



NGA ResourceLink

Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

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HR Systems Consultant at a government with 201-500 employees

it_user723072

WHAT IS MOST VALUABLE?

MyView. It's easy to configure (at least some aspects) such as the authorisation process. Auto Enrolment is also excellent as you can automate letters and templates.

HOW HAS IT HELPED MY ORGANIZATION?

Enables line management ownership and authorisation, plus RSS provides real time management information. Leave Management needs to be significantly enhanced and AC's need to be trained fully on the product. One SME here and there isn't enough as the module is currently so complex to configure

WHAT NEEDS IMPROVEMENT?

Leave Management needs to be significantly enhanced and ACs need to be trained fully on the product. One SME here and there isn't enough, as the module is currently so complex to configure. Local government support and viability needs to be looked into as RL can't deal with the many and complex Green Book rules.

FOR HOW LONG HAVE I USED THE SOLUTION?

Eight years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Yes, but it works better when hosted by NGA. Servers need to be dedicated to RL. Also, the configuration consultant didn't complete everything so it crashed regularly when last used.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Leave Management is underestimated.



HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support guys are good but it can take a while to resolve a call. Online chat isn't very good as, invariably, the call is logged for technical support and online chat only acts as a triage with no technical ability.

WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

Not personally, but the previous company I contracted for did and they switched for the self service and online payslip facility.

HOW WAS THE INITIAL SETUP?

Initial set up was straightforward to a certain degree, but only with the guidance of the AC. Leave Management was a mess as the AC didn't know this module. Also the LGPS with Auto Enrolment was a shambles with many hours and weeks wasted trying to get this to operate correctly (also involved two data migrations and re-migrations).

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

Licensing is fine but be aware of the grades and make sure you think about archiving old void records etc., as the history can easily push you into another price band for licences. Also, be realistic about costs and ensure your SLA and PID cover all costs, including training, and that there are no hidden surprises.

WHICH OTHER SOLUTIONS DID I EVALUATE?

My previous company looked at Sage HRMS and MidlandHR.

WHAT OTHER ADVICE DO I HAVE?

Get your procurement template correct. Be realistic about costs as HR/payroll systems are not always as cheap as you think they are. Be very vigilant in your PID or FNFR documentation to ensure the supplier is aware of all of your requirements, including any complex reports. Make sure you cover costs for training. Spend time planning before just rushing out to buy this product. Get NGA to give you a realistic demo rather than the glossy sales pitch, and finally, make sure you have a consistent PM. We went through 4 PMs in the end and there was no joining up so you find yourself repeating everything, and nothing gets resolved quickly. Ensure you have regular contact and meetings between your company and NGA.

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