Softworks

Works for your workforce!

Automated Time & Attendance management, easier Employee Scheduling and faster payroll processing

How Jones Oil are using Softworks to fuel growth

Founded in 1984, Jones Oil provides fuels to domestic, agricultural, commercial, industrial and marine markets throughout Ireland. With depot locations across Ireland and a substantial transport fleet, Jones Oil prides itself on offering a friendly and efficient local service to customers wherever they are.

Case Study

Softworks

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Project Background

Jones Oil changed their depot opening hours from 9am-5pm, Monday to Friday to a full 12-hour-a-day 7-days-a-week operation. New employees were hired across the country to support their new business model and the subsequent growth in the company. Speaking about what prompted the decision to go to market for a Workforce Management Solution, Róisín Curran, HR Generalist, Jones Oil said:

> " *The systems we had in place were outdated and weren't giving us the information we needed. Management wanted to streamline the process from time and attendance management through to payroll.* "

Solution requirements

Jones Oil had the following requirements for their Workforce Management Solution.

Payroll integration

Jones Oil wanted to eliminate the use of printed timesheets, save time and improve accuracy in their payroll process.

The company has employees on fixed salaries, part-time or seasonal workers on hourly rates and some employees eligible for commission. Employee working time was recorded on spreadsheets which had to be printed out and then manually keyed into the payroll software every week taking up a significant amount of time.

> " *Every Tuesday 150 timesheets had to be printed and keyed into the payroll software to complete the weekly payroll. We wanted to move away from this.* "

Automated Time & Attendance management

The company wanted to be able to access timely, accurate information on working hours to help with business planning and forecasting.

> " *We wanted to see exactly where hours were being worked and compare this to our own data on product fills to ensure we were making the most efficient use of our resources across the business.* "

They also wanted to move away from managing employee leave on spreadsheets, reduce the number of queries to Supervisors about leave balances and empower employees with more access to their leave information.

> " *Employee leave was recorded on a spreadsheet, logged in hours for hourly-paid workers and days for full-time workers. This was time-consuming and had potential for error. Employees had access to this central spreadsheet but many of them either weren't aware of this or preferred to request leave balances from their supervisors resulting in many emails and queries about leave.* "

Employee Scheduling/Rostering

Management wanted to simplify employee scheduling and improve operational efficiency across the company.

Some depots have a small number of employees with fixed working hours while others have a higher number of employees with a variety of working hours to facilitate work-life balance. Each Depot Manager needed to be able to schedule their employees as needed.

> " *One of our goals with the new system was to improve the efficiency of staff rosters across our depot network.* "

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Reporting

They needed a system which would give them accurate business information to help improve operational efficiency and support decision-making.

> *We wanted a system that would provide in-depth reporting on employee hours worked and rosters.*

Choosing Softworks:

Commenting on selecting Softworks, Róisín Curran, HR Generalist, Jones Oil said:

> *Other providers gave a yes or no answer to our questions. Softworks were open to discussing how something would actually be done and how a rule could be created in the system to allow it to work. There definitely seemed to be flexibility there and the team was open to discussing how we could get what we wanted.*

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
- Flexitime
- Alerts and Workflows
- HR Management

Project rollout and training

Stage 1

A team from Jones Oil worked with a dedicated 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 to Jones Oil requirements.

> *Making sure the system was based on our way of working was very important. We wanted to maintain our friendly and flexible culture but with improvements in terms of efficiency for everyone.*

Stage 2

Once the system was configured to incorporate their business rules, it was rolled out to one depot on a pilot basis. After this successful pilot, the system was rolled out to the remainder of the company. Softworks provided training for Supervisors on using the Manager view of the system to view, approve, edit and report on employee time, attendance and rosters.

