



How Newbrook Nursing Homes are using Softworks to manage their Payroll and HR Functions more efficiently

Case Study

Established in 1999, Newbrook Group provides high quality nursing home care at six locations across Ireland. Committed to operating at the highest standards of care for residents throughout their homes, the group employs over 500 dedicated healthcare professionals and support staff, whose goal is to provide a home from home environment, for all residents. Believing in a person centred approach, with a high standard of care, Newbrook actively encourage residents to be involved in their own care planning and activities programme, thereby respecting their rights to self-determination, individuality, privacy & dignity.

How Newbrook Nursing Homes are using Softworks to manage their Payroll and HR Functions more efficiently

Newbrook Nursing Homes Group approached Softworks to provide them with an automated workforce management system that would assist them to run their Payroll and HR Functions more efficiently. They were looking for a system that could help them to manage areas including; employee time, attendance, HR, rosters and training. They wanted to be able to generate timely and accurate management reports that could be used to make better business decisions. They required a robust system that allowed them to operate across multiple sites and that could grow with them, as they continue to expand their nursing homes portfolio. Their key requirements were as follows:

- **Automation** – They required an automated system to easily manage employee rostering, leave and time & attendance thereby reducing administration and duplication.
- **Accuracy** – They wanted to ensure an accurate collection of hours worked by employees for payroll, budgeting and legislative compliance.
- **Attendance** – They wanted a system to manage planned and unplanned absences and holidays.
- **Management Reporting** – They required a system that could generate meaningful management reports that could be used to take business decisions now and in the future.

The Full Wish List

Newbrook already had a system in place however they were not satisfied, as it did not offer the full range of workforce management capabilities and functionality that they required.

In particular, the Payroll team still had to do quite a lot of manual checks. Newbrook required a solution that could help them with workforce management operations including;

- Reducing administration, saving time and duplication in their HR and Payroll departments.
- Standardising and capturing the group's policies and rostering requirements.
- The ability to automate and create time and attendance reports and output for payroll
- An easy to use and fast system with a nice interface.
- They required a robust, scalable and configurable system that could grow with them as they continue to expand their portfolio.
- The ability to build a clear picture of employee time through detailed data and reports on attendance, absences, rostering and holiday leave.
- Creating schedules and rosters across all sites and departments that adhere to budgets and ensure the highest possible quality of care for their residents.
- A central place to record employee skills and training requirements.
- Ensuring compliance with health & safety requirements and working time legislation.



Choosing Softworks

Softworks along with other providers were invited to demonstrate their solutions. Newbrook were impressed with the features and functions of Softworks along with the reporting capabilities. They chose the following modules from the Softworks suite.

- Time & Attendance with Biometric Clocking
- Employee Rostering
- HR Management
- Absence Management and Holiday Tracking
- Learning & Skills Tracking
- Alerts & Reporting

With Softworks modular approach, Newbrook can add further modules in the future should they require them. They can also easily add more employees as they continue to grow. There are currently approximately 500 employees using the system.

The Results

Newbrook's key objectives have been met and the group are very pleased with Softworks. According to Phil Darcy, CEO, Newbrook Group, the feedback from staff using the system has been very positive.

“ The System helps us to manage our payroll and HR functions more efficiently, saving both time and money. From a management perspective the reports produced give timely, accurate and relevant information to enable us to make better business decisions.

Some of the significant features of Softworks for Newbrook are;

- Being able to generate real time reports on employee time, attendance, absence and activities.
- The ability to roster across multiple departments and sites, manage absences and view employee total hours and costs and budget accordingly.
- Being able to access personnel details, payroll, employment, time & attendance and skills information fast and efficiently.
- Time saved by reduced administration and duplication.
- The ease of biometric clocking.
- Having a central area to store and track information on employee skills, training & qualifications and manage employee learning requirements.

From an operational and future proofing position Phil had this to say;

“ The System allows us to operate at multiple sites with the data being transferred to a central server. Furthermore the System as now configured will allow us to grow and add more employees across all sites without requiring significantly more resources in either payroll or HR.

The Future

As Newbrook continues to grow, they need a system that can grow with them. They are very satisfied that Softworks is the right system for their growth plans and strategy.

“ We are very happy that we chose to move from another software provider and to implement Softworks. We would recommend it to another business.



ABOUT SOFTWORKS

Softworks helps companies streamline processes, increase productivity and reduce costs through improved management, scheduling 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:

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or

Visit us : softworks.com