



**Softworks**

*Works for your workforce!*

## ***Fusion Antibodies uses Softworks for Time & Attendance, Flexitime and Leave management as it goes for growth.***

*New system gets the thumbs up from managers and employees.*

**Case Study**

*Headquartered in Belfast, Northern Ireland, Fusion Antibodies provides a range of antibody engineering services for the development of antibodies for both therapeutic drug and diagnostic applications.*

*The company combines the latest technological advances with cutting edge science to deliver new platforms that enable Pharma and Biotechs to get to the clinic faster, with the optimal drug candidate and ultimately speed up the drug development process.*

[softworks.com](https://softworks.com)

## Fusion Antibodies uses Softworks for Time & Attendance, Flexitime and Leave management as it goes for growth. New system gets the thumbs up from managers and employees.

### Project Background

Fusion Antibodies is a growing business with global demand for its services. As the company expanded, it began to outgrow the many paper-based processes being used to manage employee time and attendance, absences and flexitime. 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 go to market for a Workforce Management System, Kymn McCullough, Financial Controller, Fusion Antibodies said:

*“ We had a basic clocking system in place which recorded time clocked in and out but it was very time consuming to extract reports so it was difficult to provide employees with up to date flexitime information. We were using paper forms and spreadsheets to manage annual leave and absences. As the company grew in size, managing a large volume of paper and spreadsheets became impractical. I wanted to streamline these processes to make them easier to manage. I also wanted to provide employees with more accurate and timely information on leave and flexitime. ”*

### Solution Requirements

Fusion Antibodies had the following key requirements for a Workforce Management System.

### Flexitime management

The company needed the system to manage flexitime across the business, allowing managers to view, edit and report on working hours and allowing employees to view their clock card and access their real-time flexitime balance.

*“ We were using a basic clocking system but it was impractical. Making sure everyone’s clock card was up-to-date, getting reports and going through reports was a job in itself! We weren’t getting flexitime reports in real-time, it could take a couple of weeks. The pressure on finance wasn’t practical and it wasn’t fair on employees either. We needed a solution that could capture flexitime properly. ”*

### Time and attendance management

The company wanted to replace the paper forms and spreadsheets being used to manage leave requests and absences with an automated system. The goal was to reduce the amount of time spent on administrative tasks related to employee time, attendance and absence management and to improve the availability of real-time information for employees and managers alike.

*“ To request leave employees used to complete a leave request form which their manager signed off on. This leave was then recorded on a central spreadsheet. All of this worked well when we were a smaller company but as we grew, it became impractical and took more and more time to update. ”*

### HR management

The company also wanted to be able to securely store and manage employee personnel information both for current requirements and as their needs changed into the future.

## Choosing Softworks

After evaluating a number of Workforce Management Solutions, Fusion Antibodies selected Softworks as the software provided the functionality they required while being exceptionally user-friendly.

*“ Some competitors appeared more complex and didn't capture flexitime as well as the Softworks system did. To me Softworks appeared very user-friendly. ”*

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

- Time and Attendance
- Employee Self-Service
- Flexitime
- Absence Management
- Alerts and Workflows
- HR Management
- Skills Management

## Project rollout and training

Fusion Antibodies worked closely with the Softworks Project Manager on the rollout of the fully ISO 27001 certified system. Commenting on the project Kymn McCullough, Financial Controller, Fusion Antibodies said

*“ We have a lot of complex break rules so we worked closely with the Softworks Project Manager to ensure the system was configured to meet our specific needs. The system works the way we want it to work for us. ”*

Softworks also provided training for Team Leaders who would be using the Manager view of the system to view, approve, edit and report on employee time, attendance and flexitime.

## The Benefits

Since implementing Softworks, Fusion Antibodies has experienced the following benefits:

### Complete workforce management in one easy-to-use system

Fusion Antibodies is now benefiting from a single completely automated and centralised Workforce Management System covering Time & Attendance, Absences, HR Management, Flexitime and Employee Self-Service.

*“ It works for Team Leaders, it works for the Directors and it works for the staff, I think we're on to a winner! ”*

*“ Because of the way the system is laid out, it's really easy for employees to request annual leave or to view their flexitime balances, they didn't need intensive training on it. ”*

### Leave 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.

*“ With the old paper-based system not only were staff not getting updated on holiday balances, managers also found it difficult to keep track of which staff were off and when. ”*

Now leave requests and approvals are managed through the Softworks system, there's no need to use paper approval forms or spreadsheets to track leave. Managers 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.

### Time saved, reduced administrative burden and clear business rules

Since implementing the new system, administration related to employee management is quicker and easier. According to Kymn McCullough, Financial Controller, Fusion Antibodies

“ Our business rules are all set up in the system, the Team Leaders no longer need to come to me to clarify rules as they’re already agreed and in place in the system so it’s clear for everyone. ”

“ At least 25% of my time was spent on flexitime reports, on managing holidays and on other HR forms such as return to work. The main advantage of Softworks for me has been the time saved, now I’m starting to reap the rewards. ”

### Real-time flexitime and leave balance information

A new proximity time clock from Softworks was installed and is being used by all employees. When employees clock in or out the information is fed directly to the Time & Attendance module of the Softworks system which holds a to-the-minute record of hours worked for the entire company. The system tracks core working hours and automatically deposits time worked in excess of working hours into an employee’s flexitime balance.

“ For us, one of the key benefits is the availability of real-time information. Employees can log in at any time and see what their flexitime or leave balance is. They like the safety net of seeing a positive flexi balance. ”

“ Team leaders appreciate the fact that they can now plan more easily and that it’s much simpler to manage holidays and flexitime for their teams. ”

### Customised reporting

Fusion Antibodies has a full suite of reports and dashboards available to them in the Softworks system and has created a number of bespoke reports to provide information of specific interest to them.

“ We automatically email an employee summary report to the Team Leaders each Monday. It’s a nice reminder to review their team’s clock cards just in case they haven’t been doing it as they go along. We’ve also designed some bespoke reports based on our particular requirements which we’ve saved centrally so they are available for managers to run for their own teams as and when they need to. ”

### Employee self-service

Fusion Antibodies employees can now access Softworks employee self-service module on their smartphone or desktop to request leave, view flexitime and leave balances and update personal information.

“ Most staff go directly to the Employee Self-Service App to get the information they need and they can also log in to the desktop version to see full details of items like their clock cards. ”

“ The App has been amazing; the staff love it. It has lifted staff morale, they wanted and were frustrated that they didn’t have real time access to their balances, the staff now appreciate the availability of this information. ”



### The future

Now that the benefits of the new Workforce Management system are being experienced throughout the company, managers have more time to dedicate to strategic initiatives to support the organisation as it grows and enhances services for its global customers.

The team are looking forward to getting even more out of the system in the future.

“ *There are so many different sides to the system, we’re working hard to help the Team Leaders get the most benefit of it as it’s a fantastic tool for all managers and employees.* ”

## ABOUT SOFTWORKS

Softworks helps companies streamline processes, increase productivity and reduce costs through improved management, rostering and utilisation of labour resources. Softworks offer reliable, proven easy to use, intuitive solutions for Time & Attendance, Labour Scheduling/Rostering, HR and Absence Management allowing both private and public organisations to better ensure compliance, reduce errors, eliminate redundancies and improve reporting – while promoting a safe, positive working environment for all employees.

For further information about Softworks solutions:

Email us : [hello@softworks.com](mailto:hello@softworks.com)

or

Visit us : [softworks.com](http://softworks.com)