

CUSTOMER SUCCESS STORY

Haygrove + ciphr

+

Easy to use, integrated  
HR and payroll for a  
complex business



## About Haygrove

Haygrove is a global business, with cherry and berry farming enterprises in the UK, South Africa, China and Portugal. It also has 'growing systems' equipment sales subsidiaries in more than 40 countries.

### Key points:

- + Needed an HR system for its UK-based field and office-based permanent staff, and a payroll system to process pay for all their UK staff, including 1,100 seasonal staff
- + Haygrove is growing at 20-30% per year
- + Named Herefordshire and Worcestershire's 'exporter of the year' in 2017
- + CiphR customer since 2020

"CiphR HR has taken away some of my admin tasks, and freed up my time to focus on proactive, not just reactive, tasks. I'd definitely recommend it"



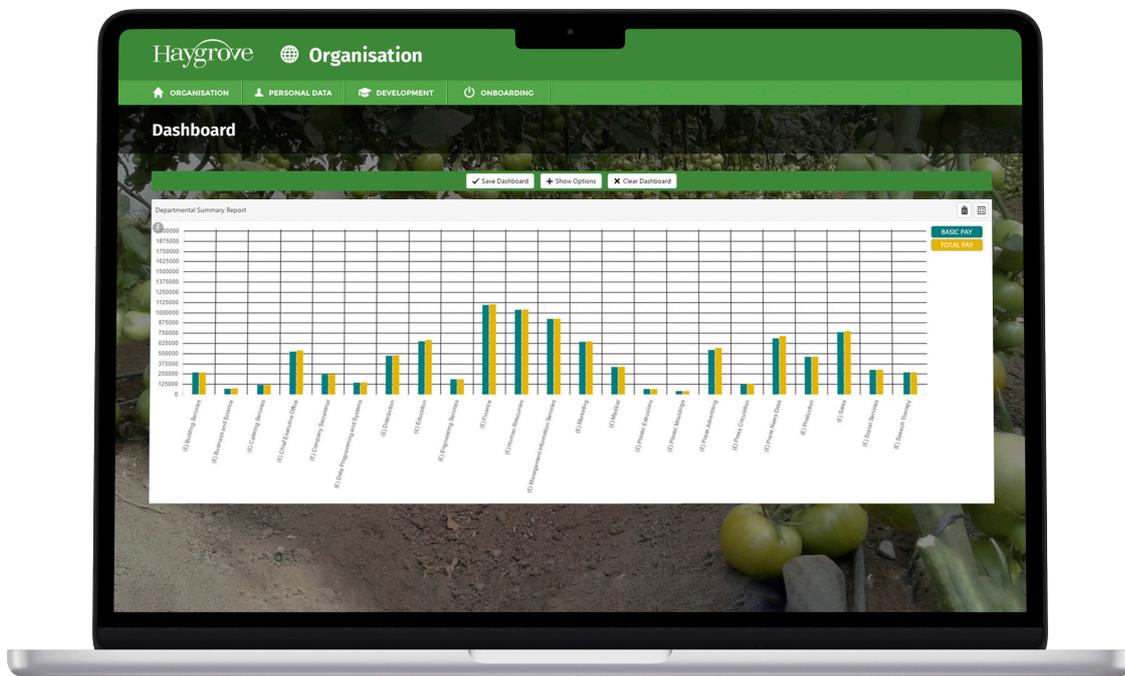
Sara Roberts  
Head of HR



## What was Haygrove looking for in a HR and payroll system?

Haygrove needed an HR system that could look after its field and office-based UK permanent staff, and a payroll system that could process pay for all their UK staff (and that was compatible with the bespoke time and attendance system used for its 1,100 seasonal staff). Haygrove needed to find an HR

and payroll systems partner that understood the complexity of the business and the different types of staff who needed to use the HR system.





Like many businesses, Haygrove managed with paper-based HR records for many years before opting for an HR system provider five years ago. But they quickly realised that the HR and payroll solution they had chosen wasn't fit for purpose, the system was to remain undeveloped, and it struggled to cope with the complexity of their pay runs.

