



Supporting Employees in Embracing System Transition



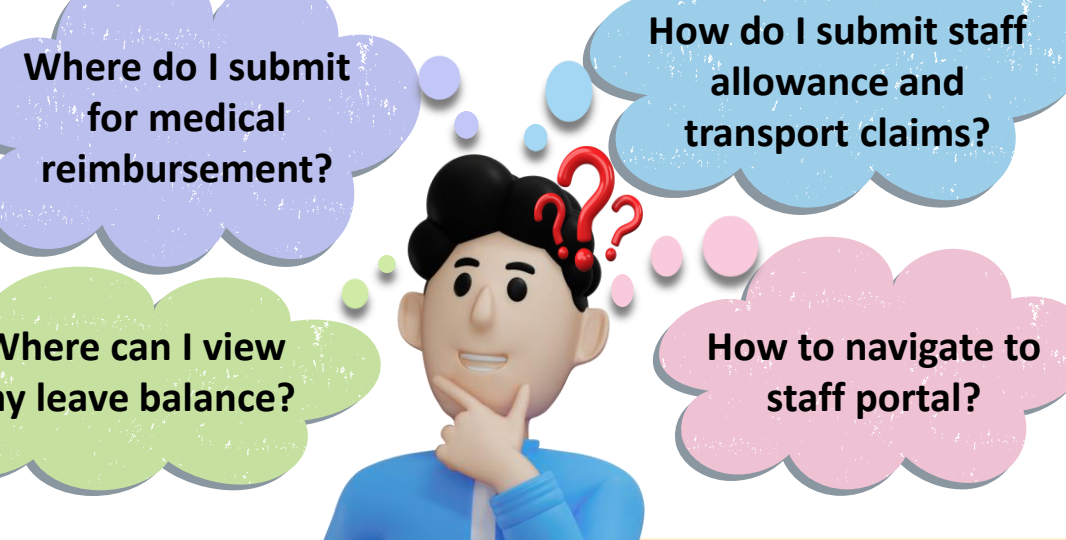
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Introduction

The new HR system offers numerous benefits by revolutionizing HR functions, bringing enhanced efficiency to the way we work. However, the process of transition can be challenging and daunting. Employees may face anxiety in adapting to new interfaces particularly if they are already comfortable with the existing system. Furthermore, the transition process also disrupted employees from accessing HR Services which caused delays to employees from obtaining essential HR information when needed. HR Services team has thus taken initiative to support employee through this period.



Aims

- Maintain clear communication process in the implementation.
- Provide insights and strategies to promote smooth system transition.
- Offer resources and support channels.
- Have user champions to encourage employees to hop on the change.
- Elevate employee experience on the new system.

