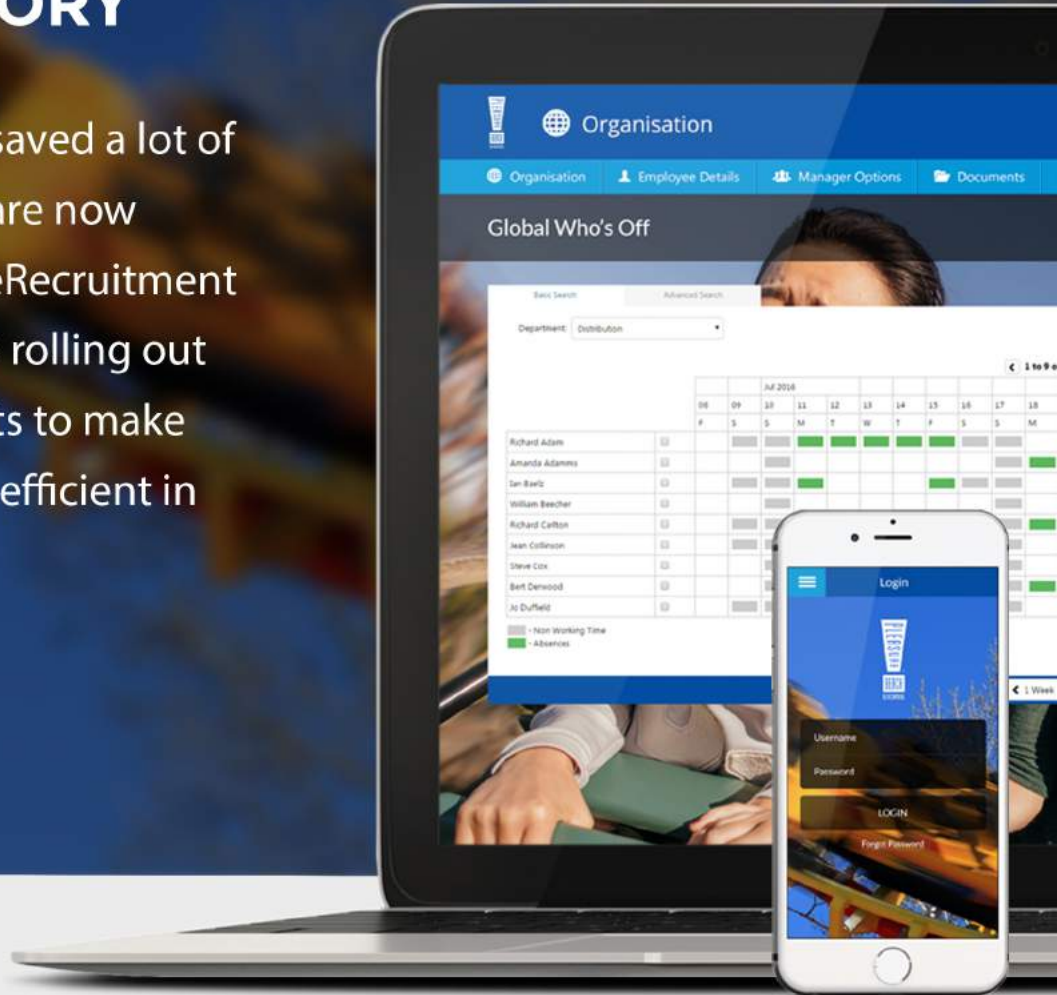


CIPHR

ALL ABOUT PEOPLE

CUSTOMER SUCCESS STORY

“ Our HR team has saved a lot of time with CIPHR. We are now looking into CIPHR’s eRecruitment functionality and also rolling out the CIPHR’s timesheets to make processes even more efficient in future. ”



ABOUT BLACKPOOL PLEASURE BEACH

Blackpool Pleasure Beach is the UK’s favourite amusement park, with over 125 rides and attractions, spectacular shows and it’s the most ride intensive park in the UK. They were looking for an HR solution that would be user-friendly, adaptable and configurable to meet their specific requirements. It also needed to help Blackpool Pleasure Beach overcome sector-specific challenges, including the management of seasonal staff, auto enrolment and the apprenticeship levy.

- Family owned business
- Award winning Theme Park
- Running for over 120 years
- Millions of visitors annually

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Microsoft Partner

INVESTORS IN PEOPLE

WHAT DID BLACKPOOL PLEASURE BEACH WANT FROM AN HR SYSTEM?