"We were promised it would do the works, and it could manage the number of people that we had," says head of HR Sara Roberts. "But the

HR system was very clunky, admin heavy and unintuitive."

"People just didn't want to use it," adds Louise Avery, Haygrove's payroll manager. "Employees would end up emailing us if they wanted anything done. It was very admin heavy for us, and it meant that we needed additional resourcing to help us manage."

"We loved that we could brand CiphR HR as our own. We wanted to create a system for Haygrove – not just another HR system"

Sara Roberts  
Head of HR



## Finding the right solution

These problems – plus the supplier of their HR system ending support for that product – prompted Haygrove to reassess the market. Because of their poor experience implementing that HR system, this time around Roberts was keen to find a vendor that was committed to ongoing development of the product, and excellent customer service.

“The fact that the Ciph’s consultants were all ex-HR, ex-payroll [people],” was a big plus point, says Roberts. “Everyone we spoke to who understood exactly what it was that we were trying to get from a supplier. We didn’t have to explain it in layman’s terms – they got it.” Ciph’s decades of experience in people management software was also a major positive, she adds.

Haygrove’s previous systems proved to be complex for their users. “We’d had two systems that our end users had had to try to get to grips with and couldn’t,” says Roberts. So Haygrove was looking for a system that was easy to use – and one that could mirror its values and branding. “We’re not corporate in any way, shape, or form. We needed a system

that would not be corporate,” says Roberts. “The great thing about Ciph HR was the fact that we could brand it as our own and create a system that didn’t feel corporate in any way, because we’re just not like that. And the fact that we could name it ourselves makes it a system for Haygrove rather than just another HR system.”

Since implementing Ciph Payroll, Haygrove have noticed significant improvements to their payroll processes. Take a recent pay review, for example. Avery says she was able to export relevant data from Ciph HR and provide it to the company directors in just a week, and was able to update Ciph HR with the new pay information in a matter of hours – rather than it taking days, as it did using their previous system. “It was a breath of fresh air,” she says.

“Getting the data out of the system has become so much easier,” adds Roberts. “I report monthly on HR KPIs for the business, and it would have taken me hours to do it on our previous system. We have reports set up in Ciph HR that enable me to pull information easily and quickly.”





## Technology that connects HR and managers

The feedback since Haygrove implemented CiphR HR has been overwhelmingly positive, particularly from managers. Previously, managers were unable to see employees' salaries. Through CiphR HR's salary review process, it's allowed them to visualise everyone's paygrade. Roberts says that CiphR HR and payroll has enabled a whole new level of thinking throughout the organisation, particularly when it comes to fair salaries: "It's given employees an openness to see documentation, salaries, and various other things, which has helped a lot. It's got them integrated with the system. So now they're happy to use it for all the other basic functions because they can see it. Simple things, like the fact that they can see when everybody else in their department is off on holiday. It's making them think about when they book holidays. So, I think it has made people feel more accessible to HR and payroll."

She adds: "The systems are enabling people to understand better HR processes: they're getting the notifications about probation periods. They're getting notifications about people's holidays. They're getting notification that it's been someone's birthday, which they might have forgotten. Those little tidbits that are now coming out, are really, really important to them."

"Getting data out of CiphR HR is so easy. We can create reports simply and quickly, when we need them"

Sara Roberts  
Head of HR



## Saving time and increasing productivity

Implementing Ciph HR has given Roberts time and space to focus on other aspects of her role as head of HR. “I do a lot of coaching and mentoring in the business now, and that takes a vast amount of time. To be able to save time on other things, means that I’m not doing 65 hours a week to try and fit it all in. Ciph HR has taken away some of the admin tasks that I was doing, and freed up some of my time to really focus on proactivity rather than reactivity. I’d definitely recommend Ciph HR and Payroll to other organisations.”

“Doing pay reviews in Ciph Payroll was a breath of fresh air. It took me hours, not days”

Louise Avery  
Payroll manager



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