



Complete Workforce Management in one system: How Aran Biomedical uses Softworks to manage Employee Time & Attendance, Flexitime, HR and Project Time Tracking.

Case Study

Aran Biomedical designs, develops and manufactures implantable medical devices for its leading global medical device partners and customers. The company has a proven track record in innovative design and quality-assured manufacturing to ISO13485 standards, delivering solutions for a range of different markets and medical applications.

Overview

Project background

Aran Biomedical expanded their business and increased employee headcount rapidly over the course of a few years to meet growing global demand for its products and services. As a result of the expansion, the company began to outgrow the many paper-based processes they had been using to manage employee time and attendance, absences and project time tracking. The company decided to implement a Workforce Management System to automate key processes in these areas, to reduce the amount of administrative work involved and to improve access to real-time accurate employee information.

Commenting on the decision to implement a Workforce Management System Zita O'Rourke, Human Resources Director, Aran Biomedical said

“ Supervisors had a huge administrative burden which was once manageable but became more difficult to manage as we grew and the nature of our business changed. We now offer products in five distinct fields and we needed to dedicate time to further developing in these areas, there wasn't time to follow paper around the site. ”

Solution requirements

Aran Biomedical had the following key requirements for their Workforce Management System.

Automated Time & Attendance management

The company was looking for an automated Time & Attendance and Absence Management System to replace the paper forms and spreadsheets being used to manage leave requests, timesheets and absences across the company.

Project time tracking

Because Aran Biomedical employees can work across a number of clients and projects at any one time, the system had to contain a project time tracking tool to capture employee time, activity and costs against multiple projects.

“ A key requirement was a project tool that would capture time per client or per project. ”

Access Control integration

The selected system needed to integrate with a secure Access System already in place controlling access to the building as well as between secure zones within the building. The company had been relying on keyholders for site access but as they increased headcount and added additional shift rotations, this became difficult to manage and inefficient so they wanted to upgrade functionality in this area too.

“ Protecting our clients' products and projects is vital. The new time and attendance system had to co-exist with our existing secure access system. ”

Employee Self-Service

The selected system needed to include an employee self-service function to allow employees to request leave, view approval status of leave requests and check leave balances when they wanted instead of relying on managers to provide this information.

“ We wanted to streamline the leave request and approval process and provide each employee with easy to access, accurate information on their leave balance. ”

Choosing Softworks

After an evaluation of a number of Workforce Management solution providers, Softworks was selected because it fulfilled the key requirements and more, in one single system. Aran Biomedical was impressed with how user-friendly the system was; a key consideration given employees had no previous experience of Workforce Management Software.

“ The new system needed to capture all our requirements. It also needed to be intuitive so that managers would adopt it quickly. ”

Project rollout

Aran Biomedical's HR Manager worked closely with the Softworks Project Manager on the rollout of the fully ISO 27001 certified system over the period of four months.

The company selected a cloud-based version of Softworks with the following modules:

- Time and Attendance
- Employee Self-Service
- Access Control
- Absence Management
- Employee Scheduler
- Alerts and Workflows
- HR Management
- Project Tracking
- Skills Management

The benefits

Since implementing Softworks, Aran Biomedical has experienced the following benefits:

Complete workforce management in one easy-to-use system

Aran Biomedical is now benefiting from a single, completely automated and centralised Workforce Management System covering Time & Attendance, Absence, HR, Skills Management, Project Time Tracking and Employee Self-Service.

“ From a HR perspective, the system is very user friendly. All the interfaces are smooth, I've had no issues with training. People get to grips with it pretty quickly and start to navigate it themselves and are now finding even more facilities within it. ”

Absence management streamlined

Prior to the rollout of Softworks, managing annual leave requests and balance enquiries was time consuming and could be prone to error and delay.

“ Before Softworks, employees had to email both the Finance Department and their supervisor to ask for leave. No one had access to their leave balance. Each manager kept their own separate spreadsheet with calendars and balances or tracked leave requests through email. For larger teams this was a lot of work for the supervisor. ”

Now leave requests and approvals are managed through the Softworks system, there's no need to store paper approval forms, manually calculate balances or use spreadsheets to track leave. Supervisors have fully accurate and instantly accessible records at their fingertips; it simplifies the leave approval process and leave balance information is accessible and up to date for employees.

“ The manager gets notified by email when leave is requested. The email contains a snapshot of the team calendar so they can see at a glance if anyone else has booked time off before they grant the request. They can also accept or reject the holiday request from the email without needing to go into the system, so everything is done in one glance from that email. ”

Time saved and reduced administrative burden

Since implementing the new system, administration related to employee management is quicker and easier. Managers are using the Softworks Action Manager screen to proactively notify them of any tasks related to employee management that may require their attention.

