

Caisses Régionales du Crédit Agricole relies on HR Access

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International publisher of Human Resources Management software and Human Resources Outsourcing service provider **HR Access is rolling out a decision support solution for eight of Crédit Agricole's Regional Banks, re-inforcing the joint Human Resources Information System (HRIS) set up with participating banks in 1999.** Through its HRa Services teams, HR Access is contributing expertise, consultancy, and methodology in the implementation of this solution.

Keen to reduce its computer services bill and to make the most of its HR managers, in 1999 Crédit Agricole decided to pool the resources of some of its regional banks **through a comprehensive, fully-integrated HRIS based on HR Access' flagship HRa Suite software.**

Encouraged by the success of this joint HRIS, Crédit Agricole has decided to go further, demonstrating its faith in the decision support application and relying on the consulting expertise of the HRa Services teams.

Consulting expertise serving a new joint project

By placing their trust in HR Access specialists, Crédit Agricole's eight Regional Banks have opted for professionalism.

Operational since January 2007, the Human Resources decision support application was deployed and implemented by the HR Access team: **its experienced consultants, with the specialised technical, 'project', or 'discipline' skills needed for the success of the project have been able to offer Crédit Agricole's regional banks professionalism, advice, and follow-up through all the phases of the life-cycle of the pooled HRIS.**

"The suggestions and advice from the HR Access experts enabled us to face up to the inherent difficulties of implementing decision support projects", stated Jean-Marie Sylvander, head project manager for the HR Access project.

"We really appreciated the teams' pertinent advice and the feedback from similar projects, particularly in terms of rolling the tool out progressively. What's more, their warnings about the most common sticking-points – decision-makers' distrust of certain results that were too far from their own assessments or feelings, or fear about the data being too transparent – enabled us to anticipate. Thus, prior to deployment in each Bank, HR managers were given two days of monitoring that included a change management dimension."

HR Access ensures the control of its HRIS projects through its expertise in the various disciplines and its quality of advice and support.

The benefits of the project: a stronger, richer HRIS

The objectives of this decision support application are to increase analytical power, afford decision-makers greater flexibility, and automate the reports required by Crédit Agricole's new national collective agreement – applicable as of January 2008.

Basing itself on this new HR Access application, Crédit Agricole decided to enhance its HRIS with a datawarehouse, offering a complete chain from data extraction of the production database to the return of the data, thanks to efficient analytical tools.

"Our new decision support component is in keeping with the process of corporate governance and continuous enrichment of our HRIS", explains Pierre Richelme, Head Delegated Project Manager for the HR Access project and HRIS manager for Crédit Agricole Alpes Provence.

"With HR Access, we have a very powerful, stable, and upgradeable base, entirely suited to this new initiative, which meets the needs of not only HR managers who are anxious to optimise the resources devoted to reporting and analysis, but also of the IT personnel managing the banks IT systems – concerned about the performance of the HRIS production database", he continues.

In addition to this dual requirement, there is also Crédit Agricole's new national collective agreement, which includes the production of new regulation reports and requires appropriate HR reporting.

Above and beyond the performance of the solutions deployed, **HR Access is reaping the benefits of its consultants' expertise, both technical and business.** Ultimately, it is this dual capacity – a real hallmark of HR Access – combined with a policy of being at the client's side that makes the difference out in the field.

HR Access – an on-going partner

Constantly evolving for almost eight years now, the joint HRIS set up by HR Access currently produces some 14,000 monthly pay slips for the Banks belonging to it. Initially restricted to the 250 human resources managers, in 2003 it was opened up to all employees, via self-service applications for time and attendance, entering absences and expense reports, consulting their team schedules, applying for training funding, etc.

Following the set up of this project and the positive results it produced, the banks using it are keen to continue the development of their HRIS. Hence the eight banks covering the Alpes-Provence, Languedoc-Roussillon, Midi-Pyrénées, and Centre-Loire regions are pooling their information systems via the Regional Information System [Système d'Informations Régional] (SIR Ex@) and are now placing their trust in the HR Access decision support application.

"We are very proud of Crédit Agricole's renewed trust in us, and their obvious satisfaction concerning the level of advice and support offered by our teams" points out Franck Boutboul, Director of HR Access France. "HR Access has been able to support Crédit Agricole over time, throughout the implementation of its HRIS

including datawarehouse: this too is a key element in this relationship, which we continue to strengthen today", he concludes.

Pooled regional information systems

The 41 banks and bodies of Crédit Agricole, all using HR Access, are distributed across 5 pooled regional information systems (SIRs).

The Ex@ SIR offered by the Ex@ GIE is just one of these.

Within this framework, Ex@ provides the 10 bodies belonging to it (8 Regional Banks and 2 GIEs) with a comprehensive joint HRIS with built-in decision support component, based on HR Access:

- Delegated project management for the HRIS: Crédit Agricole Alpes Provence
- Number of 'professional' users: 250 HR managers
- Number of 'self-service' users: 14,000 employees
- Number of pay slips produced each month: 14,000

About HR Access

HR Access was founded in October 2003 following the acquisition of the HR Access software vendor business by Fidelity Investments. European leader in the field of Human Resources Management, the company has more than 760 employees based in France, Spain, Germany, UK, Belgium, Italy, Ireland, Switzerland, Morocco and Tunisia. HR Access designs, develops and markets its application based solutions and provides a complete service offer covering all its customers needs such as Outsourcing and HR Services, implementation, expertise, training and consulting. HR Access solutions are based on 35 years' experience in the HR field and now count 550 customers across 52 countries. Today, more than 12 million employees are managed by HR Access worldwide.

HR Access is a trade mark of HR Access Solutions.

For further information: www.hraccess.com