



HR best practices in brief

The right human resources solutions simplify all your daily HR tasks by tracking processes and giving your staff instant access to documents whenever they're needed. Here is a quick look at how two organizations smoothly integrated Lexmark HR technology with their HRIS and other HR solutions to reduce paper and enhance service to employees and managers.

Visiting Nurse Service of New York

The oldest and largest not-for-profit home health care organization in the country, Visiting Nurse Service of New York (VNSNY) serves patients throughout the five boroughs of New York City, as well as the counties of Nassau and Westchester. In 2012, the organization made nearly 2.5 million home visits.

- ▶ Employees: 18,000

HR Challenge

VNSNY faced employee file management challenges on multiple fronts. The organization was increasing its range of services and areas served. Employee files were paper-based, with multiple copies of documents on file at headquarters and regional units. In addition to the cost of maintaining the files, assembling documentation for licensing and certification was difficult. The decision was made to consolidate all administrative actions to an HR service center and create electronic employee files.

Key considerations

- ▶ Ease of use for administrators
- ▶ Ongoing file maintenance by HR central operations and regional units
- ▶ Integration with PeopleSoft and onboarding software to minimize duplicate entry and standardize documentation requirements

Results

- ▶ Consolidated all administrative actions to a centralized HR service center
- ▶ Distributed maintenance of personnel files to operational units—scan and link documentation to appropriate PeopleSoft record
- ▶ 300 administrative users access their documents in Perceptive Content through links in PeopleSoft
- ▶ Quality assurance: 99% quality level for documents scanned and linked into PeopleSoft

"We have an array of systems—worldwide, best-in-class systems ... response from Lexmark support is consistently the quickest and the most knowledgeable of any of them. Lexmark has obviously invested so much in the quality of that side of their business. It's a pleasure to deal with them."

John Wilson

Director, HR Information Services
Visiting Nurse Service of New York

Centra Health

Centra is a regional, nonprofit healthcare system in Lynchburg, VA. The organization serves over 300,000 people throughout central and southside Virginia. Centra provides an array of medical services at three main hospitals and a network of local family practices, primary care physicians, and medical and surgical specialists.

- ▶ Employees: 6,000

HR Challenge

Centra's employee files were entirely paper-based, making it difficult to locate documents, and overloading HR staff with manual tasks.

Key considerations

- ▶ Integration with Lawson, applicant tracking and onboarding software
- ▶ Flexibility to expand functionality to include employee portal
- ▶ Ease of use for administrators

Results

- ▶ Documents created in applicant tracking software are automatically stored in Perceptive Content and linked to Lawson
- ▶ Auditors can be granted access to required documents electronically—background checks, licenses, specific employee records requested, etc.
- ▶ Implementation team was scheduled for two weeks, but only took three days

"I've worked on a lot of implementations in my career and this has by far been the most seamless one that I've done."

Cathy Evans

Manager, HR Systems and
Operations
Centra Health