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Works for your workforce!

How Arvato SCM Ireland Ltd. uses Softworks for employee Time & Attendance, Scheduling and Leave Management

Case Study

Arvato Supply Chain Solutions, part of the Bertelsmann group, is a leading provider of end-to-end supply chain and e-commerce solutions to global brands within the software, hardware, consumer products and healthcare industries. Arvato SCM Ireland Ltd. is part of the Arvato Supply Chain Solutions Group.

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Background:

Arvato SCM Ireland Ltd. existing Workforce Management solution had been in place for 20 years. The solution provider announced it was nearing end of life and would need to be upgraded and moved from an on-premise to a cloud-based solution. Arvato SCM Ireland Ltd. used this as an opportunity to investigate functionality and costs of alternative Workforce Management solution providers.

Solution requirements

Arvato SCM Ireland Ltd. had the following key requirements for their new Workforce Management System.

Automated Time, Attendance and Absence management

The chosen system needed to manage employee Time and Attendance with automated workflows to simplify and streamline management of working time and leave of all types.

Employee scheduling

The system needed to be configurable to support the wide variety of work patterns in place in Arvato SCM Ireland Ltd. It also needed to be flexible enough to allow these work patterns to be changed regularly to allow Arvato to service their clients' requirements.

Security, integration and data migration

The chosen solution provider needed to demonstrate adherence to the highest data integrity and security standards. As Arvato SCM Ireland Ltd. was migrating from an existing Workforce Management System, it was essential the new provider had expertise in migrating data from one system to another. The solution also had to integrate with their existing Payroll system.

Project experience

The selected Solution Provider needed to demonstrate their project management methodology as well as examples and references of similar successful projects.

Cloud-based

Arvato SCM Ireland Ltd. wanted to implement a cloud-based Workforce Management System which employees could access no matter where they were working.

Reporting

The company needed a system with extensive reporting capabilities to help business decision-making and ensure adherence to all Working Time and leave regulations.

Value for money

Arvato SCM Ireland Ltd. was keen to ensure the new system offered a good balance between functionality and value for money and wanted visibility over the future pricing structure of the solution.

Choosing Softworks

A shortlist of suitable solution providers was created following an initial RFI process. Shortlisted companies were invited to demonstrate their system and participate in a Q&A session with a panel of key stakeholders.

A scorecard was created to rank the companies in the areas of projected project plan and delivery costs, technology considerations, security, support, functionality, integration and data migration, references, system demo and overall presentation.

Softworks came out on top of this process and was awarded the contract to supply the new Workforce Management system.

Commenting on selecting Softworks Anne O'Reilly, Senior HR Business Partner, Arvato SCM Ireland Ltd. said:

" *We have complex and unique business rules and working requirements and needed a system that was agile enough to adapt to our ever-changing business. Softworks came out of top of the selection process.* "

The company selected a cloud-based version of Softworks fully ISO 27001 certified system with the following modules:

- Time and Attendance

- Absence Management

- Employee Scheduling/Rostering

- Employee Self-Service

- Alerts and Workflows

Project rollout and training

A team comprising Arvato SCM Ireland Ltd. Senior HR Business Partner, HR Business Partner and Payroll Executive worked together with the Softworks Project Manager on the rollout. The first step in the process was a comprehensive capture of working rules across the business to allow the system to be configured for Arvato SCM Ireland Ltd. unique requirements.

Once the system was configured, it was tested by a core team who provided feedback to the project team to ensure the system fully

matched requirements before it was launched to employees.

" *The Softworks Project Manager was calm and accommodating even when we recognised we needed to make changes along the way.* "

Training was a key pillar of the rollout for Arvato SCM Ireland Ltd. Softworks provided training for the team who tested the system prior to go-live, as well as for Managers and employees once the system was ready to go-live.

