

Customer Name: Egyptian Ambulance Organization

Country: Egypt



Success Story about “Egyptian Ambulance Organization”:

Egyptian Ambulance Organization is a huge entity with around 17, 000 employees currently and it is planned to grow up till 30,000 employees spread all over 29 governorates although the huge above operation, they were running all their HR processes manually, which resulted in deep need for comprehensive HR system for entire automation. Being one of the sponsored automation project, Ministry of communication and Information technology (MCIT) had the responsibility to pick the most suitable HR package in collaboration with Microsoft Egypt (MS Egypt is the main investor for the project), accordingly among aggressive competition against international packages such as Oracle HR, MCIT has selected HITS for Ambulance HR automation.

Business Needs

EAO was in need for a comprehensive Human Resources Management System that can encompass various HR functions, to primarily keep a centralized database for all the EAO manpower.

- Huge manual handling for all HR processes such as Payroll, attendance, Recruitment, facing the probability of human errors occurring during the manual handling, which raised the urgent need for a comprehensive automated tool in addition to enormous wasted time for operation, approvals and processing.
- EAO nature stipulating a challenging time management exercises in handling the employees schedules shifts, moreover, to match those shifts with ambulance cars to be assigned to the relevant employee, which mandates interfacing between the HRMS and the shifts from Fleet Management system.

Why HITS? (The Solutions)

- Automation for the entire Human Resources processes among different interrelated functions across all EAO locations. Automation will enhance various HR processes; as well as avoiding delays and manual errors inherent to the current manual approach. Moreover; decision makers can easily get the essential information and even recommendations supplied by various system components.
- HITS DNA is considered the effective tool that achieves the centralization of data and automation of HR processes. As HITS DNA is an all-in-one application with a Dynamic Integrity, so it also allows automated integration between different functions. Consequently, it minimizes data entry and provides levels of authorization and customized approval sequences. Hence HITS DNA reflects huge accuracy and automation.

Benefits

Automation for all HR functions which were previously done manually in a measurable time including:

1. Centralization for EAO HR data across Egypt.
2. Ease of business processes flow because of the integration between different systems.
3. Very Rich reporting output, which will affect EAO business dramatically in terms of processes' monitoring and decision making.
4. Very structured, standardized and timely execution for HR business process, in terms of employees' data manipulation; such as regular monthly payroll payment.