Pam Roberts, Head of HR, and Tracey Nolan, Senior HR Coordinator, at Blackpool Pleasure Beach wanted to upgrade their older COMPEL for Windows HR solution and eliminate their reliance on spreadsheets. The HR solution needed to be user-friendly, adaptable and configurable to meet their specific requirements. It also needed to help Blackpool Pleasure Beach overcome sector-specific challenges, including the management of seasonal staff, auto enrolment and the apprenticeship levy. They looked for the following functionality:

- Absence management
- 24/7 system access
- Data security
- Employee and manager self-service
- Dedicated support and training sessions
- Flexible reporting
- Payroll integration
- A cloud-based solution
- Automated notifications
- Ability to easily keep updated training records

“We didn’t want an HR system that was an HR ‘add on’. We looked at lots of different suppliers and CIPHR worked much better with our payroll solution than the previous system. We worked out that CIPHR would pay for itself within the 3 year term.”

IMPLEMENTING CIPHR

After choosing CIPHR as their HR software provider the implementation process began. The HR team worked with both consultants and project managers to ensure a successful and timely implementation.

“The implementation of CIPHR was very smooth. All of the target dates were met and the communication was excellent throughout; it was an easy transition and we have adjusted well. The assistance during the implementation was all very good. The project managers continually updated us, everything was clearly documented and the consultant had plenty of time and patience with us. He always went the extra mile.”

A SECURE SAAS SOLUTION

CIPHR SaaS ensured that there was a reduced reliance on the IT team and that the system was accessible 24/7. Fixed annual costs, with no need for large upfront payments, meant Blackpool Pleasure Beach were able to reduce costs.

“We were able to save money on servers with a cloud-based system. It fits with our business continuity plan.”

CIPHR enabled Blackpool Pleasure Beach’s employees to effectively manage their own training records through one secure portal, which improved visibility of employee development. When their BSI audits took place, their training data was up to date and accurate.

“We have to meet ISO 9001 and OHSAS 18001 standards. With the ability to easily record training we were able to pass our BSI audits.”

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SELF-SERVICE

Managers now have the ability to manage the personnel data of their staff, which has helped reduce administration time for the HR team and improve data accuracy.

“Managers can now check their own personal details, emergency contacts, holidays and training records which has reduced the reliance and administrative burden on the HR team. Before, managers had to call HR every time they needed to get this information, so this has saved the HR team a huge amount of time.”

ABSENCE MANAGEMENT

Blackpool Pleasure Beach wanted to manage and report on employee absence. Automated alerts have helped the HR team to track absence more efficiently and deal with specific absence issues before they impact on the business.

“CIPHR’s absence management functionality gave us the ability to manage sickness for our employees and monitor absence effectively.”

MANAGEMENT INFORMATION REPORTING

Gaining a deeper insight into their employee data was an important objective for the HR team. CIPHR’s reporting functionality gave them access to over 200 standard reports and the ability to configure reports on their data when needed.

“We can run so many different reports now including turnover and absence. The capability of the reporting functionality is excellent and we now have much better visibility of our employee data.”

AUTOMATING HR

The HR team were able to automate some of their administrative processes that were taking up large amounts of time to complete.

“We have been able to automate ID card generation, notifications, letter templates via subsets and payroll date transfers.”

INTEGRATED PAYROLL

Blackpool Pleasure Beach wanted to integrate their payroll and HR systems to ensure that they had a single source of data for both functions.

“We have saved a lot of time in terms of payroll. Previously, it would take us 10 minutes to enter each new starter into COMPEL and separately into payroll, creating a huge administrative burden for a seasonal business like ours with high volume intake of staff. Now the process is quick and accurate with the output from CIPHR via the Paylink to the PBS Accord Payroll.”

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DEDICATED SUPPORT

“We chose CIPHR over other providers because of the service and support. The support from all of the teams has been excellent. We like the Service Desk system as our queries have a fast resolution and the team are excellent. We attended the training courses which were very in depth and taught at a good pace. The trainers were very nice and helpful, it was all very good.”

A FUTURE WITH CIPHR

“Our HR team has saved a lot of time with CIPHR. Automation and infrastructure changes which have occurred after implementing CIPHR SaaS, have also given us real savings and fits with our strategy. We are now looking into CIPHR’s eRecruitment functionality and also rolling out the CIPHR’s timesheets to make processes even more efficient in future.”

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