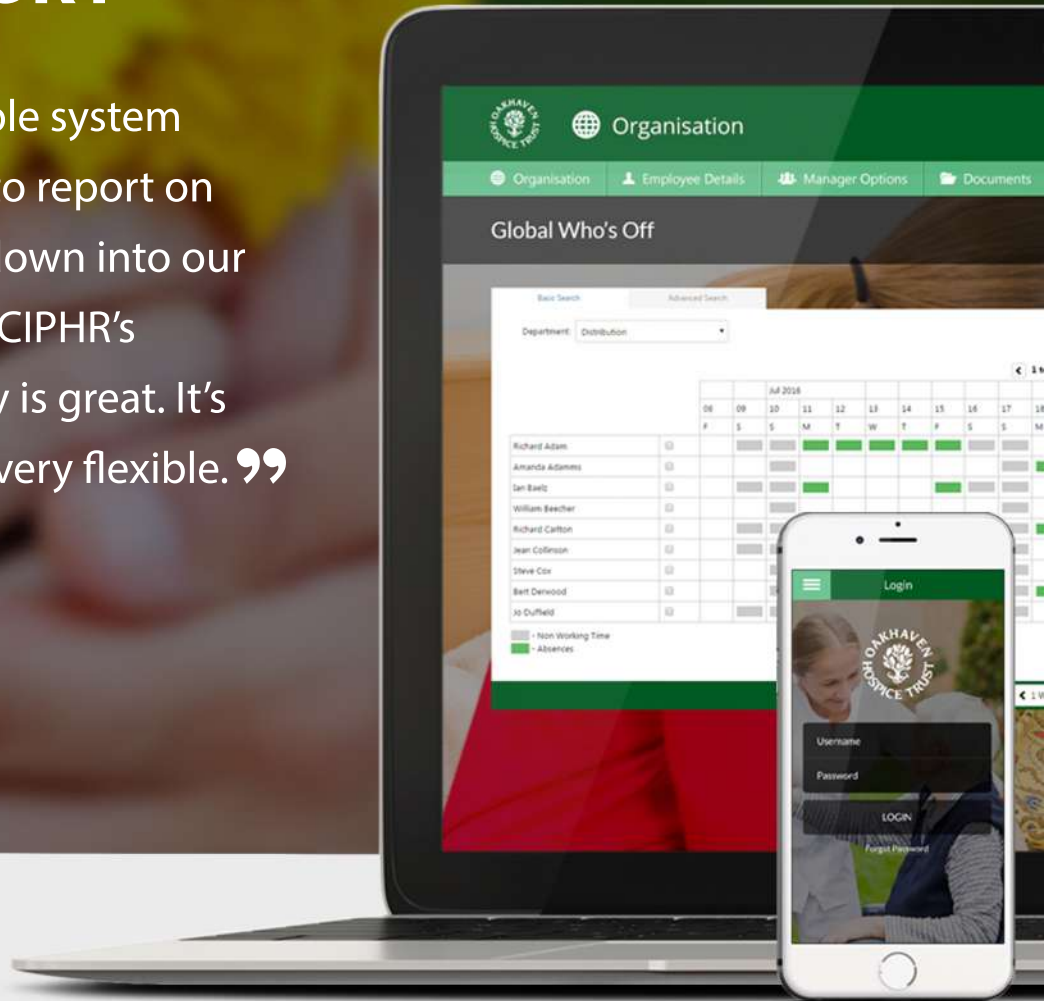# CIPHR
ALL ABOUT PEOPLE

CUSTOMER
SUCCESS STORY

❝ We needed a reliable system that would enable us to report on information and drill down into our people data instantly. CIPHR's reporting functionality is great. It's really easy to use and very flexible. ❞

OAKHAVEN HOSPICE TRUST

ABOUT THE OAKHAVEN HOSPICE TRUST

Oakhaven Hospice Trust provides specialist palliative care and support to those facing life-limiting illness and their loved ones in both a home and hospice setting. The Oakhaven Hospice needed a HR system that could cope with their diverse work patterns and that could also integrate with their existing payroll system.

→ Palliative care provider
→ Based outside the New Forest
→ Founded in late 1980's
→ Served over 125,000 residents

CONTACT US NOW:

01628 814 242   info@ciphr.com

WHAT DID THE OAKHAVEN HOSPICE TRUST WANT FROM AN HR SYSTEM?

- Comprehensive reporting and data analysis
- Employee self-service
- Paylink integration
- Dedicated UK-based support
- Configurable workflow and flexible functionality
- Reduction of paper usage
- Mobile access

Donna Wilkins, Head of HR & Volunteer Services, comments "We had to decide between three different HR systems providers. CIPHR really stood out because the reporting functionality looked much more impressive. The CIPHR representative was very professional and helpful, he didn't take the typical sales approach, which we liked.

The reporting and the self-service elements of CIPHR appealed to us the most. It's great that we can configure elements of CIPHR, being able to do that ourselves and having that flexibility has been really helpful."

REPORTING

"We needed a reliable system that would enable us to report on information and drill down into our people data instantly. We wanted to view important statistics across the organisation and needed a system that would fit with our governance needs. CIPHR's reporting functionality is great. It's really easy to use and very flexible. We can see instant statistics and, whether we are looking into specific detail or a more general report, drilling down into this information is really fast. This functionality is going to be extremely beneficial for us in the future."

TRAINING WITH CIPHR'S EXPERTS

"The training courses were very good – they were informative and very professionally run. It gave us the opportunity to liaise with other people on the course to pick up the best ways to utilise CIPHR. We used the training manuals acquired on the sessions to help us when we started using CIPHR."

EFFICIENT SUPPORT TEAMS

"The service has been excellent throughout, from the salesperson's professional approach, to the project managers and consultants, who knew what our needs were and really understood our business, which made a huge difference. The Service Desk guys are brilliant, they answer all questions and the support has been first class."

PAYLINK INTEGRATION

The Oakhaven Hospice chose to integrate CIPHR with their existing payroll system to ensure that they had a single point of data entry and a full audit trail of transferred employee data.

"We have experienced time-savings, in terms of our payroll process, with CIPHR's paylink. We are now able to create an accurate report for the payroll team which we can hand over to them quickly. CIPHR helped us move away from our reliance on paperwork and saved the HR team a lot of time, we now don't need to write a form for every single payroll change. We are rolling out other aspects of CIPHR which should provide savings too."

EMPLOYEE SELF-SERVICE

"We found the self-service element appealing and, although it's early days with CIPHR, we have had positive feedback about the system from our employees. It is a huge benefit that employees can access their own training records, which has been really helpful. They can also book annual leave online and access their own personal information, which is great. The HR team have saved time now that employees are entering their own details into CIPHR."

MANAGING WORK PATTERNS AND RECORDS

"The fact that we can record and manage dual roles for individual employees is an aspect of CIPHR that is great for hospices. We love that we can configure CIPHR to meet our requirements. We can record doctor and nurse checks based on registration numbers and put these audits on the system ourselves. This is great functionality for hospices and one of the reasons CIPHR has been so helpful for us."