ⒶERTRACKER

Treat everyone as a person. Not a case number.

Focus on your people rather than the administrative burden of your cases with our proactive employee case management solution, ER Tracker. The bespoke, cloud based system is built around your policies and process to give you confidence that everything in your case remains compliant and on track, so you can solve cases quicker, reduce the risk of tribunals and have more time to manage the relationship; not just the case number.

Treat everyone fairly

Automated workflows & alerts help you to stay on track, meaning you can solve cases quicker.

Confidence it's done right

Breakdown your procedures into workflows for each case type, to improve efficiently and compliancy.

Focus on people, not reporting

Real time reporting & insights means greater visibility on all cases and custom reports that are retrievable in minutes.

Protect your reputation

Workflow management makes it easy for you to stick to processes and deadlines, so you reduce the risk of ending up at tribunal.

"ER Tracker puts our HR policy front and centre, which is helping the team to meet the standards and timeframes we've set ourselves".
**Alexander Carlton, Head of People Insight & Technology,
Essex County Council**

"Long term sickness cases are now completed within as little as six months instead of twelve – a decrease of 50 percent."
**Caroline Lankshear, Acting Deputy Director of HR,
West Hertfordshire Hospitals NHS Foundation Trust**

HR case management solution that is bespoke built for your policies and procedures.

Breakdown your processes into bitesize stages: ER Tracker allows you to breakdown your procedures into workflows for each case type and set stages, steps and timeframes, so you have confidence that every case can be dealt with in an efficient and compliant way. Along with document capture, you have the reassurance of a full audit trail and evidence from your workflows should things end up needing to go to tribunal.
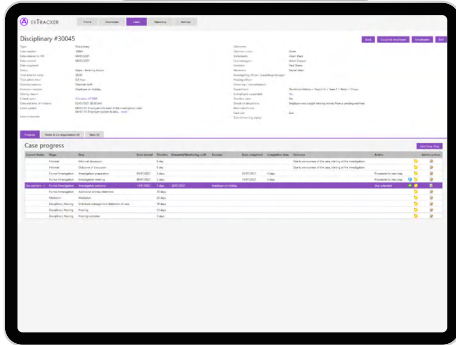

Features

- Workflow management: configure workflows for each case type; assign stages, steps and timeframes, helping to ensure consistency.
- Task management: list tasks of all sizes in a centralised fashion against a case.
- User-defined fields: create fields that are specific to your requirements
- Document bundling: download all notes and attachments associated with a case in one click
- Auto-populated templates: built-in letter templates populate with mail merge
- Alerts & reminders: email alerts inform case handlers when steps require completion or are overdue
- Document capture and central document storage: keep all files associated with the case together. Microsoft Outlook Add-in: download correspondence & attachments for a case, straight from your inbox to ER Tracker
- Real-time monitoring: dashboards and views provide top line visibility and performance monitoring.
- Reporting suite: powerful custom reporting provides you with the tools to analyse information within Allocate ER Tracker
- API: interfaces with HR systems to share data across existing systems
- Automatically delete cases after a predefined time period after closing or leaving date
- Flexible user permissions: control access to each HR cases based on user permissions
- Single Sign On

Benefits

- Streamline the administrative burden of managing cases
- Cases can be run more efficiently and compliant
- Reduce the risk of having to go to tribunal
- Solve cases quicker, so its fairer on everyone
- Drive down your costs per case
- Give more time for your case workers to spend on the people rather than the admin
- Increase the efficiency of your case workers and HR team
- Give full visibility of caseloads and progress in minutes
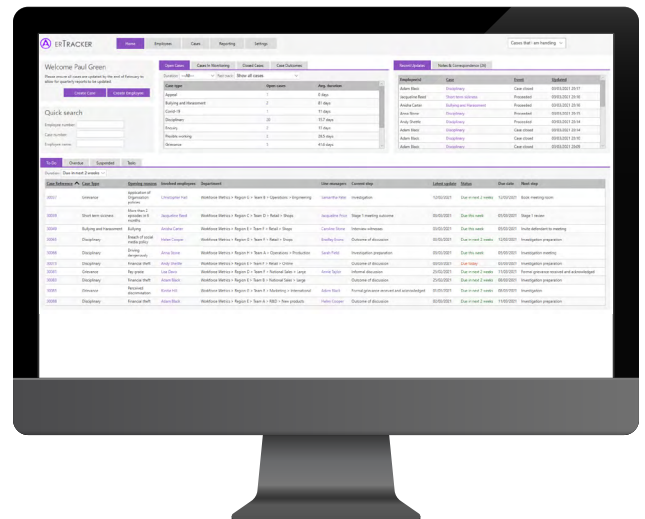
Proactive case management helps you solve your cases faster, so it's fairer on everyone involved.