

Employee Hotline 

ERTrack 


**HR Case
Management**
Direct Health Solutions



**Record, manage and
report your employee
relations cases**

HR case management made easy

It's time to ditch the spreadsheets. Turn your HR cases into manageable, visible stages and steps; featuring integrated emails, letter templates, reminder emails and real-time dashboards. Ensure procedures are correctly followed every time, providing compliant and consistent case outcomes.

Introducing ERTrack

While you can't prevent every employee relations issue, you can control how your organisation responds. Organisations and human resource departments are faced with risk management decisions daily. Cases such as discrimination, harassment, excessive leave and performance management resulting in stress leave, are increasing brought to life.

Achieve consistency in the way that you track, investigate and analyse HR issues with ERTrack – the leading specialist employee relations case management software.

ERTrack empowers your HR team with accurate, reliable and consistent case management processes, no matter where they are located. The easy to use software provides tailored processes, documents and tools, investigation workflows, corrective actions and case analytics.

Drive best-practice resolutions – and generate deep insights – with our flexible case management platform.



ERTrack will revolutionise your employee relations case management process and outcomes. The benefits of a single portal, designed by HR professionals, ensures ERTrack is optimised for the modern HR team.

Delivering a superb user experience ERTrack provides fast case creation, case management workflows, customised actions, alerts and secure information storage. It is designed to provide consistent workflows helping you to easily track case outcomes and review your data all in one place. You can quickly analyse your data to identify risks to support proactive intervention, improve outcomes and reduce costs.

ERTrack gives you a comprehensive, live view of case activity, through simple, intuitive dashboards.

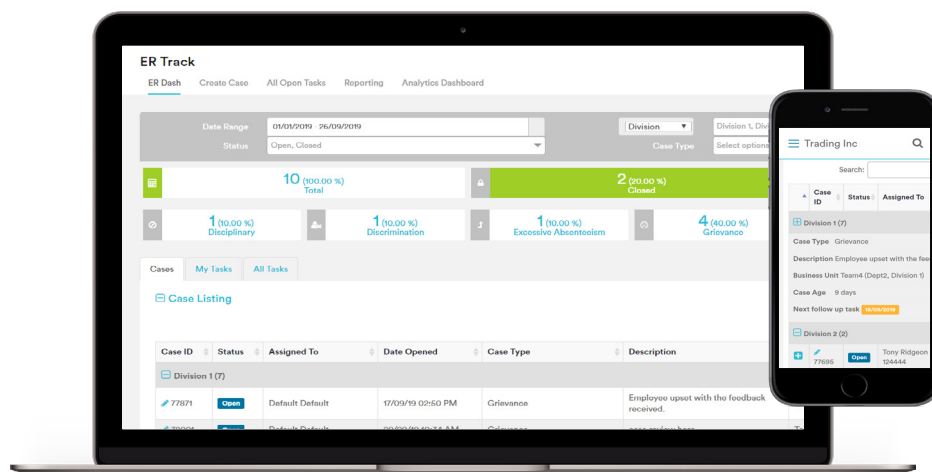
View activities and caseloads at a glance

Analyse trends in case activity, investigation duration and other key metrics

Identify and address areas of opportunity and concern

Monitor the quality of data inputs for more accurate data analysis

Perform internal benchmarking



Key features



Case capture

Record every detail of a case, including correspondence, such as emails, phone calls and actions all in a single portal.



Case investigations

Set up your investigation approach in the system for each case type, to ensure consistency in processes.



Alerts and reminders

Configure notifications to be sent based on set criteria. Case managers receive alerts and reminders when actions are due.



Set case tasks and actions

Add case tasks and actions, assign to other colleagues, and set reminders. Calendar integration ensures tasks are diarised.



Powerful reporting

Detailed reporting for each business unit of all your case types, trends, patterns, causes.



Dashboard analytics

Embedded Microsoft Analytics platform allows for real-time visualisation of all case data. Customised dashboards are built based on your data.



Restricted user access

Easily set role permissions. Visibility of sensitive cases can be restricted.



Data security

Secure data storage with all data stored in Australian ISO data centre.



Custom forms

Flexibility to design custom forms and investigation templates to manage cases.



Employee records

Save all cases and attach to an employee record. ERTrack integrates with our other software platforms for absence, injury and medical solutions.



Letter templates & guides

Develop your own case Toolkit and Resources centre, and ensure all your documents are up to date and built in our system.



Track compliance

Monitor and track compliance to case management processes.

It's so intuitive.
Not only the usability,
but the way it's built
around how HR advice
is actually provided.

We're not fitting around
the software; the software
fits around us and works
no matter how complex
the case.

We have access to more
data, allowing us to identify
potential issues much earlier
and address challenges
before they become issues.

HR Director – Logistics industry

Take control and gain insight

Move away from
spreadsheets or
complex systems
and start proactively
managing cases to
improve outcomes and
reduce administration.

As HR leaders take on an increasingly strategic role, they need deep data, intuitive analytics, and the support to turn insight into action. ERTrack can help:

Resolve cases quicker – keep on track and on-time

Reduce case management costs and admin

Get detailed realtime insights into your data

Centralise all your documentation storage of
important case information

Discover how ERTrack promotes compliance, visibility and efficiency of all your employee relations cases, at your fingertips.

Request a demo today.

About us

DHS is the leading provider in absence and injury management, preventative health and employee relations solutions. We have enabled organisations in every major industry sector to develop healthier, safer and more productive workplaces.

ERTrack is a unique software platform which is specially developed for employee relations case management and can be integrated with all our software modules, including:

AbsenceTrack

Absence Management best practice, record, track, monitor and manage absenteeism

IncidentTrack

Incident recording, investigation and corrective action platform - WHS, Customer complaints etc.

MedTrack

Health tracking for medical assessments, periodic medicals, vaccination bookings and employee timelines

Contact us now

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