CIPHR
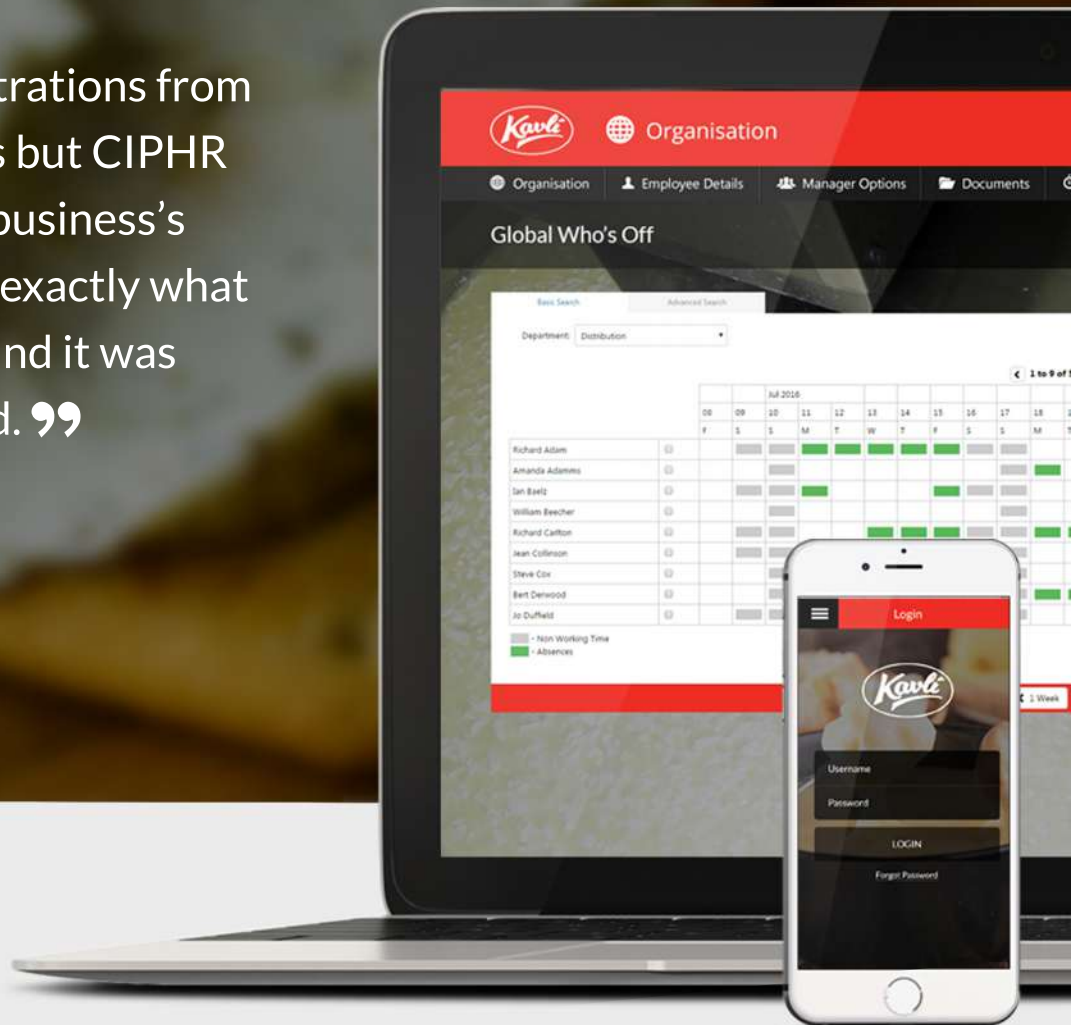## ALL ABOUT PEOPLE

CUSTOMER SUCCESS STORY

" We had demonstrations from 8 different suppliers but CIPHR really matched our business's needs perfectly, did exactly what we wanted it to do and it was competitively priced. "

ABOUT KAVLI

Kavli, better known as the makers of Primula cheese spreads, were looking for an HR system to replace their time and attendance system and reliance on spreadsheets. One of Kavli's main goals was to improve the efficiency of HR and to move away from manual administration and they needed a flexible system to do this which led to their selection of CIPHR as their HR system of choice.

