



Case Study: Robert Morris University

the challenge

The Human Resources Information Systems (HRIS) team at Robert Morris University (RMU) is the largest team in the Human Resources (HR) department, and they were busy trying to make the University's paper-based HR processes work. "We have more people in our HRIS area than we do in any other HR functional area. This is backwards because HRIS processes should be automated," says Selena Catanzarite, Associate Director of Talent Management. "We are working on many projects to become more efficient. Then we can reroute these employees to other tasks and projects that are falling short because we are spending so much time handling cumbersome administrative processes," shares Catanzarite.

the solution

The first step to creating a more efficient HRIS team was to find an alternative to paper-based position descriptions, open position requisitions, offer approval forms, candidate applications and for all data from these forms to be automatically shared to the HR system of record, Unit4, without manual input. Catanzarite and a team of RMU stakeholders researched and evaluated several platforms before deciding to implement PageUp Recruitment and Onboarding. "There were three reasons we chose PageUp over any other software application. PageUp has a focus on higher education, it is more customizable than other products, and the customer service model was excellent. I truly believe the reason this project was so successful is because of the model of customer support that PageUp has enacted."

PageUp's support also ensured that the integration with Unit4 was smooth and accurate. "The PageUp process to build integrations to and from an HRIS system works. Kenneth at PageUp made us question our processes and think of implications about which we would not have otherwise thought. Because of Pageup's superior integration implementation process, both the imports to and exports from PageUp went smoothly," shares Catanzarite.

Implementation marks the beginning of a journey to optimize the system. "Even several months after go-live, Kane, Technical Account Manager, continues to provide guidance to RMU on making customized adjustments to the system and using the system more efficiently. We are maximizing the power and benefits of PageUp because of his continued technical support," says Catanzarite.

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Selena Catanzarite,
Associate Director of Talent Management,
Robert Morris University

the results

Although Robert Morris University desperately needed a Recruitment and Onboarding solution, they did not have time capacity to implement one. At the time RMU started the project, Catanzarite was already working long hours. "I knew it would be challenging to implement but, if successful, well worth it. I didn't know how I would have time to implement a new system. However, Laurel, my contact at PageUp was fantastic! She just kept reminding me that I could do it. She was there to help us every step of the way."

Catanzarite says the PageUp customer service team's ability to think outside the box took pressure off her, and ensured the University ended up with the most automated solution possible. "They would listen to my scenario and come back with a solution. Even if the solution was not an exact solution, it got us closer to ideal. The implementation consultants challenged us to consider different processes and solutions," she says. In the process of implementing the system and interrogating existing processes and practices, Catanzarite was able to uncover some practices which were not efficient or compliant and worked to streamline and correct those processes. "Post implementation, we have launched projects to correct these issues," she says. The new process is a refreshing change. "The PageUp system is not complicated to use. We conducted a considerable amount of testing, so the system was customized to match our recruitment processes," says Catanzarite. Now that the system is implemented, the capacity of the HRIS team has increased and they are able to work on other projects. "We have rearranged workflow in our department to accommodate the increased capacity," she says. With increased capacity and compliance, Robert Morris University is well on their way to redistributing their HR team to work on less administrative tasks and more strategic projects.

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