# Core Business Process Support

Let Heartland AEA's Technology Team streamline processes and reduce costs for your district! Our team of skilled analysts, technical writers, developers and customer support specialists excels in delivering exceptional service.

With expertise in planning, organization, time management, decision-making, problem-solving and communication, we are committed to your success.

Our analysts specialize in Enterprise Resource Planning (ERP) and Business Office systems, allowing us to gather critical requirements, lead projects, provide support and drive process improvements tailored to your needs.

## Human Resources, Payroll & Finance

- **Manage operational processes**
  Support human resources, payroll and finance workflows within business office systems

- **Provide system user support**
  Provide ongoing assistance for system users across the organization and partners

- **Evaluate system effectiveness**
  Assess and optimize business office software to align with organizational needs

- **Set up and roll salary schedules**
  Configure and roll over annual salary schedules for payroll accuracy

- **Manage pay assignments**
  Oversee pay assignments, ensuring alignment with schedules

- **Configure/integrate benefit enrollment**
  Configure benefits or integrate third-party data with ERP systems for seamless processing

## Applicant & Staff Data System Administration

- Configure and maintain the system for managing job postings, candidate tracking and hiring processes

- Oversee applicant and employee data including onboarding, offboarding, payroll forms, performance reviews and records maintenance

- Facilitate the request and storage of staff acknowledgments for handbooks, policies and other required documents

- Generate reports to track completion data for required acknowledgments

## Data Analysis, Management & Reporting

- **Extract and manage** staff data from ERP systems for contracts, notifications and uploads to third-party vendors

- **Design and generate** customized reports tailored to sorting, summarization and specific needs

- **Analyze and process** data by extracting, formatting, transferring and interpreting for informed decision-making

- **Evaluate and optimize** programs and systems to enhance functionality and recommend improvements

## Let's Talk!

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# Advanced Capabilities

### Automation & Workflow Management

- **Workflow development**: Automate processes for greater efficiency
- **Process automation**: Implement approvals, automated communications and database updates

### ERP Maintenance & Upgrades

- **Upgrade coordination**: Plan and execute ERP upgrades with minimal disruptions
- **Testing**: Validate new functionalities and ensure quality control

### Documentation & Training

- **User guides**: Develop and maintain manuals and technical documentation
- **Training**: Provide system training and ongoing user support

### Process Improvement

- **Analyze and enhance**: Identify gaps, model solutions, and streamline processes
- **Risk assessment**: Evaluate risks and recommend actionable solutions
- **Continuous improvement**: Stay updated with trends and enhance operations

### Project Management

- **Lifecycle management**: Oversee projects from start to finish using Agile/Scrum methods
- **Stakeholder communication**: Engage stakeholders and align project goals
- **Solution evaluation**: Assess performance and recommend improvements
- **Design solutions**: Translate business needs into wireframes or mockups
- **Testing**: Define test steps and validate functionalities

### Custom Programming

- Data formatting, web applications, one-off programs, data extractions and migrations