CONTACT US NOW:

01628 814 242   info@ciphr.com

- Produces a range of food products including cheese spreads, chilled pâté and goats' milk
- 241 employees across four sites
- Parent company to Primula, St Helen's Farm and Castle MacLellan Foods
- All of the profits Kavli make go to charity

QMS
ISO 9001 & ISO 14001 REGISTERED

bsi ISO/IEC 27001 Information Security Management

Microsoft Partner
Gold Application Development

INVESTORS IN PEOPLE

WHAT KAVLI WERE LOOKING FOR FROM A NEW HR SYSTEM

Kavli were looking for an HR system to replace their time and attendance system and reliance on spreadsheets. The system needed to have:

- Flexible reporting on their people data
- The ability to manage complex work patterns across four sites
- Self-service to enable employees to enter personal details and holidays
- An attractive interface that appealed to employees
- A simplified payroll process with data integration between HR and their payroll provider

 Steve Carney, Payroll and Pensions Co-Ordinator, comments "We were using a payroll system, a time and attendance system and lots of spreadsheets to manage our people data. There was no direct link between any of these and it took a lot of manual work to make any changes, as we had to duplicate data entry. The whole HR process needed improving.

All of the profits from our company go to charity, so if we are going to make an investment it's got to be right for the business, the Board and the various stakeholders. We had demonstrations from 8 different suppliers but CIPHR really matched our business's needs perfectly, did exactly what we wanted it to do and it was competitively priced."

IMPLEMENTING CIPHR

After receiving their demonstrations, Kavli opted to go with CIPHR to simplify and speed up their HR processes.
The team worked with CIPHR's in-house consultants to ensure their needs were met.

"The implementation went exactly according to plan. It was a straightforward process, completed comfortably within the scheduled time and CIPHR were really flexible with arranging training dates. They let us know about any changes as soon as they were happening. It couldn't have been easier."

THE RESPONSE FROM EMPLOYEES

Getting employees engaged with a new system posed some potential challenges. Employees had varying skill sets which meant that there was some apprehension as to how the move to one online system would be received. However, all of the employees were able to embrace CIPHR, using the self-service functionality to book holidays and enter personal details.

"The roll-out has gone really well. We knew that the office and factory staff would think CIPHR was an improvement and genuinely take it on board because it's been implemented to improve processes. Some of our other workers are less computer literate but they've actually embraced it as well. We've had people come into the office with their tablets and phones, using the mobile version of the site. It has been really well received. We've invested in CIPHR to help the staff and I think they appreciate the work that we've put in to get it working for them. They really do value it."

SAVING THE HR TEAM VALUABLE TIME WITH EMPLOYEE

CIPHR's self-service functionality gave employees the opportunity to input personal details, request holiday, enter absence and view their pay information online. The HR team's administrative tasks were therefore reduced significantly, which gave them more time to focus on other aspects of their roles.

"I used to spend a day a week processing holidays. I now don't need to do anything at all because it's all done through the employee self-service functionality of the system. It's not just the holidays, it's the fact that employees can see everything that is relevant to them, like their pay details and some of their personal documents. They really are seeing the value in it."

CREATING FLEXIBLE REPORTS – VIEWING STATISTICS IN MINUTES

One of Kavli's main goals was to improve the efficiency of HR processes and to move away from manual administration. CIPHR's library of pre-built reports and the ability to configure them to their needs, helped the team view trends via intuitive dashboards within minutes.

"CIPHR's reporting functionality appealed to us a lot. The finance team really liked the demonstrations that they had. Before, each HR officer would spend a day creating HR reports, these are now pre-set in the system and take minutes to run. It's streets ahead of the competition in regards to reports. The flexibility is great and they can be created there and then – it's absolutely fantastic."

MANAGING COMPLEX WORK PATTERNS FOR EMPLOYEES ACROSS FOUR SITES

A range of work patterns needed to be effectively managed across four sites. With employees working different shifts which would change frequently, there was a lot of complexity. The team used CIPHR to input and manage these work pattern variations and were able to manage all of them in one place.

"We've got quite a few different work patterns which vary in complexity. We needed something that could cope with the way the four sites operate as they have different views, working patterns and business processes. We needed a system to bring everything under one roof.

CIPHR has helped us to manage work patterns a lot. Castle MacLellan take on a lot of seasonal workers at Christmas time. CIPHR speeds up the process of bringing them back onto the system and getting the right ones reactivated. It's also a big help because employees can do standard 8 hour days or 12 hour continental shifts. To set these up, we simply have to do a bulk change to the shifts, so overnight the employees are able to start booking holidays based on the new work patterns. At the Gateshead site we run both day and night shifts. It's so straightforward to apply the nightshift pattern to someone. They can see straight away what the rota is for the coming weeks. The employees can book absences online, whereas in the past they would have to go to their manager, so it's not just better for us in HR but better for the managers and employees too. The managers can see the new work patterns and make adjustments to them based on their people plans and their budgets. We can pull reports which give details of the base costs before any extra hours get put on, which is great. CIPHR has really simplified things.

