Boosting Productivity in the MICE Industry

A Success Story Using BIPO’s HRMS to Promote Employee Self Service

www.biposervice.com
A leading, global player in the Hospitality and MICE (Meetings, Incentives, Conventions & Exhibitions) industry, our client is recognized for providing an unparalleled level of service and creating unique experiences for its guests from all over the world.

An internal culture built on providing Associates with a positive total employee experience, the organization recognised the importance of selecting the right HRIS partner to meet the diverse needs of its multi-generational workforce – a majority of whom were from the operational departments.

Two key requirements in selecting an HRIS partner:

- Must offer comprehensive HR modules within a single mobile application
- Intuitive interface and multi-language to cater to different age groups of employees

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<th>480+</th>
<th>10,000</th>
<th>80+</th>
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<td>Total number of employees</td>
<td>Maximum no. of guests the venue can accommodate</td>
<td>No. of events held annually at the venue</td>
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CHALLENGES FACED

MULTIPLE APPLICATIONS
In the past, employees had to download multiple applications to cater to HR self-service tasks, Learning and Development and Corporate Communications updates.

ADDITIONAL ADMINISTRATIVE WORK FOR HR
The HR team was required to manage multiple applications and vendors on a regular basis, resulting in additional administrative work with limited time to focus on strategic HR activities.

REDUCED PRODUCTIVITY FOR EMPLOYEES
At employee level, because the applications were not intuitive enough, this resulted in lower rates of technology adoption. This impacted the day-to-day operations as employees were not updating their leave application and capturing their attendance in a timely manner.
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CHALLENGES FACED

SPECIFIC HR CHALLENGES

Migrating to a single, integrated HRMS platform that would:

1. Alleviate current organizational challenges faced
2. Improve overall productivity
3. Enhance HR’s role as a strategic Business Partner

As one of the key contributors to Singapore’s tourism sector, the MICE industry has been growing steadily over the last 40 years with tourism now accounting for 4% of the country’s GDP. Facing stiff competition from neighbouring ASEAN countries such as Malaysia, Thailand and Indonesia and regional players like China and Hong Kong, Singapore’s MICE industry also faces a shortage of talent, frequently competing with other service-related industries such as F&B and Retail. Hence the need to adopt digital solutions that will improve Employee Self Service (ESS) and a boost in productivity is crucial for Singapore’s MICE industry.
BIPO’s all-in-one HRMS solution supports multi-languages and an easy-to-use mobile app that facilities employee self-service.

KEY RESULTS
Attendance via GPS and Mobile Phone
6 months after implementation, employees were able to capture attendance via GPS on their mobile phones, allowing Managers to have “real-time” dashboard views of the team’s attendance at any point of the day

Improved Communications + Engagement
Using the Company Notice feature provided in the platform enabled HR to publish the latest announcements/events and staff recognition initiatives to engage with the employees
BENEFITS OF BIPO’S HRMS PLATFORM

CLOUD & MOBILE-BASED PLATFORM

- Connectivity
- Suitable for mobile workforce
- Address manpower issues

ONE-STOP SOLUTIONS

- Convenience
- All-in-one platform
- Aligned with Industry 4.0

AUTOMATES PROCESS

- Promotes ESS
- Improved productivity
- Better allocation of resources
CONCLUSION

Implemented within 3 months, BIPO’s integrated solutions was able to solve multiple pain points and improve productivity.

IMPACT ON THE HR TEAM

Enhancing the HR team’s role as a “Business Partner” through readily available data that complement and support decision-making. With routine tasks and processes automated, the HR Team is able to focus on more strategic initiatives.

IMPACT ON THE INDUSTRY

In keeping pace with today’s VUCA environment, and supporting the Singapore Government’s push towards a Smart Nation, the organization has also made use of digital tools and options readily available within the HRMS platform to simplify workflows and plan ahead, resulting in better manpower planning. Technology like smart clocking devices help to simplify time-consuming, manual processes.

3 MONTHS IMPLEMENTATION TIME
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ABOUT US

OUR SOLUTIONS

• HR Management System
• Personnel
• Payroll
• Leave Management
• Attendance
• Claims
• Training
• Business Intelligence (BI)
• Cloud and mobile-based platform

PAYROLL SERVICES
An integrated platform that simplifies payroll calculations. Our strength lies in our in-depth knowledge of the relevant labour and tax laws in each country – providing a holistic one-stop, integrated payroll solution for our clients.

ATTENDANCE AUTOMATION
Easily integrated with various clocking devices, managed online and linked to the payroll system, complex shift patterns and rosters can be flexibly arranged, improving productivity.

HR CONSULTANCY
Our HR consulting practice encompasses a broad spectrum of HR disciplines to support the success of any organization, from compliance, compensation to workplace practices.

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