



Rossera Grievance Process Accelerator (RGPA)

An automated process to speed up the employee grievance procedure to reduce the incidences of legal escalation & associated costs

Rossera: From system complexity to operational empowerment: We enable true Oracle ERP process transformation.

Business Automation Challenges

The manual, paper-based process meant that the HR department couldn't be certain who'd seen potentially sensitive information and had very little management information or insight into grievance data & trends.

Four Critical Pain Points:

- ▲ **Limited management insights:** Lack of reporting or management information making it difficult to track or analyse grievance data.
- ▲ **Manual Workflows:** Emailing forms between multiple actors created inefficiency and delays.
- ▲ **Compliance Gaps:** Limited visibility over who accessed sensitive personal information.
- ▲ **Data Quality Issues:** Current solutions cannot enforce mandatory fields or check for accurate entry.

The impact on the business: Manual, inefficient processes and poor data control caused delays, compliance risks & limited visibility into grievance trends.

Introducing The Rossera Way

Our unique **Rossera Way** methodology combines structured processes with purpose-built tools such as **Rossera ProcessSense®** to create repeatable, scalable results that enhance your Oracle Fusion or E-Business Suite ecosystem.

Rossera Grievance Process Accelerator (RGPA): Digital self-service process with data pre-population and easy data selection, automated workflow, audit and end-to-end tracking.

Key Features:

- ▲ Real-time ERP validation against master data at point of entry.
- ▲ Automated workflow routing with configurable approval hierarchies.
- ▲ Seamless Oracle integration with full audit trail creation.
- ▲ Self-service interface requiring no ERP training.

User Experience: Our products enable a consumer-grade digital experience across all devices with real-time access to Oracle ERP data.



Proven results that speak for themselves

UK Central Government Client: The Complainant can complete the grievance process and be assisted by pre-population of data and validation on submission.

- ▲ Improved layout, guidance, and tips for efficient and intuitive experience leading to improved accuracy of data input and time savings.
- ▲ Enhanced control of sensitive personal data, reduced data protection related risks.
- ▲ Greater visibility of workflow updates & automated acknowledgement of receipt/decisions.
- ▲ Reduction in grievances going to tribunal (estimated cost of tribunal is £45k per case).

Who it's for

Designed for all staff across the organisation, enabling anyone to raise & manage a grievance quickly, securely and confidently.

HOW WILL THEY KNOW:

- ▲ Struggle with manual grievance processes that are slow & admin-heavy?
- ▲ Worried about regulatory compliance and protecting sensitive data i.e. GDPR?
- ▲ Frustrated by inaccurate or incomplete grievance submissions?
- ▲ Lack of visibility over case status and outcomes?
- ▲ Missing reporting and insights to evidence or prevent costly tribunals?

Summary

The Rossera Way Accelerators provide quick-win implementation, leveraging existing Oracle investment with minimal business disruption to empower teams to get the best out of their Oracle ERP systems.

