# Urban Group digitizes HR operations with IPL HRMS

## Hong Kong's Premier Real Estate Service Brand

Urban Group is the innovative leader in Hong Kong's property asset and facility management industry. Urban's brand history can be traced back to 1965 when it started to manage Mei Foo Sun Chuen, transforming the industry's practices and establishing modern quality standards for large-scale property management.

Formally established in 1981, Urban expanded into a consolidated group of companies covering all aspects of services for the Hong Kong real estate market, from professional property management to property asset and facility management, project management, engineering, and building repairs and maintenance.

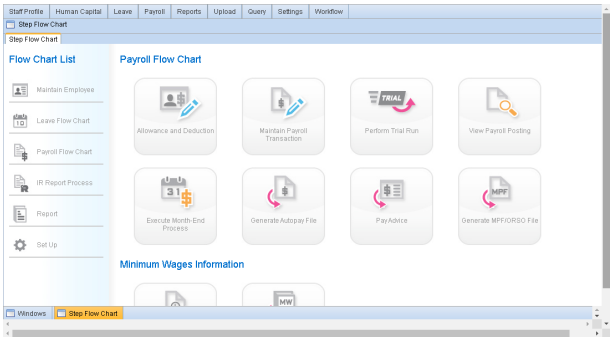
## A Need to Manage Multi-site Taskforces with Better Efficiency

Urban's integrated management services cover a vast majority of property assets and facilities, such as residential properties, office buildings and those under the Government Property Agency and Hong Kong Housing Authority. These services are carried out by onsite taskforces stationed in different properties with different team structures and operational practices. To cope with its rapid expansion, Urban has devised an effective team to handle HR operations of such a large workforce of unique composition. However, as the business continues to grow, they experience limitations from the existing HR applications and look for an integrated e-management solution to centralize HR data, automate daily operations, minimize errors, improve visibility, and achieve management scalability.

## A Centralized Platform for HR and Employees

Urban trusted IPL HRMS's market expertise in digitalizing HR management for large-scale, industry-specific workforce operations. In this project, IPL HRMS delivered a system built around a master data hub that recorded and linked up all HR-related issues and employee updates in different HR procedures. This web-based platform not only enables the large HR team to flexibly collaborate on HR chores, but also allows managers and employees from different working sites to easily access their personal accounts for profile updating, salary payslip viewing, leave requests and approvals, attendance recording and other self-services.

## Simplifying Payroll with Automation and Compliance




Highly distributed operations, decentralized procedures and data time gaps made payroll a monthly challenge for Urban's HR Team. To minimize human errors and time costs in daily operations, IPL HRMS' market-trusted payroll engine provides a complete solution to manage bulk data and complex formulas, including the meticulous cost allocation, budgeting and cost analysis in manpower planning. At the same time, the payroll automation works with accurate backdated handling and in full compliance with the statutory requirements of Average Wage, Statutory Minimum Wage, Mandatory Provident Fund (MPF), etc. The Urban HR Team works efficiently and effectively with prioritized IPL HRMS system updates for compliance-related changes.

## Strategic HR Management with Visibility

With IPL HRMS, Urban empowers HR visibility and decision making with their centralized employee data that can be easily queried and generated into individual or consolidated reports of multiple dimensions, providing greater flexibility for HR policy analysis. Looking after 5,600 employees' benefits through IPL HRMS, Urban has streamlined bulky operations, expedited approval procedure and enhanced workforce mobilization with a solid digital transformation to keep HR management in pace with their continuous expansion in the market.

***"Working with IPL HRMS is fruitful. Their experienced service team has provided a solution that well fits in with our operations."***

**Mr. Joey Li, Group Manager - Human Capital & Training, Urban Group**

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