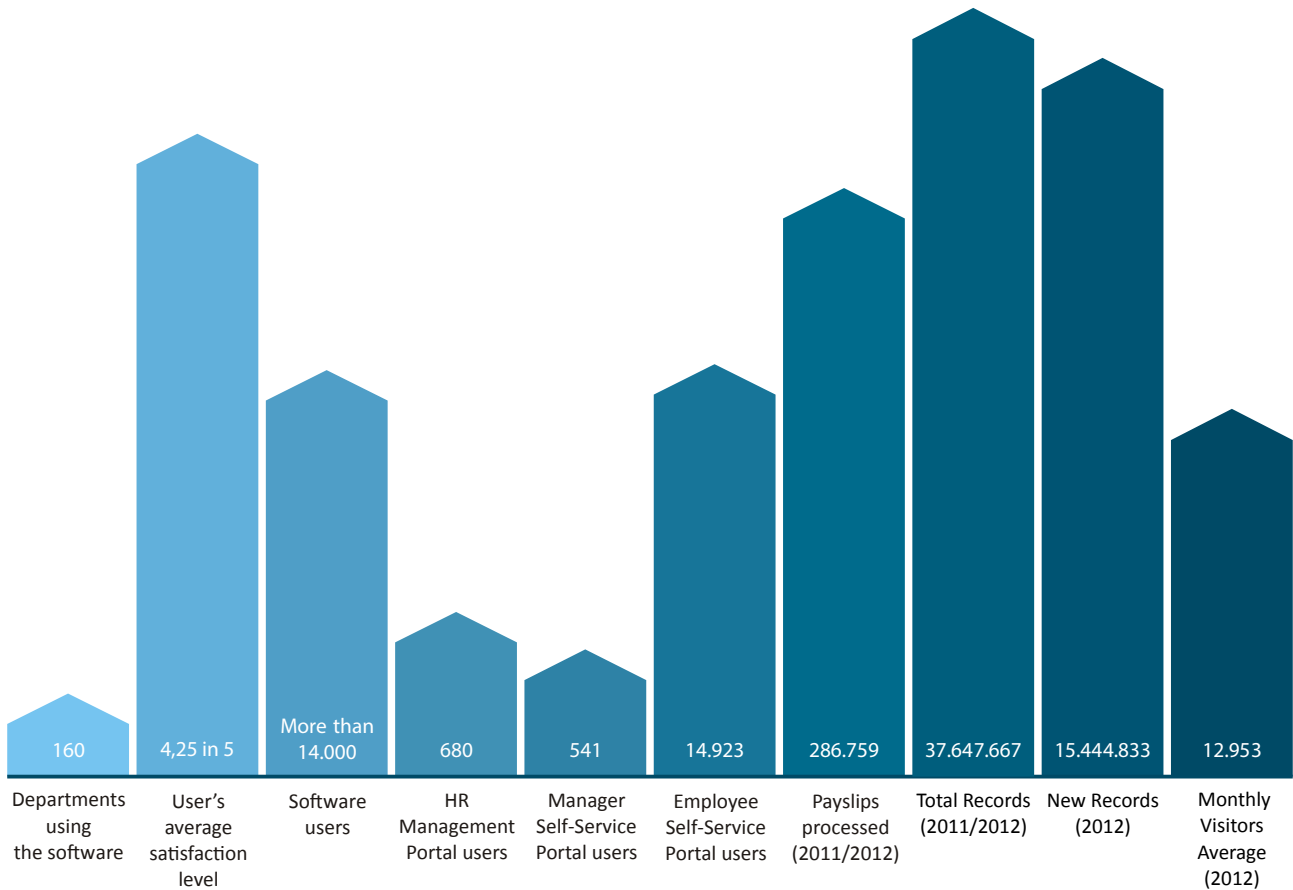
Time and Attendance

Time and attendance management and subsistence allowances management are also covered by the solution, and this type of information is directly reflected in the payroll.

Main benefits achieved after project implementation

The developed solution tailored to the needs of the Regional Government of the Azores allowed:

- The Centralization of information regardless the modality of public employment relationship established;
- Shared Services implementation with a centralized payroll;
- Estimated cost saving of 1 million euros in computer software acquisition and developments after solution implementation;
- Reduction of 30 days in time lag between attendance records and their effects on the payroll, for services without autonomy;
- Standardization of administrative and accounting procedures.
- Automatic Data update;
- Interoperability with other systems;
- Elimination of redundancy in procedures;
- Reduction of costs with human resources and time spent on processes;
- Possibility to extract management indicators and other KPIs;
- Reliable and updated information for a better decision making;
- Improved budget management and cost planning;
- Development of consistent HR policies for the region's growth strategy;
- Dematerialization, normalization and process automation;
- Integration of legislative initiatives in a short time period.



Users reviews



Sérgio Ávila, Vice-President of the Regional Government of the Azores

“Given the specificities of the region, an archipelago of nine islands with very different realities and requirements, the Regional Government is proud of having been able to implement, in just 8 months, a human resources management model, based on pioneer (and unique, to date) support tools, which is leading Azorean Regional Administration to a new organizational model.”



Victor Santos, Director, Regional Directorate for Organisation and Public Administration

The use of this tool, replacing more than 150 software licences for personnel records registration and payroll management, resulted in a substantial reduction in public expenditure with an estimated value of 1 million euros in licenses, computer hardware, applicational developments, among others.”

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