



## CASE STUDY

Comprehensive staff records are the first step towards satisfied employees

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- Ana Pušnik, Head of the eHRM project implementation and Head of the Human Resources Department at Kopit d.o.o.

## Summary of the case study

One of the core values of Kopit d.o.o. has been employee care ever since the company was established. With the rapid growth of the company and the number of employees, the accumulated personnel data became more and more difficult to process, and they also missed insights which would help them make the right business decisions. In order to gradually computerize the strategic personnel processes, they decided to introduce eHRM with which they make decisions based on up-to-date data and devote more time to systematic strategic work with the staff.

## About the client



### CLIENT

Kopit d.o.o.  
Šmartno pri Litiji, Slovenia

### INDUSTRY

Production

The company KOPIT, established in 1996, is a reliable manufacturer of high-level metal products in the field of turning, milling and 5-axis machining. Their production is based on high quality machinery Mazak, Spinner, Emco, Doosan. With a single machine park, they can optimally manage and maintain machines and thus ensure a stable production process. By being present in a competitive international market, they are committed to high quality standards that can only be achieved by the help of dedicated and committed employees. They devote a great deal of attention to permanent systematic education and training.

# Kopit's employees are always a priority

Kopit d.o.o. is a family run business founded by Alojz Koprivnikar in 1996 in the basement of his house. Today, they employ 50 people. From the beginning, their vision has been continuous improvement, training of employees, creation of the best working conditions possible, long-term cooperation with customers and suppliers, and introduction of modern organizational methods. All this has led them to grow in all respects.

With the rapid growth of the company and the number of employees, the scope of personnel data which they kept in simple charts started to grow. They spent a lot of time on administrative tasks - entry, search, copy of personnel data. Moreover, since the personnel data were stored across different systems, there was more room for errors. The management did not have a complete insight into employee data which would allow them to make the right business decisions.

As a fast-growing private-owned company that had to adapt quickly to the demands of its business partners while at the same time take care of the quality of services and products, they required the staffing solution to be to expand to such a degree that it could be used for future strategic work with its employees as well. "From the very beginning, Kopit pays special attention to employees. We are aware that in the future we will have to put in place even more processes to keep competent employees in the company as well as ensure a good cooperation with employees. This is why we searched for a solution that would gradually enable us to engage in more systematic strategic work with the staff in the coming years," said Ana Pušnik, Head of the eHRM project implementation and Head of the Human Resources Department at Kopit d.o.o.

## CUSTOMER REQUIREMENTS

- Efficient support to working with employees
- Design and keeping of personnel records supporting staffing processes
- Reduction of the scope of administrative work and its simplification
- Insight into up-to-date employee information in order to support business decision-making
- Possibility of extending the use of the solution for future strategic work with employees

## SOLUTION

- Introduction of the eHRM solution
- Digitalization and automation of personnel processes
- Access to data at anytime and anywhere by introducing the cloud version of eHRM hosted by Microsoft Azure
- Introduction of user-friendly solutions for employees, personnel and management

## The decision to digitize the system

The answer to their challenges was found in the eHRM cloud service. The service convinced them primarily with a good user experience and the ability to grow together with the needs of the company - both by content and by the number of users. "The additional value of cooperating with Agitavit Solutions is certainly their knowledge of the HR area. The consultants of their eHRM team have diligently guided us through all implementation phases, and at the same time, provided great advice for solving the challenges we encountered," says Ana Pušnik.

The eHRM implementation project was launched by consultants from Agitavit Solutions by first analyzing the business processes and needs of Kopit d.o.o. In the next phase, individual functionalities were planned and adjusted according to the client's needs, and access to the eHRM service was provided. They enabled managing of various additional data (for example, the size of protective clothing, the shoe size for production workers), and all other needs were covered by the existing eHRM functionalities. Part of the introduction of the project was also training of key users, which helped them to better work with the solution.



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In Kopit d.o.o. they fully manage the life cycles of people in the company with eHRM and implement a range of personnel processes – from the conclusion and changes of cooperation, the recording of basic data, the allocation to job posts and the placement in the organizational structure until the final termination of the cooperation. They also prepare employment contracts, print out forms and other documents, monitor employee changes and conduct job terminations. Moreover, they keep a register of students or other types of employees and prepare appropriate documentation that is required for them. The personnel administration activities are thus carried out faster with eHRM, and at the same time, they record all required

and specific know-how of their colleagues which enables the company to have a complete overview of their team capital.

With the eHRM, they are also able to manage and maintain the organizational structure and job systemisation. They plan ahead job posts, organizational units and related documents (new contracts, annexes, etc.). They place job posts in the organizational structure of Kopit d.o.o. and assign employees to their workplaces. They record employee movements between jobs and link them with new assignments within the organization, as well as maintain key job information (code, title, description of tasks, necessary work experience, required/desired competencies).

The eHRM manages absence of workers, issues and approves requests for regular or extraordinary leave, and records sick leave. They also calculate the number of days of annual leave for co-workers employed for indefinite period of time and for a limited period of time. The management of occupational safety, medical examinations with the preparation of referrals, the preparation of documents (contracts, annexes, certificates, medical references based on flexible templates/forms) is supported at the same time creating reminders and producing reports.

## A comprehensive record for comprehensive insight

With the human resources of the eHRM, Kopit d.o.o. has all the key personnel data collected in one place, which means that all gathered information is properly classified. By accessing, editing and analyzing information about employees on a single web site, they simplified

### KEY BENEFITS

- Reducing administrative tasks and thereby relieving the HR department of some duties
- Accessing the up-to-date information about the staff at anytime and anywhere, making timely decisions
- Possibility of insight into own data for all employees
- Legal compliance of the company

and accelerated personnel processes. Thus, they could focus on strategic tasks that are important for the development of their employees.

In Kopit d.o.o., the director is often the initiator of personnel activities. Now, he can access the available personnel data with the help of some clicks which is very helpful. The eHRM has all the key information about employees (jobs, acquiring skills and certificates, etc.) for making the right business decisions. The heads of individual teams have an up-to-date overview of planned and actual absences which enables them to effectively deploy and plan work.

Every employee has at its disposal an insight into his up-to-date personnel information (available leave and submission of requests for leave, insight into the contract and medical examination, allocated and spent leave, received protection and information equipment, etc.). – from the office, while travelling or at home. By enabling employees to access their own personnel data and by limiting access to information, the company is able to legally comply with the General Data Protection Regulation and the Personal Data Protection Act.

## Persisting on the way to satisfied employees

They are very satisfied with the solution. "The eHRM is designed extremely intuitively and offers an extremely good user experience. The introduction did not pose any major problems, as the Agitavit employees always stood by and advised us. It can be seen that eHRM is the result of a number of years of experience in HR management. The decision to implement eHRM was definitely the right one," said Ana Pušnik after the completion of the project.

The entire project of introducing the HR record was implemented in three weeks, while Kopit d.o.o. is already making plans for the future. The company's management is aware that it has to deal with its employees systematically. As the eHRM solution consists of modules, strategic personnel processes will be gradually digitized (module per module). Soon, they plan to introduce the Training and Performance Management modules.

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**If you want to learn more, contact us and we'll be happy to arrange a meeting.**