

# CASE STUDY

Simplifying the Human Resource Operation for

## Agincourt Pentecostal Church



**Agincourt Pentecostal Church (APC)**, founded in the early 1950s, is the “Agincourt Full Gospel Church” located in Toronto, Canada. It is a multigenerational church with a mission to help the people of the Toronto area experience a personal relationship with Jesus Christ and to lead people of all ages and backgrounds to become Spirit-filled Christians whose life's priority is to daily live and be a witness for Christ. Agincourt Pentecostal Church is a member of the Toronto Community Churches along with 3 other churches. The church has around 3000 attendees on Sundays and approximately 10,000 people are associated with the church.

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## The Problem

Running a fairly large organization such as Agincourt Pentecostal Church with 54 staff members and one main campus with 4 satellites requires a fair amount of effort to manage their employees. Their HR processes were managed using a combination of paper files and Excel Spreadsheets resulting in labor intensive, time consuming and error prone data entry.

## Agincourt HR Processes consists of

Initially, Agincourt Pentecostal Church's requirements were not well defined and documented when they started looking for a solution. Upon testing and thorough analysis of their current HR processes, they found significant problems faced by their organization and identified the following requirements that need to be met by the solution they selected.

- Manual timekeeping resulting in tedious tracking of employee's activities on a daily basis and much more tedious when they were tracking employee activities on a year to year basis where important information were being missed. They also have part-timers where timesheets are an essential factor and in which they are not able to efficiently track the activities of part time staff.
- Inability of employees to manage their personal data in terms of application for leave and approval. They also resorted to a paper-based leave application and approval system, making it tedious and time consuming for both employees and HR Personnel.
- Personal Information Management was also done manually where any updates/changes to be made were communicated to the HR Personnel who in turn updated the Excel sheet/Paper copies. Considering Agincourt Church's employees' technological prowess, this was the cause of much disappointment.

# The Ideal HR Solution

**The church needed an efficient system where they could**

- Self-Manage their Personal Data
- View/Apply for leave time with ease
- Have the ability to submit/ approve timesheets and at the same time produce accurate information on a daily basis and be able to track timesheets on a yearly basis.

## The Solution

**Agincourt looked at various HR Solutions and was referred to OrangeHRM by one of OrangeHRM's Partners. By analyzing their requirements, OrangeHRM has offered the church a fully functional HR System that provides**

- Personal Information Management
- Leave Management
- Timesheet Management

Agincourt Pentecostal Church handled its employee information manually making the process error prone. With OrangeHRM, employees are able to manage their own personal information, to make relevant changes in their records where the system updates these changes concurrently and eliminates duplication of information and reduces the risk of human error in the system. As the system is also fully hosted, employees are able to manage their personal data anywhere and anytime.

“OrangeHRM has fit initially, it was the question of what was being introduced, and our team is very technologically savvy, and because it is cloud-based it's made it much more powerful and they like the idea that they can access the system anywhere” stated Pastor Dwight Anderson, Director of Operations and Human Resources, Agincourt Pentecostal Church. “OrangeHRM works effectively and is widely accepted by our staff at this point.”

Leave Management was also a major issue, as the church wanted its employees to be able to manage their leave time effectively and accurately. As a solution to this problem, OrangeHRM offered a flexible Leave Management Module where an employee can self-manage their leave time where every employee is given ESS (Employee Self-Service) access to the system. Employees are able to view their leave entitlements, apply for leave time where all leave requests and approvals are fully automated. All leave processes/changes within the system are concurrently calculated, updated and reported, making it easy for both employee and HR Personnel.

Employee timekeeping was the biggest issue they had, as they felt information was being missed and as a result it affected the payroll processes which is tied directly to the timekeeping and recording process. OrangeHRM has a built in Time Module where employees can update their timesheet on a daily/weekly basis and submit it for approval to their Supervisor or HR Personnel. The OrangeHRM Time and Attendance Module tracks timekeeping electronically and accurately records attendance thus eliminating the risk of missing important information as the system also updates these changes concurrently. HR Personnel is able to run an employee report with regards to numbers of hours spent for a particular activity/project on a daily, weekly or even on a yearly basis. Part-timers are also given ESS User access giving them the ability to submit their timesheets for approval thus lifting a huge burden from HR Personnel in tracking their activities and entering it in their payroll system.

“When Orange came along, one of the main features that caught our attention was the ability for staff to self-manage some of their HR Data in terms of leave time but the big one is the ease of time sheet submission and approval” stated Pastor Dwight Anderson, Director of Operations and Human Resources, Agincourt Pentecostal Church. He also added that “OrangeHRM has simplified our HR processes in terms of timesheets; leave time, sick time approvals and the fact that it is cloud based make it easier for employees to access the system anywhere”.

## The Benefits

OrangeHRM delivers a complete, flexible and fully hosted HR administration system that enables organization to perform all HR operations with ease. It is a secure, web-based system that allows employees to update their information, apply for leave, track leave applications and approvals, submit timesheets, receive approval and much more, anywhere and anytime. OrangeHRM offers Employee Self-Service that allows each employee to view and update personal information using a secure, web-based tool and an intuitive user interface. This eliminates the need for HR staff to enter duplicate information, and reduces the risk of introducing human error into the church's database.

The Leave module offers comprehensive management of all types of leave time which can be defined for your organization's leave rules. By handling leave management electronically, an organization can streamline the leave request process, eliminate paperwork and improve direct communication between the staff and employer.

The Time Module tracks timekeeping data electronically and allows employees of the company to create and submit weekly timesheets and allows the Supervisors/HR Admin to modify, approve and reject the timesheets. It also enables the HR Personnel to run Employee Reports, Project Reports and Attendance Reports, making it easier for HR Personnel to manage and track their employees in terms of their daily activities.

This comprehensive solution simplifies all Human Resource operations by providing a unified intuitive interface minimizing errors and eliminating all manual paper-based tasks, thus saving time and effort.