Methodology

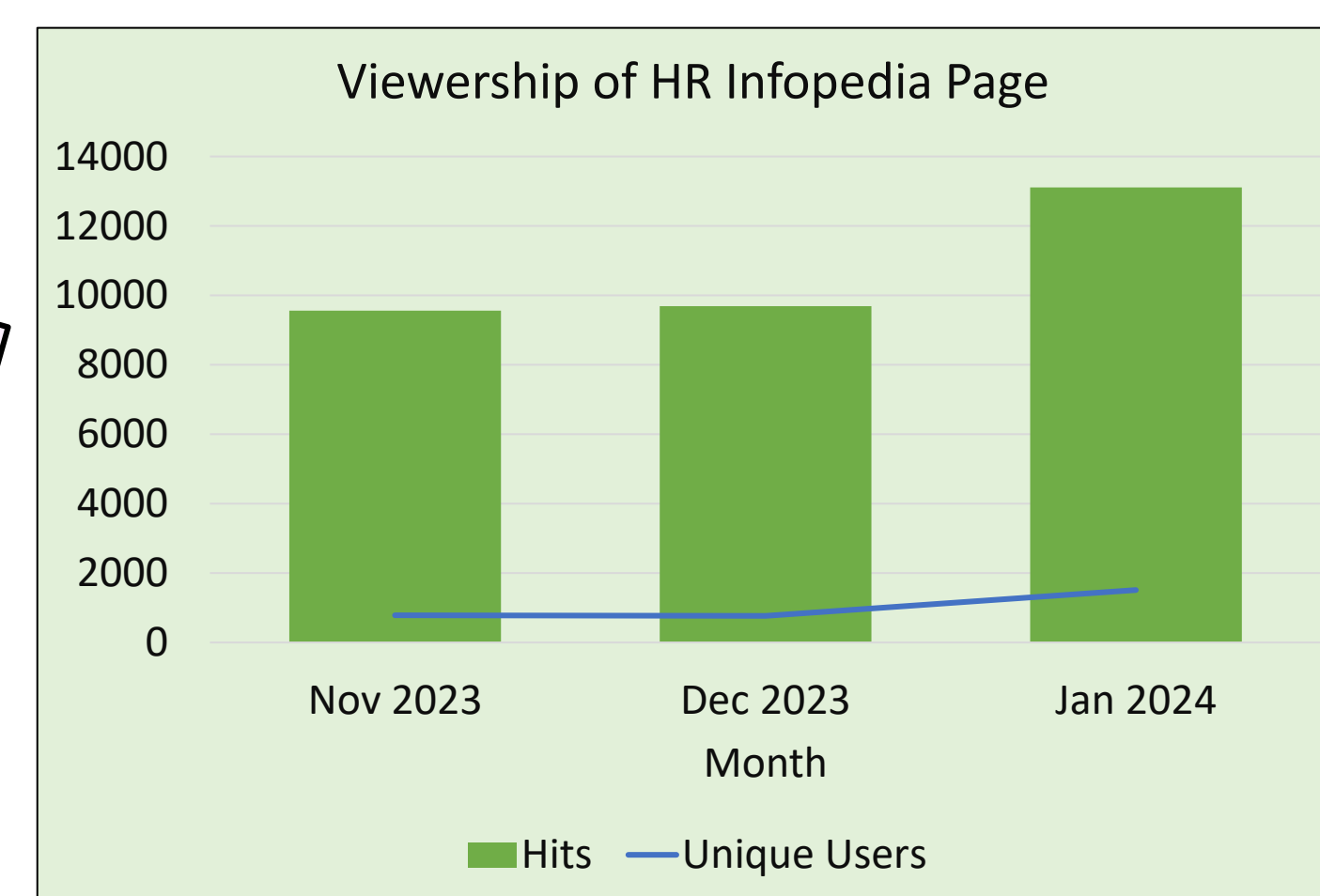
1 Broadcast latest information and updates on People Connexion via regular Communication Series. Key information on things to take note on system transition such as system freeze period, training schedule and support channel was mass communicated to employees via email.



Results



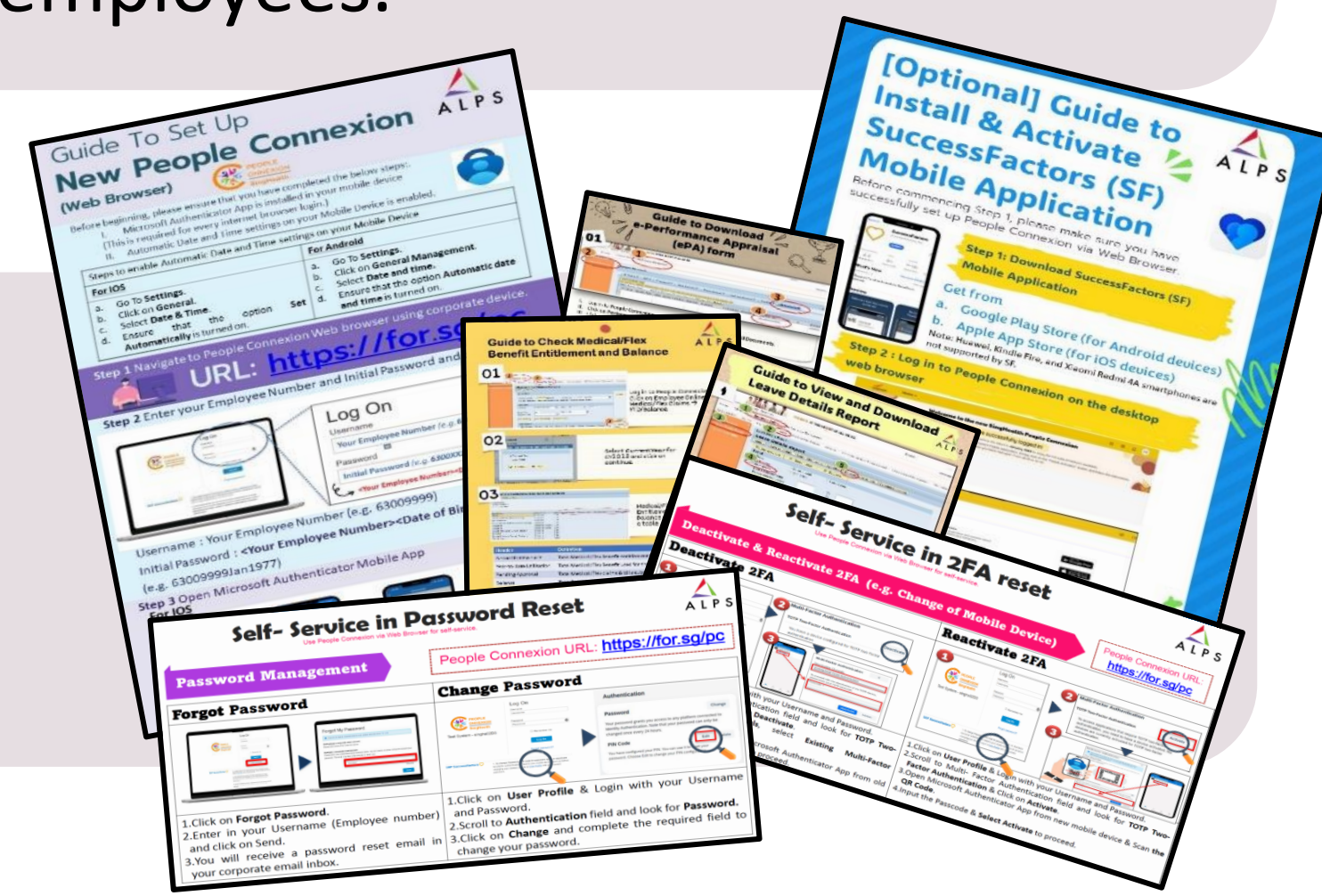
- On 7 Feb 2024, all ALPS employees have successfully transitioned to the new HR System.
- From Nov 2023 to Jan 2024, with resources and materials on the new system published, this led to a 38% increase in viewership to the HR Infopedia page



