



WATSONS

Unit4's Prosoft spearheads digital mobility and transformation for Watsons Malaysia

Industry:

Retail

Location:

Malaysia

Scope:

Unit4 Prosoft HRMS. Modules implemented: Leave, eLeave, Claims

Solution:

Unit4 Prosoft HRMS

watsons

Watsons is a leading health and beauty retailer in Asia-Pacific and has been the number one pharmacy and drugstore brand in the region since 2009, according to Nielsen.

The organisation is looking to maintain its stellar reputation as the leading health and beauty retail brand in Asia-Pacific, and in line with their goals to stay ahead of the competition, Watsons Malaysia tapped on Unit4 Prosoft to drive a digital mindset for its 3,600 employees in the country. This drove digital transformation and provided improved work experiences in reporting and time management.

Background

Watsons, the flagship health and beauty brand of A.S. Watson Group, provides personalised advice and counselling in health, beauty, and personal care, on top of its market-leading product ranges, as evidenced by its corporate tagline "Look Good, Feel Great." Watsons' headquarters are in Hong Kong, and its presence in Malaysia is growing strong, having been in operation for almost 25 years, with the organisation reaching its 500-store mark in Malaysia recently in 2019, proudly serving over 4 million customers every month.

In order to ensure that all employees across West and East Malaysia inculcate a digital mindset and increase efficiency in their daily work tasks, Watsons began looking out for a human resources technology vendor that would meet their long-term goals of digital transformation, allowing their workers to appreciate the value of technology and its important role of their work experience, from the back-end to the front-end.

The challenge

Risk of human error due to manual reporting

Watsons' employees submitted leave and expense requests manually, using copious amounts of paper and spending additional time outside of working hours to write on forms, increasing the chances of human error in calculations and reporting. This also meant that the process added burdens to the employees' work day.

Additional time spent for administrative tasks and requests

Watsons' previous HR system required reporting claim inputs through a workstation or laptop, which meant that employees across all departments would have to spend additional time at the workplace to submit and approve claims. Employees also had to phone their HR departments to enquire about the status of their claims or leave balances, adding another layer of administrative red-tape and requiring time from both parties to facilitate the request.

The solution

Watsons' previous HR vendor was operational for over 10 years, and the organisation sought to identify new vendors in 2017 in a bid to transform themselves digitally. After conducting a call for tenders and undergoing a comprehensive review process, Watsons selected Unit4 due to competitive pricing, and superior software functionalities which met the

organisation's goals. After 7 months, all modules of Prosoft went live in November 2018.

The benefits

Comprehensive, visible, and easy reporting process

Prosoft allowed paperless reporting which improved time management and allowed Watsons Malaysia's employees to spend less time on claims and leave application, through a simplistic and user-friendly platform. Visibility is also increased as all employees are able to view the status of their applications on a real-time basis through Prosoft, without needing to contact the HR team. The HR team is also able to track user activity on Prosoft, which logs every specific action taken by employees on the platform, enabling easy reference for data retrieval for correcting and reporting.

Increased efficiency and mobility for claims submission and approval

Employees are able to apply for leave and claims via their mobile phones at any time or place, through Prosoft's native mobile application, which also enables managers to approve requests within seconds as soon as they are logged on the platform. Prosoft's functionalities has also allowed Watsons Malaysia's operations team to minimise travel, previously needing to travel from store to store to physically approve requests. With the mobile application, they are now able to spend the additional time freed up on more value-added tasks.

“Employees have provided feedback that Prosoft has eased the burden of submitting forms, and that the approval process is much faster and efficient, without manually having to seek their boss' approval in person”

Geoffrey Edward Moore
Human Resources Controller