



Eir's Digital HR Transformation

A CASE STUDY



www.numla.com

Case Study: Eircom Limited

When eir, Ireland's principal tele-communications services provider with a workforce of more than 5500 employees and contractors, needed to replace their HR software package in 2020, they contacted large HR software vendors but they couldn't meet the breadth of eir's organizational requirements.

In May 2020, Numla began a proof-of- concept and demonstrated within three months that all of eir's requirements could easily be fulfilled. Within five months, eir had smoothly switched to Numla. Numla delivered a highly flexible, scalable platform and brought all HR activities to a single interface. Numla provided end-to-end support including cloud-based architecture and management in local data centers. Numla continues to provide free enhancements, integrations, and customizations even after completing the implementation.

With Numla, efficiencies increased as employees had access to self-service capabilities, resulting in a 60-70 percent reduction in queries. The benefits of the HR transformation were felt immediately as all processes were integrated into a single platform with significant cost savings, and feedback from employees was incredibly positive.

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**According to Joe Hall,
organizational effectiveness
manager at eir:**



“Numla's team has worked with us at every step of the way including proof of concept, developing the business case, mapping project activities, defining requirements, data migration, rules engine configuration, training, testing, and post go-live support. This has all been accomplished with such comprehensive support that the resource requirements from our side have been entirely manageable. We have achieved HR digital transformation within a matter of months, not years.

What sets Numla's team apart from others is the focus and attention they commit to every individual workstream of a project. The flexibility and agility they bring to the program facilitates accomplishments that had never even been considered internally by us, as they would have been deemed unrealistically ambitious.

Numla's team works to truly understand your requirements, document them clearly, and suggest how the system can be configured or improved to meet your needs. In countless cases, Numla's team has suggested improvements to our processes and digitalized complicated and entirely manual processes. If you believe your organization is too complicated to allow a move away from manual processing, Numla should be your first call.

I would have no hesitation whatsoever in recommending the services of the Numla team based on our experience to date, and the feedback from anyone in our organisation who has worked with them is that the team is a joy to work with, professional, courteous, accommodating, understanding and the turnaround times across the board is nothing short of bewildering.”