Month	Hits Unique	Users
Nov 23	9562	781
Dec 23	9686	769
Jan 24	13109	1511



2 Creation of HRIS Information Page where employees can conveniently access and retrieve for HR system materials. Information on HR systems is uploaded into the page and made available to all employees.



3 Time Savings
Improved efficiency as employees are able to explore multiple sources and obtain information quickly.

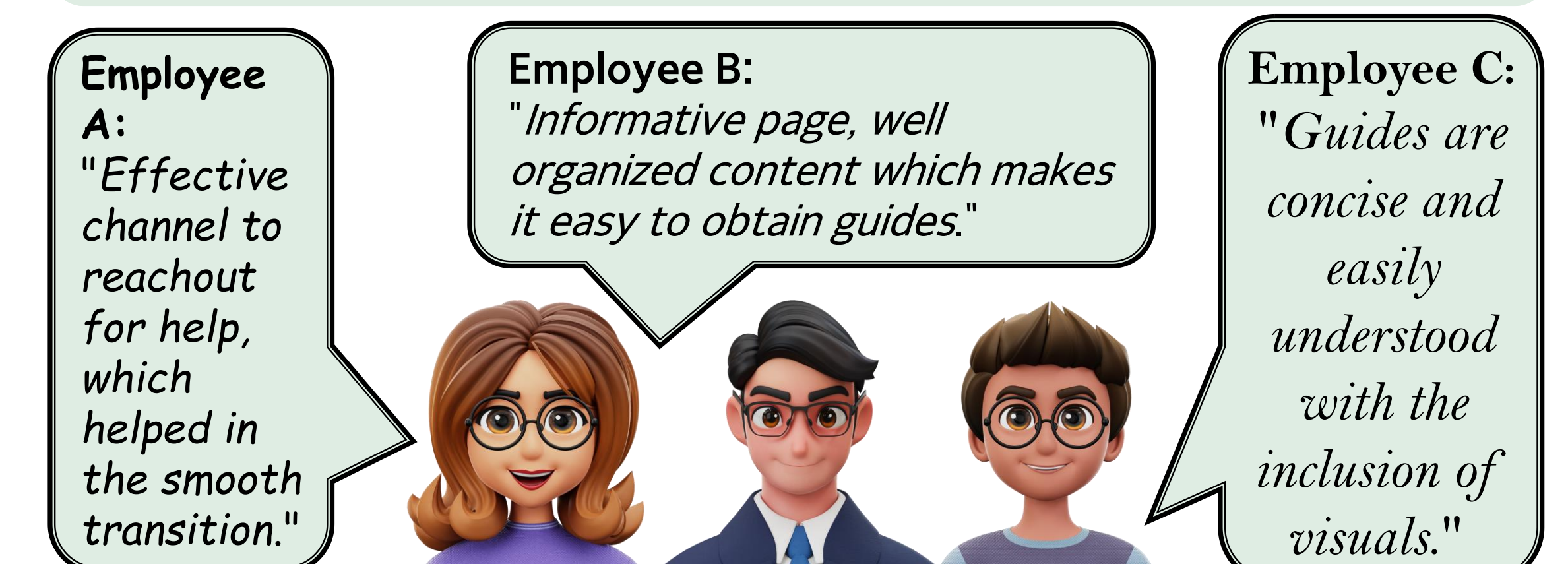
Resource Optimization
Streamlined processes and effective communication resulted in increased productivity.

