



Labor Relations

Document and Track Grievances Foster Enhanced Communication

Properly administering an organization’s labor relations program requires a dynamic system that connects employees and their labor unions with members of the management team in order to facilitate communication and ensure the interests of all parties are protected. The monetary damages that can accrue from the improper handling of a labor-related case can be substantial. In this environment, the use of an enterprise-level case management application from intake to resolution is critical.

Tyler’s Labor Relations application can be rapidly configured to support an organization’s labor-related programs, as well as specific regulatory and business requirements.

UNIFYING COMPLEX CASE MANAGEMENT DATA

Collecting and managing the myriad of data — from initial claims, to interview and hearing transcripts, to judgments and settlements — requires an application that empowers front-line workers to shepherd all the vital information through the process.

By using Tyler’s Labor Relations application, labor relations offices can:

- Process claims in less time
- Reduce investigation costs
- Automate workflow
- Connect information from multiple sources
- Reduce paperwork
- Provide visibility and access via a secure, web-based interface

CLIENTS

These are some major organizations that have entrusted their labor relations management to Tyler Technologies.



KEY PRE-CONFIGURED PROCESSES

- Arbitration
- Negotiation
- Representation
- Unfair Labor Practice (ULP)
- Management/Employee Relations (MER)
- Merit Systems Protection Board (MSPB) Appeal
- Negotiability Grievance Procedure

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APPLICATION PLATFORM MODULES

- Document Management
- Analytics
- Access Module
(external user portal)
- Direct Scan
- Mobile

PROVIDING IMPLEMENTATION FLEXIBILITY

The Labor Relations application is built on Tyler's Application Platform, powered by Entellitrak®. It is designed using open standards, open architecture, and platform independence, offering extensibility, interoperability, and portability to organizations of all sizes. In-house developers can fine tune the Labor Relations application to accommodate unique requirements, dramatically reducing both implementation time and cost. In addition, the application can be used as either a stand-alone system or as a case management component within an existing labor relations program.

TARGETED SUMMARY REPORTS

The Labor Relations application adheres to the complex rules and regulations that drive labor relations policies and procedures and includes numerous summary reports that users can create at the case worker, office, district, and enterprise level.

- Claims and Appeals Status
- Current and Monthly Settlements
- Claims, Liability and Costs
- Disciplinary Actions and Dismissals
- Investigatory Appeals

CASE STUDY

CSX Corp., a Fortune 500 transportation company that manages more than 21,000 miles of rails in North America, implemented the Labor Relations application in order to better manage labor relations with its geographically dispersed workforce. The application replaced an in-house system that was unable to effectively handle the volume of claims the company's labor relations office was receiving from employees and their labor union representatives.

The successful implementation of the Labor Relations application translated into increased efficiencies — not only were more claims processed and resolved — the application also fostered greater communication between employees and management.

As a secure web-based system, CSX also benefitted by the mobile nature of Tyler's Labor Relations application. Employees and management are able to submit and collaborate on claims and other documents from the field as opposed to having to carry case file documents from city to city. This also led to greater efficiencies and a safer working environment.

Contact us for a presentation and demonstration

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