

Media

Optimising people effectiveness through the customisation of a unique people engagement platform

BSG partnered with a prominent South African media house to improve employee engagement, internal communication and collaboration – through the creation of a tailored version of MyWorkLife, a BSG-developed people engagement platform – rolled out to all 6 000 users across the enterprise.



Overview of the client's needs

- Improve performance management process, to allow for incremental feedback and further transparency
- Materially decrease the instances of leave taken that was not recorded
- Digitise all aspects of the leave process to improve leave records and decrease absenteeism
- Decrease security risks through improved access controls



Objectives of the engagement

- Create a consolidated and transparent performance management process
- Address inadequate leave controls
- Address security risks associated with access control issues



Benefits of the change

- Improved productivity and performance resolution through incremental feedback, resulting in more engaged and happy people
- Eradication of unrecorded leave, better absenteeism management, improved sick leave control and leave resolution during the employee exit process
- Cost, time and paper savings as a result of correct management of employee benefits: leave benefits alone paid for the full cost of licencing and implementation within the first two years
- Reduced security risks due to more accurate access controls

Maximising productivity and efficacy through the utilisation of a people management tool, while also **enabling employee benefit management.**

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Engagement Overview

As part of an ongoing partnership with a member of Africa's leading publishing group, BSG developed a tailored version of its MyWorkLife system, in collaboration with the client. This resulted in the development of improved processes, implemented in an Agile manner, allowing both parties to leverage off each other's knowledge and experience.

Solution

In order to meet the specific needs of the client, BSG determined additional customisation of its MyWorkLife product would be required. Areas identified for customisation included a complete rewrite of the performance management module in line with the client's specifications and designs. In addition to the customisation of existing modules, BSG embarked on customising the design and development of new modules. One such module was the remuneration module, which was designed and developed from the ground up.

A highly collaborative approach was necessary, in order to ensure both changes to existing modules and development done on new modules, met the client's expectations and specifications. In addition, the project team employed Agile methodologies and practices, which enabled them to incrementally deliver value and shorten feedback loops. Following Scrum methodology and working in tight iterations, enabled the project team to deliver a product in line with the client's expectations and requirements within agreed timeframes.

In order to ensure the client's teams were adequately equipped to effectively use the application, the project team compiled detailed training material. Additionally, as part of the service level agreement with the client, the project team continues to provide ongoing application support. This includes bug fixes, architecture support, change requests and user support.

BSG making a difference

Through this project, BSG was able to positively impact the lives of the organisation's approximately 6 000 employees, by enabling better oversight of the performance management and leave needs. This in turn has enabled managers to address performance issues early in the performance cycle, meaning no nasty surprises when it comes to reviews. Additionally, through more effective management of leave requests and allocations, the organisation can ensure better governance of employee benefits, while at the same time reducing its exposure to unnecessary risk.

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