



How Chime uses Softworks to manage Time and Attendance, HR, Absences, Holidays, Skills & Training

Case Study

Chime is the Irish National Charity for Deafness and Hearing Loss. For over 50 years, Chime has championed for equal rights, greater accessibility and opportunities for individuals with deafness and hearing loss. Chime's mission is to limit the impact of deafness and hearing loss through promoting accessibility and its vision is of a society with no limits or barriers for anyone living with deafness or hearing loss.

How Chime uses Softworks to manage Time and Attendance, HR, Absences, Holidays, Skills and Training

Project Background

Chime is Ireland's National Charity for Deafness and Hearing Loss and supports adults and children with services, technology, events and resources.

Chime's resource centres are located in 10 centres across Ireland and they provide additional outreach services outside of these centres.

The Challenge- Reducing manual data entry and improving Information accuracy

Chime were using a manual paper-based timesheet system. Reporting on time in lieu and annual leave by department and location and answering employee enquiries was complex and time consuming. Chime wanted to automate their systems to reduce time spent on this process, eliminate unnecessary paper, improve speed of response and reduce errors.

Chime also wanted to be able to identify trends or areas for improvement, to help with business decision making and to ensure clarity and transparency across the organisation.

Solution Requirements

Honour Based Timesheets

Chime didn't want employees to clock in or out but did want to move from paper timesheets to electronic Honour Based timesheets to save time, improve accuracy and enable easier tracking and recording of time worked.

Flexible Reporting

Chime's employees work across departments and locations and this can change on a daily basis. Chime wanted to be able to generate accurate and up-to-date reports on employee hours worked against department and location.

Skills & Training Management

Chime also wanted to proactively manage employee Skills and Training to monitor current and future learning requirements.

Workflows and Alerts

Chime wanted to use the workflow and reporting capabilities of the Softworks HR module including the Alerter Application to proactively push messages and alerts to managers to improve decision-making and to save time.

Employee Self-Service

Chime wanted to empower employees to check their time in lieu and holiday balances in real-time by using Softworks employee self-service Mobile App.

Chime chose the following modules from the Softworks suite

- Electronic Timesheets
- Absence and Holiday tracking
- HR
- Employee Self-Service and Mobile App
- Alerts and Reporting
- Training and Skills Tracking

The Benefits

According to Maura O'Leary, Human Resources Manager, Chime the key benefits of implementing Softworks Workforce Management Solutions are:

Freeing Managers up to Manage

“ We were very paper heavy and implementing Softworks has cut that down significantly. Prior to Softworks we were constantly chasing staff to do manual timesheets, have them signed and sent to HR for filing. Staff would email an annual leave request sheet to their manager and this would also need to be sent to HR. Managers would need to keep track of where staff were, etc. Softworks has completely eliminated this admin work. Managers simply have more time to actually do real work rather than chase staff for admin. ”

Ease of Use

“ Managers and staff alike love it. They find it very easy to use. Staff have also noted that it just makes their life easier and there seem to be less issues between staff and managers about time accrued. ”

Reporting functionality

“ Reporting has become much easier for me. As the only HR person for approximately 100 staff based in 10 offices this has reduced errors and time for me when compiling stats. ”

Mobile Access

“ For us the most significant feature of Softworks is the ability to access it wherever you're working. Our managers are generally out and about so the ability to approve absences and look at team calendars from their mobile is a huge asset. ”

Scalability

“ I am very happy with Softworks. We like it so much we plan on implementing the expenses part of the system. ”



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:

Email us : hello@softworks.com

or

Visit us : softworks.com