“ Managers don't even need to go into the individual modules of the system, The Action Manager shows them anything that needs to be reviewed such as holiday requests, sickness or absences, any overtime that needs approval or return to work interviews that need to be conducted. ”

“ Managers can also use Action Manager to keep a close eye on Timesheets to approve or resolve issues daily instead of waiting until the end of the month as they did previously. ”

“ A really nice feature is that Managers can personalise the widgets on the Action Manager to see exactly what they want to see. It's very useful that everything is visible to them in one screen. This is important because I didn't want to ask them to do the same amount of work they were previously doing only on a screen. It has actually made these tasks a lot quicker and easier. ”

Project time tracking simplified

Aran Biomedical did have a system for tracking time to projects, however it was difficult to report on and employees had to be individually added to projects by a limited number of administrators. These constraints became inefficient as the company grew in size. Softworks project tracking module is now being used to capture employee time, activity and costs against projects and it's fully integrated with the employee time and attendance information. New employees can automatically be added to a particular project based on their profile so they can start tracking their time to project immediately.

“ With Softworks project tracking, we have created rules so that entire departments are eligible to work on a particular project. When new people join, they are automatically added to a project and there's no need to wait for approvals. It saves time, reduces administrative work and improves reporting and accuracy. ”

“ Previously employees had to complete monthly project timesheets. It was difficult for employees to recall precisely which days had been spent on which projects and which days they were absent. With Softworks it's a lot easier because it's integrated with the employee time and attendance information. We use Alerts to automatically let employees know how many hours they worked the previous week so they know exactly how many hours to apply to their project. ”

Introduction of flexible work policies

As the system can record working time to the minute, HR took the opportunity to introduce Flexitime as a new benefit for Aran Biomedical employees.

A new working time policy with core hours of 09:30-15:00 was created along with Flexitime rules which allowed employees to bank 5 additional days leave in a year. Employees who have completed their core hours can now also benefit from an early finish at 12:30am on Fridays.

“ *The introduction of flexible working hours is a benefit that would not have been possible without the Softworks system because we previously had no way of tracking hours worked. It's providing a better work life balance for employees and it's far more family friendly. Flexitime is also an important benefit to allow us to attract higher numbers of high-quality candidates as we continue to grow.* ”

Improved business information

With access to thousands of reports and hundreds of dashboards based on accurate to-the-minute data, Aran Biomedical can be sure they are making informed decisions to help them manage their business growth.

“ *The system allows for greater decision making. It's very quick to run a report now to see how many people have joined in the last month, which departments are growing most quickly, how long people have been in a certain department or who's ready to move. Before, this would have involved literally opening a physical file, now It's far more timely and accurate.* ”

Secure access control

In the past, Aran Biomedical relied on a handful of designated keyholders to open the building for team members. In the event they were late or absent, the team had to wait for a second keyholder to arrive. With the new secure Access Control System, employees can access the

building at designated times using their swipe cards and they can also enter their own work area. To protect client confidentiality, once employees are in the building they can only access specific areas, such as the R&D labs, based on their profile and approvals.

“ *We granted employee swipe card access to external and internal doors based on different user profiles. In the event of a fire alarm or an evacuation we now know who's inside the building, who's outside and even where they last swiped in the building.* ”

A complete HR system

HR now has access to one central system to securely store and manage employee personnel information, employment records, details on skills and training, payroll, benefits and more.

“ *It's great to be able to update and access employee information immediately especially when working remotely. I don't need access to a filing cabinet to do my job.* ”

“ *For items such as sick certs, it's fantastic we no longer need separate files to hold this information, they can be scanned, uploaded to the HR system and then immediately shredded.* ”

Employee self-service

Aran Biomedical employees now have access to Softworks Employee Self-Service on their smartphone or desktops to request leave, view Flexitime and leave balances and update personal information.

“ For employees life is a whole life easier. Before they even put in a leave request, they can check the team calendar so they're not requesting a date that might be denied or waiting to find out that information. ”

“ Employees find it very user-friendly, they like the fact it's easy to navigate and it's updated in real time, they like being able to check their clock cards and track actual time worked and bank time in lieu. ”

The future

Now the benefits of the new Workforce Management System are being experienced throughout the company, Aran Biomedical has more time to dedicate to hiring new employees, upskilling existing employees and enhancing its next generation products as the company continues to innovate and grow to meet its clients' needs now and into the future.

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