



Softworks

Works for your workforce!

How Derby Homes is using Softworks to manage Flexible Working, Time & Attendance, Expenses and Task Tracking

Case Study

Derby Homes is a 100% owned subsidiary of Derby City Council, Derby, United Kingdom and is one of the Top 50 UK social housing landlords, managing just under 13,000 properties on behalf of Derby City Council as well as properties owned by themselves and other landlords. They also manage the Council's Housing Options, Derby Advice and Homelessness services and employ 600 people.

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Project Background

Derby Homes mission is to provide high quality services for people, homes and communities. It strives to be an employer of choice with a range of excellent terms and conditions, including flexible working. The organisation went out to tender to select a Workforce Management Solution to manage employee time and attendance, expenses and leave requests as their existing solution which had been in place for 10 years was no longer compatible with their infrastructure and was not being developed further.

Solution Requirements

Derby Homes had the following key requirements for their Workforce Management Solution.

Time and Attendance Tracking

Derby Homes wanted an electronic time and attendance solution to automate the management of their employees' time, attendance, absences and holidays.

Rostering/Labour Scheduling

The solution needed to be able to accommodate the full variety of working patterns used by employees including:

- standard 37 hour weeks
- rosters across 9 day fortnights
- rosters across longer periods including weekends
- varied part time hours

Flexible Working

The solution needed to be able to record hours worked to facilitate the organisation's

flexible working scheme. Where employees had banked hours the solution needed functionality to allow managers to approve leave for hours banked by employees.

Annual Leave Management

Derby Homes wanted employees to be able to request leave through the solution and for managers to be able to easily approve leave requests via email. Administrators also needed to be able to allocate employees annual leave entitlement, taking into account Public Holidays and any concessionary holidays Derby Homes might want to introduce in the future.

Task Recording

Derby Homes wanted to record employee time against specific categories such as; meetings, events, tasks and teams and to allow administrators to change or add new categories where needed.

Expenses Management

The solution needed to be able to manage different types of expenses such as car mileage, transport costs, subsistence and accommodation with the capacity to hold scanned images of receipts to support employees' expenses claims.

Custom Reporting

Access to reports and information was critical e.g. annual leave requests, summary of expenses by user and/or team, staff absences recorded by type and year-end details. Derby Homes also wanted to be able to write and generate their own bespoke reports when required.

Authorisations

Derby Homes wanted an authorisation process based on their management hierarchy that they could change as and when required. It also had to be capable of recognising users from different teams within Derby Homes and be able to adjust and/or add new teams if necessary.

Scalability

Starting at 600 users initially, the solution had to be scalable and be able to extend capacity to a minimum of 2,000 users.

Payroll Integration

The Solution had to be able to deliver its employee time and attendance data to the Derby Homes Payroll solution to allow for accurate generation of payroll for the organisation.

Choosing Softworks

Derby Homes ran a competitive Tender process to select a Workforce Management Solution based on their specific requirements. All tenders received were evaluated on their quality, their price and a demonstration of the solution. Following this process Softworks was awarded the contract to provide the solution.

Derby Homes chose the following modules from the Softworks suite

- Time and Attendance
- Absence and Holiday tracking
- Flexible Working
- Expenses
- Employee Self-Service
- Alerts and Reporting
- Project Tracking

Project Rollout

Derby Homes created a dedicated Project Team to work closely with the Softworks Project Manager and collect requirements from each business area. The team tested the solution

thoroughly to ensure it was delivering on their requirements before it was rolled out to employees. Softworks also managed the migration of existing information to the new cloud-based solution and provided training for admin staff.

“ *The Project Manager was very helpful and knowledgeable.* ”

Mary Holmes, Project Manager, Derby Homes
Housing Management & Housing Options

The Benefits

Since implementing the Softworks Workforce Management Solution Derby Homes has experienced the following benefits:

Accurate Recording of Working Hours

Employees now clock in and out using Softworks Employee Self-Service App on their mobile phone or Desktop PC generating a fully accurate record of hours worked.

Payroll processing is easier, there is an impartial record of timekeeping and employees are happy to record working hours to ensure they get the full benefit of their flexitime.

Automated Flexitime Management

Work patterns to cater for flexible working hours have been set up in the solution so that any hours worked in excess of the standard week are transferred into a Flexi Balance for employees to use.

There are no spreadsheets or manual processes involved ensuring it's always 100% accurate and the Softworks Self-Service App means employees can easily check their Flexi Balance at any time.

Reporting and Management Information

Derby Homes can now easily access pre-configured reports in areas such as Task Tracking, Attendance, Working Hours and Expenses helping identify trends, aid business decision making and inform strategy.

Employee Empowerment

Derby Homes is committed to the creation of a happy and productive work environment. Employees now use the Softworks secure employee Self-Service App on their mobiles to request holidays, view approval status of holiday requests and check holiday balances at their convenience without needing to wait for Managers or HR to provide the information.

“ The ability to use the solution on mobile devices has helped staff log time more easily and the feedback from internal users has been very favourable. ”

Customer Support

Derby Homes is delighted with Softworks Helpdesk for ongoing help and support with any technical or configuration queries. The organisation can also easily access Softworks dedicated customer area for documentation, how to guides and training videos.

“ The Softworks Helpdesk is responsive and everyone wants to help! ”

Improved overview of Time and Attendance

By having one central Absence Management solution, reporting has become much easier. Now Derby Homes has a clear picture of employee attendance through detailed data and reports on attendance, holidays and absenteeism.

“ Managers love the email alert functionality! Tracking of leave requests is easier as is the ability to do our own reporting. ”

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

or

Visit us : softworks.com