Commencing on the project rollout, Róisín Curran, HR Generalist, Jones Oil said:

> *We started with the busier locations. We piloted the system in depots with the most staff as we knew this would throw up some questions which we could then resolve before the full rollout.*

The benefits

Since implementing Softworks, Jones Oil have experienced the following benefits:

Better oversight of working time

Jones Oil's decision to move to employee clocking for the majority of workers has given them greater precision in the recording of working hours, improved payroll processing and better oversight of working time across the company.

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" Employees now clock either on the Softworks desktop application or through the Softworks mobile app. For hourly paid employees, clocking guarantees they are getting the correct pay and for those on salaries anything they work over their weekly total goes towards their time off in lieu balance so everyone can see the advantage. "

Time-off-in-lieu, previously managed and recorded on an individual employee level, is now automated and has become easier to manage for all involved:

" Previously, when salaried workers worked up time-in-lieu, they had to record that themselves and perhaps mention it to their supervisor when they were using it. Now the time-off-in-lieu balance is there in the system for everyone to see clearly. "

Leave management simplified

Employees can now request leave and view leave balances through the Softworks system which has eliminated the need to keep spreadsheets and has reduced the number of queries to Supervisors and HR.

" I used to transfer employee leave from their timesheets to a central spreadsheet every week to keep track of leave balances. Now leave is being recorded and updated automatically through the Time and Attendance module of the system, it's much more transparent. Employees can see for themselves what their leave balance is and they're not relying on me or their supervisors for that information. "

Flexible Employee Scheduling/Rostering

Supervisors are using the Employee Scheduling module in Softworks to easily plan and maintain rosters across their teams. Over 100 different shift types have been created in the scheduling tool to allow each depot to roster staff to meet their local requirements. Once Supervisors finalise and publish rosters, employees can view them using Softworks Employee Self-Service app on desktop or mobile.

" Supervisors can see the benefit of the employee scheduling module especially for the larger depots, they can see the overview of where everyone is and when. They don't have to worry about people forgetting their rosters or how to communicate roster information out to employees, it's all there in the app. Employees can see their rosters on their phones in advance and some supervisors have even done rosters up to next Christmas. "

Time saved on payroll processing

Moving from printed timesheets to electronic clock cards means Time and Attendance data for the company can now be exported to the payroll software, saving a significant amount of time on payroll creation each week. Commenting on the change she's experienced in managing payroll, Róisín Curran, HR Generalist, Jones Oil said:

" Payroll was taking 2 full days each week because of the complexity of variables involved across the business. Now my payroll process is a lot easier and quicker, it takes less than half the time it used to. "

" As an organisation we're happy we're no longer reliant on manually transcribing data from timesheets and because I'm no longer printing hundreds of timesheets each week, we're saving reams of paper which is fantastic from an environmental perspective. "

Remote and mobile access

A key benefit for Managers is the ability to access their Workforce Management System no matter where they are. This has proven to be especially useful because Covid-19 has forced some employees to work from home.

> *"The fact that everything is in the Cloud and we can access the information anywhere is my favourite feature of the software. This has been especially useful since Covid-19, I'm working from home and can do the payroll easily from here. Managers can also do distance reporting if they'd like to check and make sure things are running smoothly even when they're on the road."*

Increased employee empowerment

Jones Oil employees can now use Softworks Employee Self-Service App on their smartphone or desktop to request leave, view time-off-in-lieu balances where appropriate, clock to record their working hours and view their leave balances.

> *"Employees can clock on their mobiles, they can view their rosters and they can request holidays there and then, it's giving them more management over their time off."*

The future

Now that the benefits of the new Workforce Management System are being experienced throughout the company, Jones Oil plan to start using features such as the HR Management module to further improve processes. Speaking about her future plans for the system, Róisín Curran, HR Generalist, Jones Oil said:

> *"I'm looking forward to making more use of the HR module to start scanning and uploading documents such as sick certs and employee contracts. It'll be easier to have access to documents at my fingertips when I need them and this will go hand in hand with our attempt to reduce the amount of paper being used."*

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:

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