



WORKPRO HR CASE MANAGEMENT

HR case management for Blue Light organisations

Get the best case outcomes for uniformed and non-uniformed colleagues working in emergency services.

Workpro case management software enables your team to track, manage and report all HR cases - including health, absence, grievance, and disciplinary matters - consistently and effectively.



Track and report all HR cases in one secure system

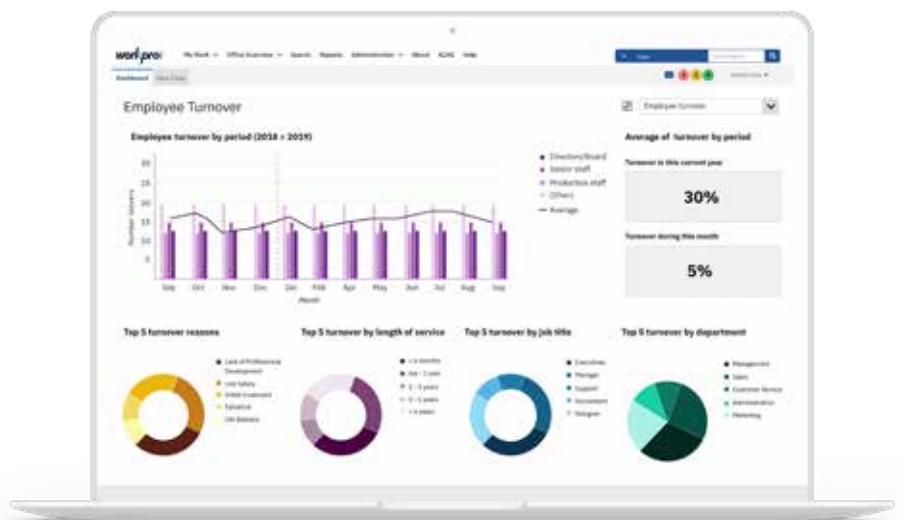
Workpro is specifically developed to meet the demands of HR casework. It is easy to use, cost-effective software, cloud hosted in secure UK based data centres.

Our configuration for Blue Light organisations allows the processes to reflect differences in policies for uniformed and non-uniformed employees. All cases are securely held in the one system, for easier tracking, reporting and transparency.

Workpro helps you to stay compliant with legislation, but it does so much more than that. The data you collect will help you to quickly identify and address issues affecting staff, feeding into improvement initiatives that ultimately help them in their demanding roles.

“The HR team enjoy the greater degree of control Workpro gives them over their workload. The service provided to the organisation has improved, with easier reporting to line managers and reduced case turnaround time.”

Public Sector Casework Operations
Partner



Consistency

- **Everything in one place** improves case coordination and eliminates duplication.
- **Built-in workflow steps** ensure consistency and fairness in issue resolution.
- **Templates reduce errors**, save time, and ensure professional correspondence.
- **One source of the truth**, enables colleagues to quickly pick up cases and queries.
- **Reliable data collection** and meaningful categorisation feeds accurate reporting.

Control

- **Case status and team performance** can be monitored in real-time against targets.
- **Clear visibility of who needs to do what**, with alerts and reminders to prompt action.
- **Dashboards highlight issues** so that remedial action can be taken.
- **Cases can be easily re-assigned** due to staff absence, for example.
- **Spot trends and analyse root causes** for improvement initiatives.

Compliance

- **Clear workflow guides staff**, so law and your policies are always correctly followed.
- **Notifications and alerts** ensure vital information and deadlines are not missed.
- **File management tools** ensure compliance with data protection and data access laws.
- **Chronological audit trail** guarantees full accountability and transparency.
- **Management reports** are easily generated from the built-in standard reports library.

The solution:

Workpro HR features

“The team members are absolutely delighted with Workpro. It is intuitive and user friendly and you can easily work through the steps.”

Stephanie Dunn, HR People Services Manager, TSB Bank

Log & track all casework



Case Capture

Quickly record all case details, however they come in (email, letter, web, phone, text and social media).



20 Configurable Case Types

‘Ready to go’ HR workflows guide users through the correct process. Configurable to match your policies.



Document Management

Store all documentation in the case record and easily bundle for sharing. Optional PDF editing and redaction.

Management information



Reporting & Analysis

Built-in standard reports library and flexible report writing tools. Well categorised data ensures accurate, meaningful reporting.



Performance Monitoring

Track casework using comprehensive dashboards, case and task views, with any issues highlighted.



Quick and Advanced Search

Everything is searchable, down to document level, with flexible filtering. Linked Case or Precedent Case tags.

Respond & resolve



Alerts & Reminders

Highly visible alerts, reminders and tasks drive action, while any vulnerabilities or risks are flagged.



Auto-populated Templates

Email and letter templates are auto-populated with case data, with seamless MS Word integration.



Case & Task Ownership

Allocate and reassign case owners for full accountability. Tasks can be manually or system-generated.

Security & maintenance



Access & Audit

Authorised access only, with case-level restrictions. Full audit trail. Data encryption. Single sign-on option. UK based, ISO 27001 data centres.



User Admin Tools

Key system elements are maintainable by authorised administrators. e.g. lookup lists, fields, user permissions.



Data Protection

Integral file management utility lets you manage data and records according to data protection policies.



Complete control of your HR casework. It all begins here

Find out more about Workpro HR on our website
workpro.com or by emailing us at workpro@casltd.com



Workpro case management system is developed by
CAS - an employee-owned technology company.
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