



Softworks

Works for your workforce!

How Harman Technology uses Softworks for employee Time & Attendance, Flexitime and Leave Management

Case Study

Harman Technology is a world leader in the manufacture of Black and White photographic film, paper and chemicals. The company has a world-class R&D function and also develops innovative high-tech product applications for its silver chemistry products across a range of industries. Based in the UK, it exports globally to more than 80 countries.

Background:

Harman Technology had an existing basic system in place to record Time and Attendance but it was reaching its end of life. Initially, they considered using the HR module of an ERP system they had purchased but it became clear this would not help them deliver on their business strategy going forward. Instead, they decided to go to market for a complete Workforce Management System.

Harman Technology had the following requirements for their new Workforce Management System.

- Time and Attendance Management with Clocking and Flexitime
- HR Management
- Robust Absence Management
- Employee Self-Service
- Skills & Training Management
- Intuitive and easy to use

Choosing Softworks

After evaluating a number of Workforce Management Solutions, Softworks was selected due to the software being highly configurable which would allow Harman Technology to effectively manage their full range of pay rules and working hours. In addition, the company was satisfied with the cost-effective installation, maintenance and license fees.

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

- Time and Attendance
- Employee Self-Service
- Flexitime
- Absence Management
- Alerts and Workflows
- Reporting
- HR Management and Forms
- Skills & Training

Project rollout

A HR Project Lead was employed by Harman Technology to head up the rollout of the Softworks Workforce Management System. She worked together with the Softworks Project Manager to capture the business rules and requirements to be configured in the system.

Managers provided input on rosters, shift patterns and business rules for each area. Once the system was configured, the engineering team was chosen to pilot use of the software. This team was the first to download the Employee Self-Service App and clock their working time via Tablets. This worked well as the team is dispersed across different areas on-site and ranges from young apprentices to those with decades of experience.

In advance of the launch, communications were rolled out announcing the new Workforce Management System and informing employees about how they would be able to use the system for booking leave, clocking and more.

Commenting on the project Helen Wellock, HR Project Lead said:

“ The Softworks Project Manager and I had a really great relationship, she always went the extra mile for me. ”

“ During the pilot, items cropped up that we hadn't anticipated, such as needing additional fields. The great thing was, I could usually make changes in the system configuration myself or approach the Softworks Project Manager who would help me find where to make the change or even make the change for me. The system is just so agile. It worked really well. ”

The benefits:

Complete workforce management in one easy-to-use system

Harman Technology is now benefiting from a single, completely automated and centralised Workforce Management System covering Time & Attendance, Absence Management, HR and Employee Self-Service.

Pay calculations made easy

Due to the nature of the organisation's structure, Harman Technology has multiple pay rules. Now the new system automates pay rules such as overtime, standby rates, annualised hours and callouts, it has completely reduced the level of manual calculations needed for payroll.

“ I love the fact that no matter what area you're in, the system understands how you should be paid and when you clock it works it out for us. We have such complex rules and it's incredible the system can capture

this. In terms of manual calculations, it's removed a lot of the legwork for payroll, so it's made a massive difference. ”

Easier employee administration

Since implementing the new system, administration related to employee management is quicker and simpler. Managers use the Softworks Action Manager screen to get an overview of employee management tasks that need attention, including odd clockings, absence-without-leave, return-to-works and any outstanding leave or absence requests.

In relation to working hours management, Managers can easily amend employee timesheets for odd or missed clockings during the week so that when they receive their summary timesheet for approval each Monday they can easily approve without spending hours reviewing or editing timesheets.

“ Managers love that they can edit corrections on the clock cards directly and that they then get summary clock cards each Monday which they can authorise straight away. ”

Simplified leave management

Since introducing Softworks, leave requests and approvals can be processed much quicker than before. Managers have fully accurate and instantly accessible leave records at their fingertips; it simplifies the leave approval process and leave balance information is always accessible and up-to-date for employees.

“ I like the fact that the Manager can get an email request with the team calendar on it, review and approve it quickly without skipping a beat. ”

Effective absence management

Managing absences manually was a considerable administrative burden for Managers and the HR team. Now this information is captured in the Softworks system, this has become easier and more effective.

“ Keeping track of return-to-works, who's off sick or being able to get absence reports at the touch of a button is a huge improvement. In terms of eliminating those manual processes, it all adds up to a simpler life. ”

Employee Self-Service

Employees now have access to Softworks Employee Self-Service on Smartphone, Desktop or Tablet to request leave, view Flexitime and leave balances and update personal information. Prior to the Softworks implementation these queries had to be managed by Managers or the HR team.

“ The feedback from employees has been really positive in relation to clocking in and booking holidays. People who I thought would never want to download an App have downloaded it and embraced it because it's so intuitive. The Employee Self-Service App takes a lot of the smaller HR tasks away and is really easy to use. ”

Improved oversight

Since implementing Softworks it's become easier to identify areas that could be improved across the business through the available reports and access to accurate and up-to-date information.

“ We've noticed areas for improved productivity immediately through use of the system. It highlighted what we're paying for overtime, callouts and standby. It's highlighting how many annualised hours are unused at the end of the year. It will help us drive consistency and fairness across the business. ”

Secure access to information

Prior to the implementation of Softworks, paper files were held in HR. These files have now been scanned to the document store in the HR module, accessible only by authorized personnel. Now Managers can access up to date employee information, the need to keep local files with this information has been eliminated. This is a huge benefit from a GDPR compliance perspective.

The future

Now the benefits of the new Workforce Management System are being experienced throughout the company, the next step for Harman Technology is to start to use the Skills and Training module of the system to manage training and skills management as the company continues to innovate and expand in the use of its silver chemistry products globally.

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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