

# Excellence in Human Resources Management

## The client

Integrated within the Ministry of the Economy, Innovation and Development, Turismo de Portugal is the national tourism authority responsible for promotion, enhancement and sustainability of tourism activities in Portugal, aggregating within a single entity all the institutional competencies related to stimulation of tourism activities, from the supply sector to demand. In the framework of its activity, Turismo de Portugal, I.P. develops a vast array of international co-operation activities, representing the interests of Portuguese tourism in bilateral relations and in international organizations.

## Business problems and needs which led to this project

After a merger of public institutions, Turismo de Portugal is now responsible of over 900 employees (650 internal employees and 300 external trainers, which are working at hotel and tourism schools). Hence, Turismo de Portugal needed a bespoke software solution covering all employees while respecting the unique characteristics of the organization.

The main objective was to meet the needs of the Human Resources department of the organization, ensuring scalability to support future processes and implementations. The challenge was to implement a complex system for a network of geographically dispersed institutions, implemented in several stages, and ensuring overall business processes optimization.

“Quidgest’s project team, managed by Hugo Ribeiro, were eager to find suitable solutions for difficulties that have arisen naturally over time, and collaborated directly with our Human Resources Department. They made invaluable contributions, which was fruitful for all involved in the project and stimulated interpersonal interaction between the provider and the client.”

Elsa Cruz, Director of the Human Resources Department (May, 2012)

## The solution

The integrated Human Resources System implemented at Turismo de Portugal I.P. consists of several modules such as Organizational Structure Management, Payroll Management, Time & Attendance Management, Training Management, Competence Management, and Performance Management.

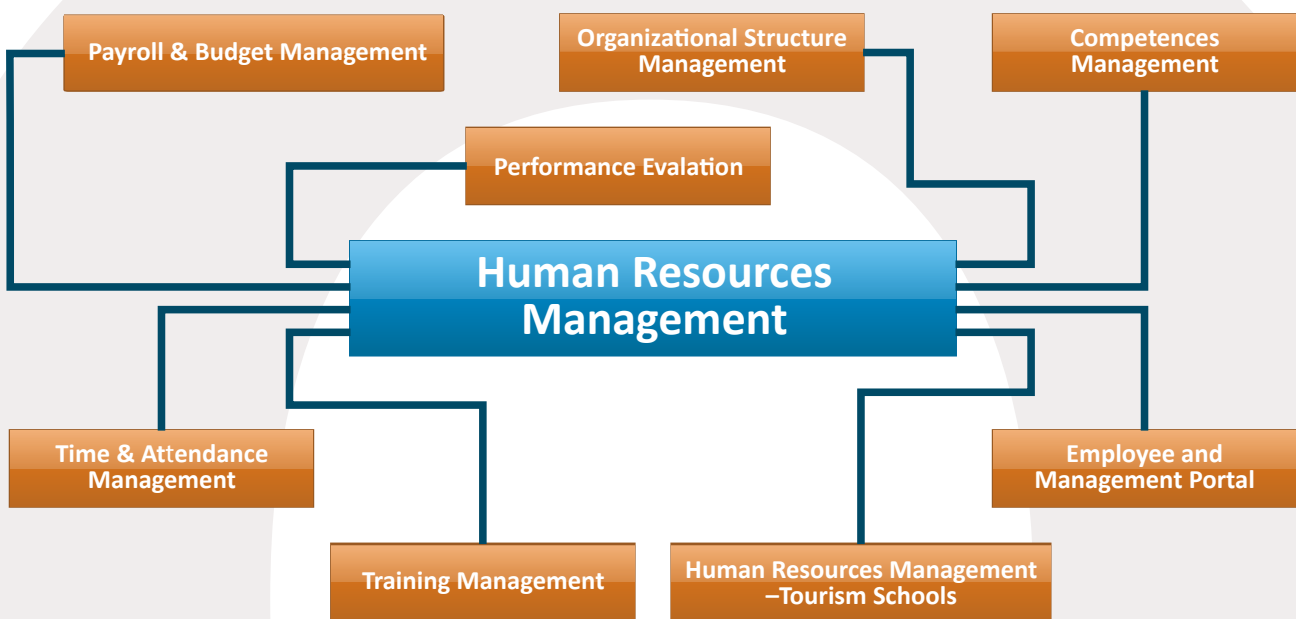
It has a single database used by central services and geographically dispersed teams. All integrated data have been through a process of data validation and correction in order to guarantee information credibility.

Furthermore, Quidgest implemented 3 portals; an Employee Portal, exclusively for employees, a

Management Portal, exclusively for the organization’s HR managers and a Human Resources Portal accessible by the entire HR department.

These portals are a way to link decentralized services and content and stimulate interaction with the Human Resources department. Employees and managers can easily manage personal and professional information, such as holidays, income tax return forms and other real-time information.

In addition, the developed solution is integrated with the Financial Management and Control of Turismo de Portugal.



## The results

### Improved data management

The integration of Quidgest’s Human Resources Management system with other third-party systems in use by Turismo de Portugal allowed an elimination of duplicated information, access to real-time data and control of budget allocation.

### Improved communication

Better communication and information sharing between users, while assuring security and access control.

### Increased productivity

business process normalization and simplification resulted in increased productivity per employee.

### Faster and easier access to information

The use of portals contributes to a faster access to information on-line anytime and anywhere users have an internet connection, and stimulates their involvement in Human Resources processes.

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