



Softworks

Works for your workforce!

JewelCast Implements Softworks Workforce Management Solutions

Case Study

JewelCast began life in 2001 with a passion for serving local jewellery businesses in Birmingham's Jewellery Quarter. The company was founded on a simple principle of creating the finest quality castings with service to match. Their belief was, and remains, that their own success is inextricably linked to their customer's success. Today their customers span far and wide from Birmingham to Brunei and London to Los Angeles. They have a diverse range of customers - from Sultans to Rock Stars! They invest in state-of-the-art equipment and technology and combine this technology with their wealth of experience and service ethic and are always ready to find solutions to their customer's challenges.

JewelCast Implements Softworks Workforce Management Solutions

JewelCast approached Softworks to provide them with a Workforce Management System that could assist them to manage their employees' time, attendance, HR, rosters, absences and holidays. Furthermore, they were interested in finding out more about Softworks employee self-service solutions/mobile apps along with biometric clocking options.

At the time JewelCast had no automated solution in place and were using a manual paper-based system. Their payroll department were doing a lot of manual checks that they wanted to automate, along with the ability to easily create time and attendance reports for payroll.

Their key requirements were as follows.

- **Automation** - One of the main drivers of this project was to be able to automate all of their manual processes including real-time and intuitive reporting.
- **Employee Self Service** – They were also particularly interested in being able to offer their employees easy to use self-service solutions, as they felt these would benefit all employees and would be heavily used in the organisation.
- **Absence Management** – They wanted a system to assist them to manage all planned and unplanned absences and holidays.
- **Accurate Collection of Hours Worked** – They wanted to ensure they had an accurate collection of hours worked for payroll as well as the ability to calculate time in lieu hours.

The Full Wish List...

Jewelcast required a Workforce Management Solution that could do all of the following;

- An automated system that was intuitive and easy to use and that would reduce time spent on manual tasks, administration and duplication.
- An employee self service offering including a mobile app, to allow employees greater control and visibility in relation to their holidays, absences, flexitime and rosters.
- A HR system where they could store all personnel details in one place and access information fast and efficiently.
- The ability to build a clear picture of employee time and attendance and create reports for payroll.
- Track and record normal hours and time in lieu hours.
- Eliminate possible errors associated with manual adjustments linked with paper-based time and attendance recording.
- Easily create employee schedules and rosters across all departments.
- Track holidays and other leave including; maternity, paternity, and parental and sick leave.
- The functionality to set up rules for triggered and timed alerts to remind managers of activities they need to carry out such as; the approval of hours worked, holidays and absences.
- The ability to generate management reports when required such as; employee list reports, holiday balances, flexi balances and absences.
- The system needed to be robust, scalable and configurable with the ability to grow with them.

Choosing Softworks

Softworks along with other Workforce Management Solution providers were invited to demonstrate their products. Following JewelCast's research, they selected Softworks, as the system had the ability to meet all of their key criteria. They chose Softworks hosted solution with biometric clocking. They installed the following modules from the Softworks Suite;

- Time & Attendance
- HR
- Absences and holidays
- Rostering
- Employee Self Service & Mobile App
- Alerts & Reporting

The benefits of Softworks modular approach is that JewelCast has the ability to choose only the modules that they require right now however, they still have the ability to choose other modules at a later stage if required.

The Results

JewelCast is very pleased with Softworks Solutions. The installation of Softworks has allowed them to enable employees to be more involved and give them ownership of their profiles. From a HR and payroll perspective, the system is enabling them to ensure, the accurate collection of hours worked by employees. According to Jennifer Dawson in JewelCast;

“ With Softworks we are saving hours and hours of lieu time calculations. It is now the responsibility of each employee to manage their own flexi time, absences and holidays. With the introduction of Softworks, employees can now check their own holiday and flexi balances thereby reducing queries back and forth to line managers. ”

Furthermore

“ The automatic and up to the minute flexi time calculations, and the automatic holiday calculations for different employees has significantly reduced administration and manual tasks. ”

“ Ultimately Softworks is saving us time and money and making our lives easier! ”

In Jewelcast, the feedback from employees has been very positive in terms of the ease of using the system and how the system has reduced the time spent on manual processes and administrative tasks. According to Jennifer;

“ Employees are now clocking using the Biometric clocks and the Mobile app, and really utilising Time in Lieu hours – all hours over or under go to Time in Lieu Earned or Taken. The automation of this is saving them a lot of time from manual entry. Employees particularly love the mobile app! ”



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