" *The training provided by Softworks was excellent, the team were very pleasant and easy to deal with.* "

The benefits:

Accurate Time and Attendance data

Arvato SCM Ireland Ltd. is benefiting from to-the-minute time and attendance data, recorded via clocking either on-site via clock-in terminal or remotely via PC. Employees can view their own clockings through the Employee Self-Service module of the system leading to less queries to HR. Managers are benefitting from full visibility of their teams working hours so they can spot any trends that need to be addressed and they can easily review and approve timesheets in the system before they are sent to payroll.

Leave management simplified

Employees can now request leave of all types and view their leave balances through the Softworks system. Managers receive and can approve leave requests directly via email with no need to log into the system. This has simplified the leave approval process and eliminated the need to keep spreadsheets for this purpose. As employees can view their leave balances in the system directly, the number of queries to Supervisors and HR has

reduced. Managers now also have full visibility of their team's up-to-date leave balances.

> " *The ability for employees to request annual leave on the system has been a big improvement for us. Previously those requests were done by email or verbally, now employees can request leave, check approvals and see balances themselves.* "

Flexible employee scheduling/rostering

Over 60 shift patterns and 30 rosters were created in the system allowing Arvato SCM Ireland Ltd to respond flexibly to their clients' needs and to adjust to seasonal demand fluctuations.

> " *We can adapt shifts and rosters based on our changing customer requirements and still have access to previous shift patterns and rosters if we need to revert back to them.* "

Remote and mobile access

Now the company is using a cloud-based Workforce Management System, employees and managers can access it no matter where they are, something which was not possible with the previous system. This has proven to be especially useful during Covid-19.

> " *The ability for employees to clock on their PC is a huge advantage for us. This feature has been especially beneficial to us during Covid while we have a large number of employees working remotely.* "

Payroll integration

The company is now benefiting from the system's ability to automate even complex pay rules. All pay rules including those related to Public Holidays and shift patterns have been configured in the system and are automatically applied before the timesheets are approved for payroll which has saved time and improved payroll efficiency.

Employee self-service

Employees can now access the Softworks Employee Self-Service module on their desktop or laptop to request or cancel leave, view clockings and leave balances and update personal information. This has reduced the administrative burden on Managers as well as improving employee engagement.

> " *The feedback about the system has been positive, employees like how they're able to navigate and use the system.* "

Customised reporting

HR and Managers of Arvato SCM Ireland Ltd. can now access preconfigured reports in areas such as Time & Attendance, Clockings, Timesheets and Working Hours to help business decision making. In addition, they're benefitting from the ability to set up timed reports automatically delivered to their email.

> " *We've created our own reports in the system so managers have all the information they need at their fingertips. We're also saving time by scheduling certain reports to be delivered directly to our email inboxes.* "

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Reduced administration

Since implementing the new system, administration related to employee management is quicker and more straightforward. Managers can use Action Manager: one central screen where they can view any tasks that require their attention that day.

The company has also configured automatic alerts to remind managers of any time sensitive tasks such as timesheet or leave approvals that require their attention. Approvals can be done directly from the email alert with no need to log-in to the Softworks system, saving time and reducing the administrative burden.

" Our managers have called out specific functionality they find useful such as remote clocking functionality, annual leave requests workflow, visibility of their teams working hours and trends and prompts for action if needed. "

" From a HR perspective we can set alerts and prompts for managers to remind them of tasks that require their attention such as timesheet approvals, all of which has saved time. "

About Softworks

For over 30 years, Softworks has been helping organisations to manage the working day in a way that makes them more productive and profitable by adding value to their operations. Softworks helps organisations streamline processes, increase productivity and reduce costs through improved management, scheduling and utilisation of labour resources. Softworks offers reliable, easy to use, intuitive solutions for employee time and attendance, scheduling, flexible & remote working, HR, absence management and project tracking allowing organisations to drive efficiencies, better ensure compliance, reduce errors and improve reporting – all while promoting a safe and positive working environment for all employees.

For further information about Softworks solutions:

eMail us : **hello@softworks.com**   *or*   Visit us : **softworks.com**

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