3 Provide employees with user guides and self-help information on HR System. Employees can refer to the comprehensive guide and FAQs in acquainting the new system.

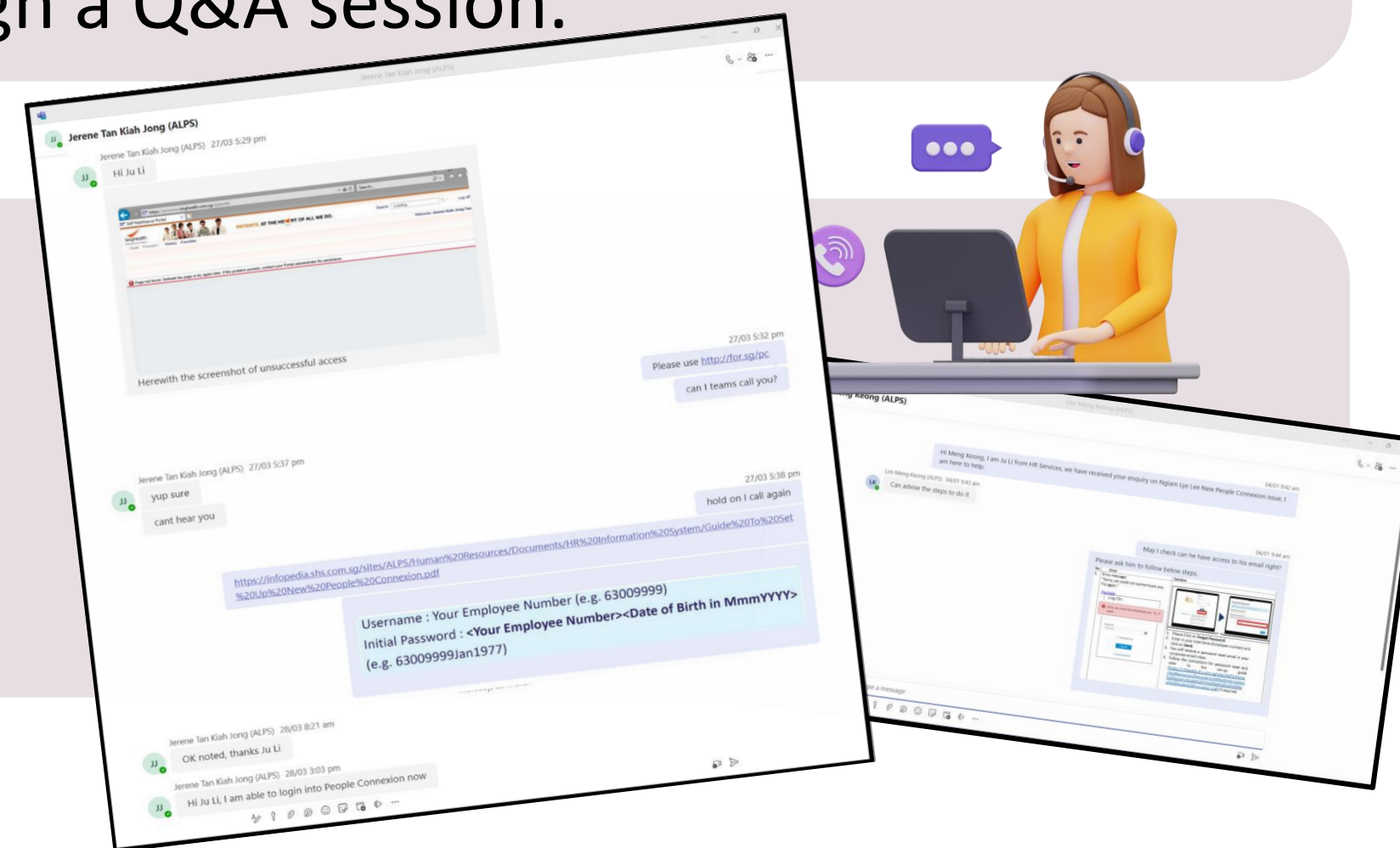
4 Positive feedback received on the transition experience.



4 Training sessions held via Teams meeting allowing employees sited at different PHIs to join and gain information and key insights, and get their questions answered through a Q&A session.