We are looking into more acquisitions for the business and the way that CIPHR is set up means we can quickly take on extra staff into the business if we need to. It's so straightforward now to bring them on board. We have confidence in CIPHR's facility to do this and we know the system can cope with it."

SIMPLIFYING PROCESSES AND SAVING TIME WITH CIPHR'S PAYLINK INTEGRATION

Kavli already had a payroll system in place, which the team wanted to integrate with an HR system. CIPHR gave them one point of data entry, meaning data would transfer from CIPHR to payroll at the click of a button.

Seasonal demand meant that at certain times of year, there would be an influx of new starters. The HR team were able to significantly reduce the amount of time spent adding new starters to the payroll. They were also able to reactivate seasonal staff in the system, retaining their prior data eliminating the need for duplicate data entry.

"We've now got a really robust straightforward payroll routine. CIPHR creates the file, it gets copied across and then it goes into the payroll and updates the employee's personal details. It couldn't be easier. The whole process has been really straightforward.

"Our process for new starters has been simplified and improved massively. It used to take half an hour per starter, which now can be done instantly because it's integrated into the payroll process. Using the paylink the data just exports straight across to the payroll so we are saving 25 minutes per starter now. Castle MacLellan are taking on 200 extra seasonal staff next month, so this will be very helpful. CIPHR keeps old records and you can turn them back on again, so we don't actually have to put any of the information back in. All the team need to do is update the dates so it's really straightforward.

All of the work patterns are predefined in the system so when someone new comes in you just pick the work pattern. The holiday years are all set up so instead of having holiday cards that were written by the employee, now we can do it online. That links into the payroll so the days can be paid. It's a 5 minute process which links into payroll automatically so we only need to enter data once. The rest of the team were doing monthly HR reports, they've all been automated. We've set a template up in the system and the data just populates from CIPHR when the report is run."

ONSITE TRAINING TAILORED TO KAVLI'S NEEDS

As staff members were spread out across different locations, the team opted to have training at one of their sites. One of CIPHR's trainers ran through the system, giving expert guidance on the best ways to utilise the system.

"The training courses were really good. As we have lots of staff at different sites we opted for training on site at one of our offices. The trainer was absolutely fantastic, it was pitch perfect. We've got a whole range of knowledge and experience with software and computers, from basic to advanced. The Trainer pitched it perfectly and trained us in a way that everyone understood it. It was fast enough so that the technologically minded people were happy but also slow enough that the people who struggle a little bit more could still follow and pick it up. There is now very little need to contact the Service Desk for help, which is testament to how good the training was."

EXPERT SUPPORT TO ENSURE KAVLI WERE UTILISING CIPHR FULLY

The team worked with CIPHR's consultants during the implementation to ensure it ran as smoothly as possible. Whenever the team had questions about CIPHR, the Service Desk was available to assist.

 "The consultant who came on site was absolutely fantastic. He could answer all of our questions. He highlighted things that we didn't know about the system which was really helpful. When he wasn't onsite, he got back to us really quickly via email or over the phone. The Service Desk have been great as well. If we've forgotten how to do something we can contact the Service Desk and the response times are really fast. We get the information we need straight away and they're really friendly and helpful."

CONTACT US NOW:

01628 814 242   info@ciphr.com

THE IMPACT OF CIPHR – A RETURN ON INVESTMENT

"With the time that we have saved, CIPHR is paying for itself. As we add more features we will definitely be able to see more ROI, but we aren't just saving, we're also adding value back into the business by being able to focus on other projects because CIPHR saves the HR team a lot of time. That's having a real impact across the department.

Our organisation's goal is to move as much as we can towards a world class business. There's a massive focus on continuous improvement. From an HR function CIPHR has been a massive help in achieving this. We've now got a world class bit of software and we've had the support needed to utilise it in the best way possible to achieve our goals.

I couldn't recommend CIPHR enough. The help, support and the quality of the product are fantastic. It's a really great company to deal with. We really feel valued as customers. With CIPHR we have had constant support, we've had great consultancy days, and we've had massive cost savings across all of the departments. It's been a breath of fresh air dealing with CIPHR."

FUTURE DEVELOPMENTS WITH CIPHR

"The next step from there would be to start rolling our Performance Development Reviews (PDRs). Sue Ballantyne, Head of HR, has been doing a lot of work around the PDR process. The PDR workflow seems to be really good in CIPHR and the feedback from senior management has been fantastic.

We are also looking into policy acceptance and the onboarding functionality. CIPHR's onboarding functionality looks absolutely fantastic. It ticks all of the boxes that we need to give someone a professional view of the company before they start. It looks absolutely incredible so we will definitely look at implementing this in the future."