Screenshots of eirHR App

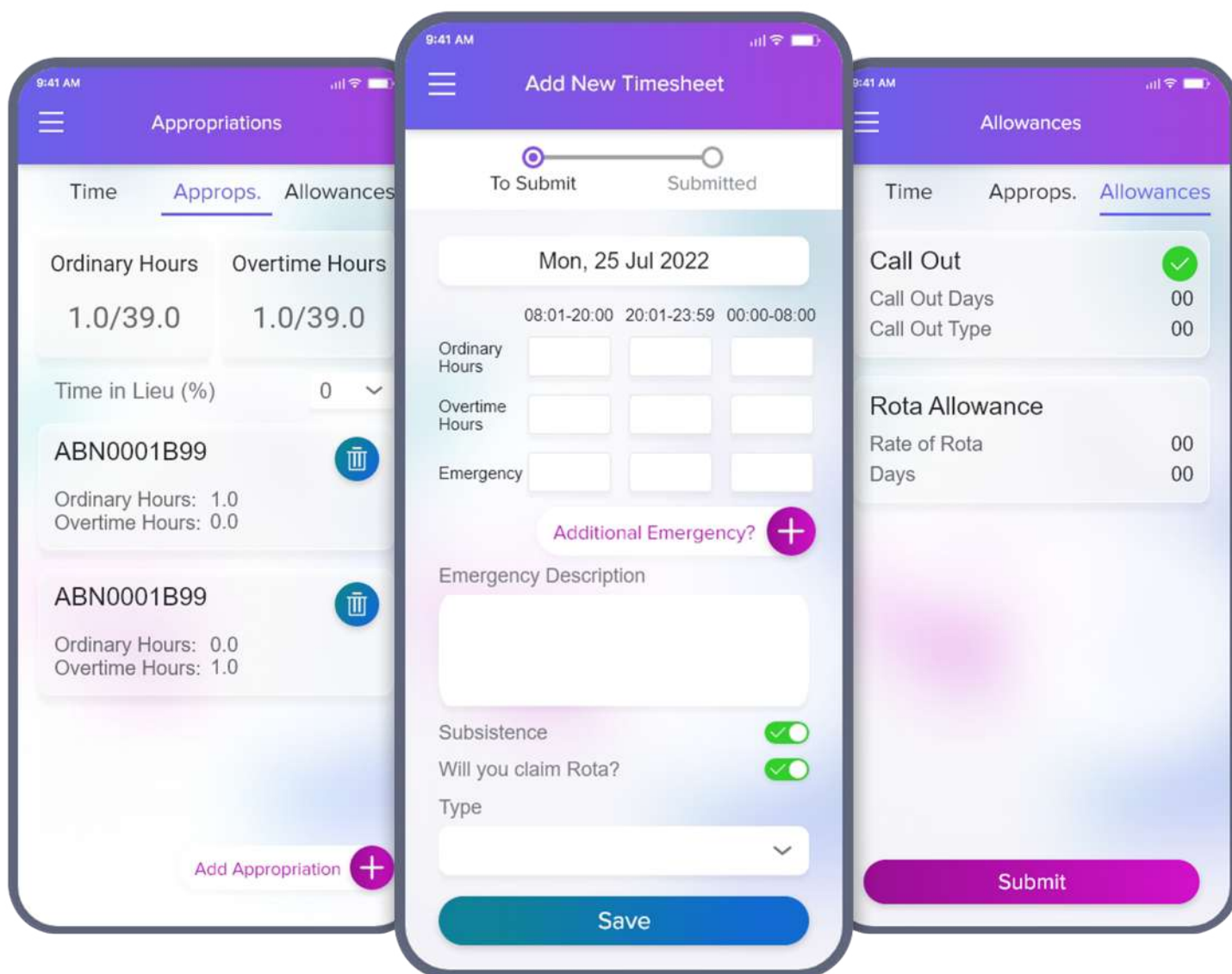


eirHR mobile app has been developed to allow the employees of eir do different functions like submit timesheets, apply for leaves and submit expenses - all these HR workflows that require employee input can be done using these self service apps.

The above screenshots show login screen of the app, along with apps menu and also the screen for weekly timesheets of the employee.



Screenshots of eirHR App



The screenshot in the middle shows the screen a user sees when they are creating a new timesheet. The screenshot at the left shows the appropriations screen. The screen at the right is for allowances.

**According to Thérèse Gavin,
Director Human Resources at eir**



“ Eir has a diverse, multicultural workforce of over 3000 employees and this has resulted in complicated and manual processes for HR. The ultimate aim was to prioritize every aspect of the employee experience and their interactions with HR. So we partnered with Numla, to customize an open source system called Odoo. We configured design, customized, integrated and deployed eir HR Care.

As a result we now have a highly flexible, people-centric, scalable, cloud-based, web-enabled platform, centralizing HR activities under one user-friendly, integrated interface.

Being environmentally conscious and in line with the eir sustainability policy, we have managed to minimize paperwork, including paperless payslips. There has been a reduction of employee queries into HR, 60-70% and now all our systems are fully supported by both our provider and our IT department.

The impact has been phenomenal, including reduced errors, official processes, and increased transparency. It has significantly improved our people's experience across their employment lifecycle and enhanced the roles within HR.

We executed the entire project, delivered all training online through videos all through the pandemic and all within a space of 5 months. I'm extremely proud of my team for this achievement.

**According to Nicola McDonnell,
HR Operations Manager at eir**



“ This is not just a new system implementation; this is whole new working way for us at eir. We have reviewed, streamlined and improved our HR administrative processes. We have configured our system to ensure that we can connect better with our employees, providing them with a more reliable and professional service. We have entirely developed a platform to allow us to work more effectively, despite working remotely.

**According to Deirdre Ryan,
Head of Reward at eir**



“ We have taken advantage of the digital world by implementing a bespoke payroll system that allows us to in-house payroll. This has resulted in sleeker processes, instant implementation of pay impacting changes and full automation of payroll.