



Clas Ohlson gets New Tools from

Softworks to Manage Employee Time, Attendance and Rostering

Case Study

Clas Ohlson was founded in 1918 as a mail order business based in Insjön, Dalarna, Sweden. Today, the company is trading in five countries offering outstanding service via its 200 stores, web shop, catalogue and telephone sales channels. Stores are located in Sweden, Norway, Finland, China and the UK. Clas Ohlson helps its customers solve every day practical small problems with a wide range of affordable products in five product areas: Hardware, Electrical, Home, Multimedia and Leisure.

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Clas Ohlson approached Softworks to provide them with a system to handle employee Time & Attendance and Scheduling/Rostering for their 12 stores in the United Kingdom. Their key requirements were;

- **Automation** - They required an automated system to easily manage employee time, attendance and workforce scheduling/rostering.
- **Integration** - They needed a system that could integrate with their other systems including Microsoft Dynamics for HR and Sage for Payroll.
- **Custom Reporting** - As each branch creates their own rosters for their own team, handles exceptions and runs payroll, Clas Ohlson needed a system that could run custom reports in relation to branch costs and performance. They wanted reports that they could share with their head office in Sweden.

Finding the right solution to satisfy business and operational needs

Clas Ohlson wanted a system that could easily create rosters and schedules and that was capable of aligning labour with forecasted demand, while adhering to company policies and regulatory compliance.

They required a system that would enable them to have the right person, in the right place, at the right time and at the right cost. The full wish list was as follows:

- Automated system that would eliminate possible errors associated with manual adjustments linked with paper based rosters.
- As a retailer they needed to be able to create rosters for part time and seasonal staff.
- They required the ability to create flexible schedules, plan shifts and manage absences.

- They wanted to be able to view employee total hours and costs associated.
- They needed a solution that would enable their supervisors and managers to view, at a glance, all current and future schedules.
- They wanted the ability to manage and anticipate staffing levels for the present and the future.
- They required the ability to create custom reports in relation to branch costs and performance that could be shared with their head office in Sweden.
- They wanted to manage their rosters with pre-populated budget and costs.
- They required functionality to show new starters, leavers and any planned absences that may affect that selection.

Choosing Softworks

Softworks along with other workforce management system providers were invited to demonstrate their solutions. Following Clas Ohlson's research, they selected Softworks based on their key criteria.

They chose Softworks cloud solution rather than the on-premise alternative. By choosing this option, they were able to scale up very easily and go live very quickly. It also offered them the web based features and flexibility that they required. Clas Ohlson chose the following modules from the Softworks Suite;

- Time & Attendance/Flexitime**
- eRostering/Scheduling**
- Employee Self Service**
- Alerter & Workflow Module**

The benefits of Softworks modular approach was that Clas Ohlson had the ability to choose only the modules that they required at the time, yet they still have the ability to choose other modules at a later stage if required.

They started with a pilot project, implementing the system into two of their stores in March. This enabled them to ensure that they were 100% happy with the system that they had chosen and it also allowed them to roll out the remaining ten stores very smoothly. Within three months, Softworks was successfully rolled out to all Clas Ohlson's stores in the UK.

The Results

Clas Ohlson is very pleased with Softworks Solutions. According to Hannah Robins in Clas Ohlson, the feedback from store managers has been very positive in terms of the ease of using the system and how the system has reduced the time store managers have to spend on manual processes and administrative tasks.

“ The feedback we have received from the stores is that the system is very simple to use. It has reduced significantly the workload for the managers in stores, as the time spent on payroll has decreased. ”

For Clas Ohlson, the most significant feature of Softworks is the ease of running exports for payroll purposes.

“ This benefits us considerably as it is an easy process that saves the managers a great deal of time. The management of payroll impacts on our business by cutting down on the amount of administration hours that are needed each month to complete payroll, which instead means we can be effective on the shop floor. ”

Clas Ohlson also are also very pleased about how implementing Softworks has enabled them to spend more time considering other tasks that could provide them with more sales rather than spending time on manual and slow processes.



At a head office level they now have full visibility of their workforce for strategic decision making and planning. They are very pleased with how easily Softworks has integrated with their other systems.

“ Softworks has integrated with ease to our internal technology. We have recently changed to Microsoft Dynamics and the support in that process was simple and effective. ”

All of Clas Ohlson's key requirements of this project were successfully met. They now have a fully functioning automated system to manage employee time, attendance, absences and rosters.

Softworks is integrated with their HR and Payroll systems and they are now able to generate custom reports in relation to branch costs and performance for their head office in Sweden. According to Hannah Robins;

“ We are very pleased with our partnership with Softworks to date. We have a very good relationship with the Softworks team and their system has allowed us to spend more time on our core business objectives and less time on manual and administrative tasks. ”



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/eRostering 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 retail solutions :

eMail us : hello@softworks.com

or

Visit us : softworks.com

 **Softworks UK**
T: +44 1527 888 060

 **Softworks Ireland**
T: +353 1 286 6126

 **Softworks Canada**
T: +1 905 361 9821

 **Softworks USA**
T: +1 415 432 4400