IKK CLASSIC

FAST MOVING FOR 8.000 EMPLOYEES

ISGUS

CUSTOMIZED CLOUD SOLUTION SUCCESSFULLY IMPLEMENTED IN A VERY SHORT TIME

More than 8,000 employees from IKK Classic use the ZEUS® Time & Attendance software, operationally simple with easy to use web terminals, benefiting from easy accessibility and 24/7 availability of the system.

IKK Classic is a German health insurance organisation based in Dresden. The public corporation is Germany's biggest Craft Guild Health Insurance and is positioned with around 3.2 Million IKK insured customers, plus 450,000 business customers, placed 7th on the list of the top ten health insurances. At 181 locations all over Germany the IKK Classic employs more than 8,000 employees, for which working time, absence and vacation accounts are handled.

Requirement to modernise Time & Attendance

The previously used software for IKK's Time Recording did not meet their requirements and expectations anymore. In addition, the software support was to be discontinued at the end of the year, due to a new replacement product. Following the need for modern Time & Attendance, a decision was made: because of the lack of automation, existing performance problems and insufficient reporting, a new solution was required to deliver a modern Workforce Management, with a new and flexible system, that communicates automatically with their Human Resource module OK.PWS from AKDB AOER. A critical requirement for the new system, as it needed to be a cloud solution.

Long-standing partnership with AKDB

Searching a new Time & Attendance system, they first talked to AKDB. The AKDB in Bavaria and their subsidiary company called "Komm-IT" are one of the few German-wide specialized providers for local software and simultaneous market leader in this area. The AKDB is a primary partner of ISGUS. Both companies have worked closely together having a mutually trust based relationship for many years. This is obvious with the clarity of communication/integration between the ISGUS solution ZEUS® and the system OK.PWS from AKDB. They exchange master and calendar data as well as time bookings automatically and bidirectional. This allows a digital streamlined process transferring simply and smoothly over into every HR-Process.

The long-standing partnership is a benefit for the IKK Classic, because in this way synergetic effects can be used and manual data collection decreases, as Claudia Strunck from the project team said: „The combined solution from OK.PWS and ZEUS® means for us a non-recurring collection of personal master data and absences in the respective leading system. We were able to stop the manual process for more than 1,000 forms every calendar

quarter. Additionally, there is no separate data maintenance in excel anymore, because of the new software solution."

Tight Schedule

After the "Kick-Off" event in May 2018 and following workshops, the project started. The given timeframe from IKK Classic was 7 months until the "go live". This required professional project management. A project plan defined different work packages, responsibilities and due dates. The available time for coordination, customising and tests required and a solution-oriented cooperation. With the project team from IKK Classic under the leadership of Heiko Spilker, the ISGUS team with colleagues from the ISGUS headquarters in Villingen-Schwenningen and the branch in Erfurt as well as the AKDB, up to 12 colleagues were in charge of preparation and implementation. If needed there were more experts available from the IKK Classic personal department, IT department and the ISGUS data centre, so that the deadline to "go live" on 01 January 2019 could be guaranteed at any point of time.

Previous data imports

Claudia Strunck recalls the multiple options available that ZEUS® provides when importing data and models: "We received a huge amount of help and goodwill throughout the introduction of ZEUS®. Especially cooperation with regard to the initial import of master data, personal data, models and their interaction affected the implementation on time and the conclusion of a successful project. In total, 250 shift plans, 500 daily plans, over 800 roles and 8,000 employee records were imported.

Individual Requirements

Again, this project shows perfectly how flexible and individual the ZEUS® system really is. The IKK Classic processes personal data and absence periods, like inability to work or maternity leave. This happens basically in OK.PWS. Other absences like flex time or vacation

are fostered by the Workflow from ZEUS®. Because of this interface function between OK.PWS and ZEUS® there is a daily exchange between data. In this way, scheduled master data changings can be considered in both systems. ISGUS and OK.PWS were also able to fulfil this need. Claudia Strunck is extremely happy with the overall reduction in administration: "The extended interface allows us to manually adjust only the data that is absolutely necessary for new employees, changing employee data or terminating personnel."

Successful implementation into the ISGUS Cloud

The few but intensive months in preparation to "go live" with the system were sufficient. Usually employees of a company of this size are gradually transferred to the new system, but not in this case. There were several reasons in favour of a holistic change of all employees to the new system. The missing support due to the cancellation from the old system was not the only reason for the decision: "The new system differs in our settings for time calculation. We wanted every employee to have the ability to use ZEUS® on 01 January 2019. Furthermore, there is no Time & Attendance terminal any more at IKK Classic. All employees book via their computers via internet now. "My ZEUS" makes it possible for every employee to have an overview of current information, such as their bookings, the vacation calendar and their time accounts.

We made the decision to opt for the cloud solution and we are happy with the high availability, the ISGUS data centre provides. We no longer have to worry about IT administration, or ask questions about hardware, release-updates etc. anymore. The performance is appreciably better and the frequent interruptions from system-logouts as in the old system do not exist anymore. We are very satisfied with the modular structure of ZEUS®, in as much as we are going to extend their solution with another module for cost centre recording."

Why ZEUS® SaaS in the ISGUS Cloud?

- Unrestricted use (24/7)
- High availability of 99,5 %
- 100% web-based application
- Constant and plannable IT budget
- More flexibility & agility for core business
- Experience & Know-How for change
- Data protection in accordance with GDPR
- To date over 43.000 active SaaS users