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## Letter of the month

### The big freeze highlighted the value of remote access

The CIPD's comment last month about the 'most wired big freeze we've ever had' rings very true. The bad weather may have stopped many from travelling into work, but a combination of HR self-service and outsourcing made it a lot easier for many companies to cope.

In my opinion the snow only put the spotlight on a much bigger issue: old-fashioned ways of running HR just don't cut it any more. Organisations that use online management and employee self-service will have had a much easier time. HR teams can access their systems remotely even if they're stuck behind a snowdrift.

Of course, organisations that outsource their HR software and systems management can go one better – they don't even have to worry if their IT team can make it into the office to support systems, because it's the service provider's problem.

But freak weather conditions aren't the only time when companies need self-service and other modern HR IT capabilities. Self-service is all about cutting HR admin overheads, improving productivity and giving managers the information they need, wherever they happen to be.

Last month's big freeze may have grabbed the headlines but for those who adopt self-service, far bigger benefits will accumulate during the other 364 days of the year.

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