

"In choosing our HR system, we have to decide whether the supplier has the necessary capability to offer long term solutions. We are satisfied with IPL's customer hotline, since duty staff can address enquiries and provide follow-up, even when the relevant staff is on leave."

**Angela Lee**  
**Group Human Resources Manager**  
**Jebsen & Co. Ltd.**



### Company Overview

Founded in 1985, Jebsen & Co. Ltd. ("Jebsen") has operation in major countries and regions including Hong Kong and China, through which it manages a diverse business portfolio ranging from sales and distribution to manufacturing. Jebsen now employs 2,000 staff in Greater China.

### Business Overview

Being a well-known corporation in Hong Kong, Jebsen has adopted computerisation for many years. The group upgraded their computer system when they tackled the issue of the millennium bug, and adopted the new HR system in the same period.

Angela Lee, Group HR Manager of Jebsen & Co. Ltd. said that they had previously relied on the IT Department to assist with the group's complex payroll matters. Eventually, they upgraded to the automated IPL HRIS system offered by IPL.

### Reputation and Capability

As an established, large-scale overseas group, Ms. Lee remarked that Jebsen's priority was to choose a highly capable supplier, while they also considered about the cost, technology and flexibility of the system. A good supplier can offer long-term maintenance support, and possesses a better reputation and clientele for reference.

IPL can meet all these criteria. Moreover, Ms. Lee had heard about IPL before joining Jebsen. Hence, Jebsen adopted IPL HRIS and the system has been in use for the last ten years, consistent performance from the earliest version 3.0 to the latest upgrade version 9.0 in 2010. Recently, HRIS – iAppraisal module has been added.

### Good Customer Service and Professionalism

As far as IPL's support hotline is concerned, Ms. Lee noted that IPL's representatives are very helpful, answering their calls even outside office hours (7pm). There is always someone to reply and follow up enquiries.

IPL's customer service members are highly knowledgeable, offering advice and suggestions and solving issues efficiently. Ms. Lee said "It is not always easy to communicate with IT staff given the technical input required, but IPL's customer service team is able to understand our needs and help us find constructive solutions."

With over ten years of working relationship with IPL HRIS, Ms. Lee would give a rating of 8.5 out of 10 for the performance of the automated payroll system, 7 out of 10 for its HR management efficiency, and 8 out of 10 for its supportive services. She would also highly recommend IPL if approached by others.

### Corporate Social Responsibility (CSR) Excellence

Nowadays, CSR has become more important for corporations, prompting Jebsen to address the work-life balance of employees. Ms. Lee addressed that HR management have to keep pace with the fast-changing environment. An effective HR system could increase staff efficiency in daily HR operation thus improving their work-life balance by reducing the unnecessary overtime work. It would further contribute to Jebsen's CSR standards. ■

「集團選用人力資源系統，最重視供應商是否有足夠實力，提供長期可靠的支援。說到支援服務，我們對 IPL 的客戶熱線十分滿意，就算原本接洽者因事放假，接手者也能迅速跟進，盡快解決疑難問題。」

**李秀群**  
集團人力資源經理  
捷成洋行有限公司



### 公司簡介

捷成洋行始創於 1895 年，在香港及中國大陸均設有辦事處，業務發展多元化，經營範圍涵蓋行銷與分銷服務、製造等領域。現時捷成洋行在大中華僱員人數超過 2,000 人。

### 業務概況

作為一家在香港經營多年享負盛名的集團公司，捷成洋行很早便開始電腦化，因此在上世紀末便要面對千年蟲問題，須更新電腦系統。集團決定將電腦設備升級，並同時採用新的人力資源系統。

捷成洋行有限公司集團人力資源經理李秀群表示，過去的電腦系統十分複雜，集團支薪工作必須電腦部幫忙處理。因此，集團決定趁升級的機會，將有關作業自動化。最後，捷成選取了 IPL HRIS 人力資源系統。

### 企業信譽和實力優先

李秀群指出，作為一家具歷史和規模的知名洋行，捷成雖然也會考慮新系統的成本、技術、彈性等，但最重要還是供應商的實力，能提供長期有效的支援和維護，具有良好信譽及參考用戶。

IPL 正好能滿足所有條件，加上她在加入捷成洋行前已聽聞過 IPL HRIS，對系統的運作和功能有點認識，最後方案終能脫穎而出，雀屏中選。至今使用已逾十年，由早期的 3.0 版本升級至 2010 年中的 9.0 版，並加入 HRIS – iAppraisal 模塊，表現一如承諾。

### 熱誠服務隨時效勞

舉例說，IPL 為他們提供電話熱線，辦公時間隨時支援。李秀群發現，就算到晚上七時多，只要致電熱線，IPL 的人員依然在候命。有時候，原先接洽者因事放假，接手的人也能迅速了解問題原委，立即繼續跟進。

此外，IPL 的客戶服務人員具備人力資源經驗，能了解她們的問題，常提供合適的建議，有效處理實務狀況。李秀群指出：「技術理論與實務運作之間往往有難以言明的鴻溝，有時與技術人員溝通實令人感到困難。透過 IPL 客戶服務人員的協助，我們感到有共同的語言，能明白我們的想法，收到建設性的解決提案。」

經過十多年合作，李秀群對 IPL HRIS 的表現感到滿意，如按 1-10 評分，薪酬支付系統可享 8.5 的高分，人力資源管理方面也有 7 分的佳績，支援服務的評價則高達 8 分。有時朋友向她尋求人力資源系統建議，她亦會介紹 IPL 供對方參考。

### 以企業社會責任自勉

今天企業強調社會責任，像捷成洋行便十分重視工作與生活之間的平衡。李秀群指出，人力資源管理也須與時並進，一套完善的人力資源系統可提高人力資源部員工於日常工作的效率並有助減少不必要的超時工作，這有效協調員工的工作與生活，加強捷成洋行對社會責任的貢獻。■