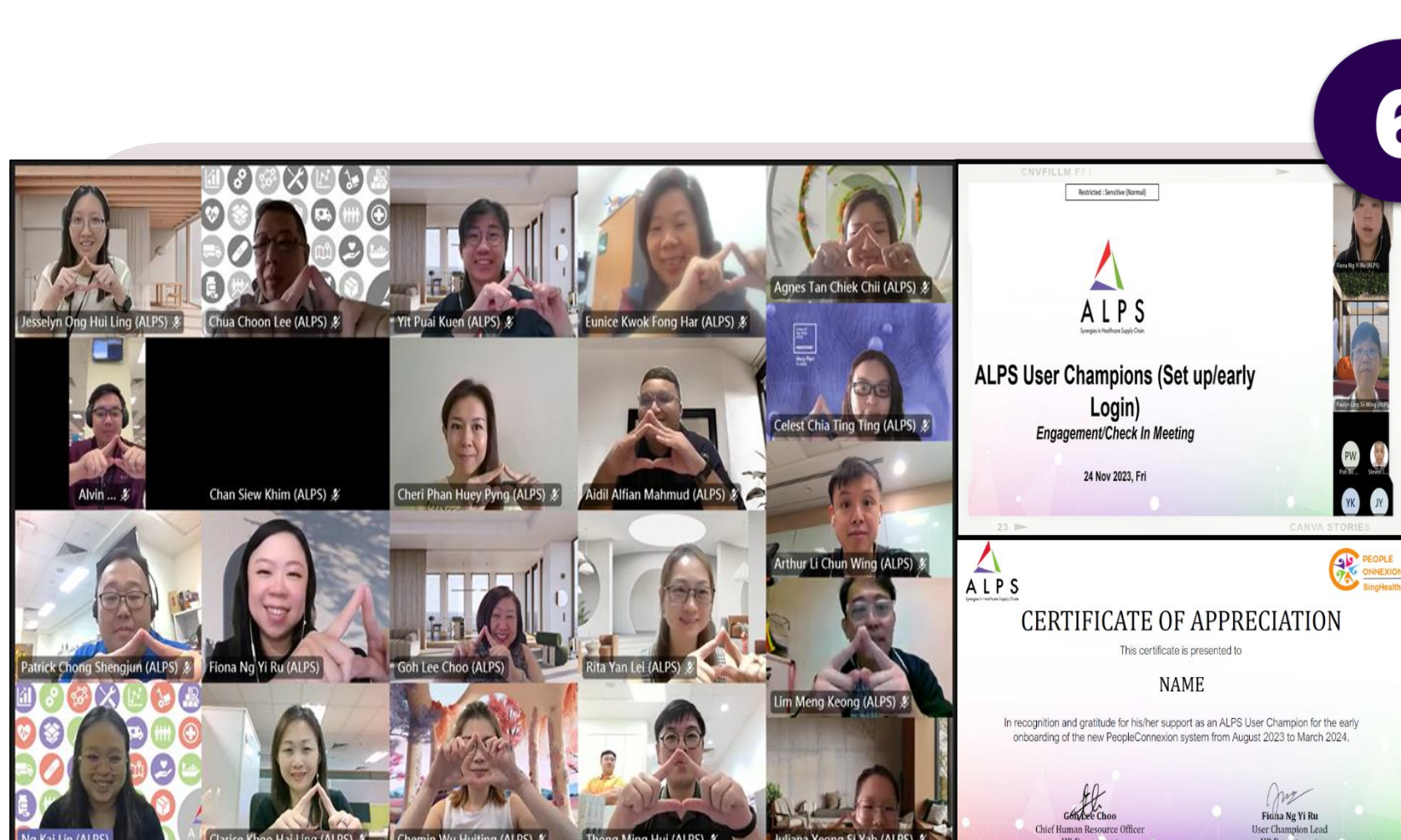


5 Setting up of support channels to address employees' concern. Employees who required assistance are able to connect with HR via Microsoft Teams.



Conclusion

System transition can cause distress to employees especially those who are resistant to changes. **Guiding and supporting employees** during the transition period is crucial to fostering positive employee experience. **Communicating effectively** in system transition is significant in minimizing disruption in HR Services. Providing **adequate support** helped to increase employee's confidence in navigating the change and facilitate their acceptance of the new HR system.



6 Appoint User Champions (UxCs) as advocates to support colleagues in the journey of installation during onboarding stage. Appreciation session was conducted to convey our gratitude with an e-Certificate of Appreciation being presented to thank UCs for supporting in making transition a success.