



## Eleven regional Crédit Agricole banks are sharing their resources via a "community" HRIS.

*Of the 42 regional Crédit Agricole banks that today use HR Access for payroll, 11 of them rely entirely on HR Access for an HRIS (hosted by the GIE EXAPROD) that is fully integrated and shared between them.*

*This is the story of an innovative project with an increasing number of enthusiastic users.*

■ "Reduce the amount of IT money spent on the HRIS by combining their efforts" - such was the challenge that faced the Crédit Agricole banks of the Bouches du Rhône, GARD and Hérault regions (who were at the time all members of GIE ARMONI) back in 1986. It also helped lay the foundations of the now GIE EXAPROD. "At the time, combining resources simply meant common developments since in those days we all had our own licenses for the same HR and Payroll software and our own management rules", recalled Pierre Fabre, second in command in the Crédit Agricole Alpes Provence HR department.

"But since the software was not going to take us into the year 2000, we stepped up our efforts to share our resources. In order to only have one environment (i.e. costs divided almost threefold), we decided to adopt a new common software package with a single setup and based on common management rules. We had a quick look at what was on the market, and in September 1998 selected HR Access for its modernity and its wide functional scope that included notably the 35-hour working week, Time & Attendance and a management query tool."

### **Integrating full HR cover into a single solution**

■ Operational since September 1999, the solution based on HR Access has in 6 years won many fans. Today, 11 of the 42 regional Crédit Agricole banks are "customers" of this community HRIS hosted by GIE Exaprod, which uses it to produce 17,000 payslips every month.

"The versatility and flexibility of HR Access means new banks can be integrated easily", emphasized Pierre Richelme, the Project Owner's delegate for

HR Access and responsible for the Crédit Agricole Alpes Provence HRIS. "Its proven sturdiness also means that potentially the Human Resources of the 42 banks in the Group could be taken care of from a single production platform".

The success of this common solution, a real shared service center, is easy to explain. Firstly, its functional scope, which is constantly being enhanced, is one of the most attractive available. Personnel administration, payroll, Time & Attendance, structure management, continuing education (including the latest French reforms introduced under the Fillon Act), positions (structural, seasonal, vacant, etc.), union reps'

### **The Crédit Agricole's regional information system:**

*The SIR Exa (the Regional Exa Information System) is one of the five information systems currently owned by the Crédit Agricole Group. The goal of these systems is to share the IT resources of the 42 entities in the Group, in order to reduce costs for all functional domains (including Human Resources).*

*GIE EXAPROD that operates the Exa software packages, today has 7 member entities.*

*Its strength is that it offers a complete, community HRIS, based on a single setup of HR Access. This HRIS is operated by 11 member entities.*

- Delegated project ownership for the HRIS: Crédit Agricole Alpes Provence
- Number of professional users: 250 HR Professionals
- Number of Self-Service users: 17 000 employees
- Number of payslips produced per month: 17 000
- Single IBM DPS2 production platform based in Nîmes, France.



delegated hours, and finally Strategic HR using the HR Access decision-support database "HR Warehouse" are all covered in integrated fashion with no need for any data to be re-entered. The tool also automates declarations to social security organizations and answers for national surveys on subjects such as the wage bill or headcount.

### Value-added services and reduced costs

■ Originally designed for HR Professionals, the software was enhanced in 2003 by Self-Service applications for all employees, thus extending access to non HR professionals. From their own workstations they can input their time entry details (without needing to use timecard terminals), absences and expenses, view a summarized schedule for their team, vote electronically, enroll for training courses or put in DIF (individual right to training) requests.

The HR Access workflow system turns approval cycles into automated paperless processes where necessary. This functionality is shared by all the banks that are members of GIE EXAPROD, but out of respect for the independent way each one works, the GIE (economic interest grouping) also implements a customized setup for the points that differ: position inventories, compensation not accounted for in the collective bargaining agreement, work cycles, etc.

Another major asset of HR Access is the comprehensive service offering provided. The GIE takes care of operating the solution, application maintenance services, continued development of patches and enhancements and user support. For the customer banks, these services ensure IT costs are fully controlled and above all enable them to make large-scale savings. "The fact we have decided to go for the entire HR Access software package and the standard functions it offers – functions that are particularly well-suited to the HR aspect of our business – is also an asset," continued Pierre Richelme. "Our decision to use HR Access to cover the entire HR spectrum, which all the other IT GIEs of the Crédit Agricole Group have not yet managed, gives our users uniform ergonomics in their working environment – a synonym for productivity. And since we do not have

to manage an interface with other products and have a single production platform, our operating costs are naturally reduced.

### Satisfied employees and the work of the HR Professionals enhanced

■ And to top it all, the feedback from the 250 HR Professionals and 17 000 employees is highly positive! "HR Access has infinite functional wealth. Regional Crédit Agricole banks joining us are always surprised by everything they are going to be able to do or simplify, particularly as regards Training Management", stated Jean-Marie Sylvander, an HR Access Project Leader working out in the field. "It automates tasks that have low added value and increases the value of the HR Professionals' core business by freeing up time for analyses, for example. And employees – occasional users – are very pleased with how simple the Self-Service tools are." The banks are party to the enhancements, via a dynamic Users' Club, a unique forum that discusses best HR practice, and thanks to the GIE's governance method that is always open to proposals.

"Of course everything has been implemented gradually," concluded Pierre Fabre. "We had to make choices and arbitrate – human choices first of all, since defining a common language and rule systems affects the sovereignty of the HR department, but technical choices too. Since our member banks can each run their payroll independently of each other, we had to define different rules and access methods. We based ourselves on the power and sturdiness of the HR Access product by exploiting its ability to manage multiple locations. Today, when we take stock, we're happy. We have a community HRIS that is complete, reliable and sturdy and the positive feedback from the user banks rewards our permanent efforts to develop it still further."


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