

Clearswift

Company description

Clearswift is a major provider of software for managing and securing electronic communications, with a 23% share of the global content filtering market. Clearswift provides solutions to allow organisations to protect themselves against email and web-based threats, meet legal and regulatory requirements, implement productivity-saving policies and manage intellectual property passing through their network.

Clearswift has 13,000 customers and 11 million end-users worldwide. 40% of the Fortune Global 500 are Clearswift customers.

Sector

Information Technology

Product

The EmpowerHR suite

Challenge

As part of an ongoing process to improve business practice, Clearswift decided to implement a new HR software application to help with management procedure and report generation.

Solution

EmpowerHR software with training provided by NorthgateArinso for senior HR management.

Benefits

- Improvements in depth and accuracy of reporting
- Allowed new security policies to be implemented from HR without support from IT department
- Flexible software allowed reports to be re-used and quickly modified
- Easy to learn Windows based user interface reduced training requirements

Training overview

Following the successful implementation of the EmpowerHR solution at Clearswift, it was decided that senior management could benefit from training to familiarise themselves with the key features of the new software.

Hilary Backwell, HR Manager, has been with Clearswift for 3 years. She is based in the UK headquarters in Theale, Berkshire and responsibilities include managing human resources and personnel functions for the group.

Why did you attend the Empower training course?

"We had recently installed EmpowerHR, firstly in the UK and hopefully in time across the group and we felt we needed to get a good basic understanding of the software."

How would you describe the Introduction to Personnel course?

"The Introduction to Empower Personnel training course was good, actually very good. By chance the first course had to be run in-house and therefore could be tailored to our needs."

"It is never as straight forward as it looks and every system has its quirks, but the training was a mixture of hands on experience and instruction using whiteboards. The course manuals provided are reasonably good."

How would you describe the Reporting Level One course?

"The second training course (Reporting Level One) covered reporting and that was held at the training site in London. The London training facilities were very good and we had two quite intensive days."

"Our trainer Sarah was very good... she was especially good at showing us how we could use it in the real world and she gave us a lot of feedback on what we were doing. "I had a particular report that I needed to do when I got back to the office and Sarah helped me to work through it as a part of a training exercise and we are still using it today."

"Reporting is the most complex part of the system and the training was very useful."

How would you describe the HR set up and functions and HR security course?

"The last training session was on system administration and maintenance ("HR set up & functions" and "HR Security") - it was quite technical. This was more on the security side, setting up profiles and securing documents. It sounded daunting, but it was actually less difficult than the report writing course. Since the course I have actually set-up new users and it was easy."



"What our customer said"

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**HR Manager
Clearswift**

Did the course help you in your day-to-day tasks?

"Yes it did, report writing is one of the most useful areas."

"Obviously, initially you have to get the report working in the way you want and we occasionally have to contact the helpdesk but once the report is created its easy to re-use."

"The course has helped us to create a number of standard reports for things like Government statistics and we will be able to use them over and over again."

Would you recommend the course to others?

"The interesting thing is, I thought that the courses were really good, I didn't come back thinking - this is really grim... it was all stuff I needed to know."

"We have a new employee starting and we are going to send her on the reporting course as soon as possible."

For more information

With the skills, experience and market knowledge of NorthgateArinso behind you, you too can be well placed to translate the HR challenges your organisation is facing into powerful opportunities.

For an initial discussion about your requirements, call us on 0800 035 0545.
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or visit www.northgatearinso.com/uk.

