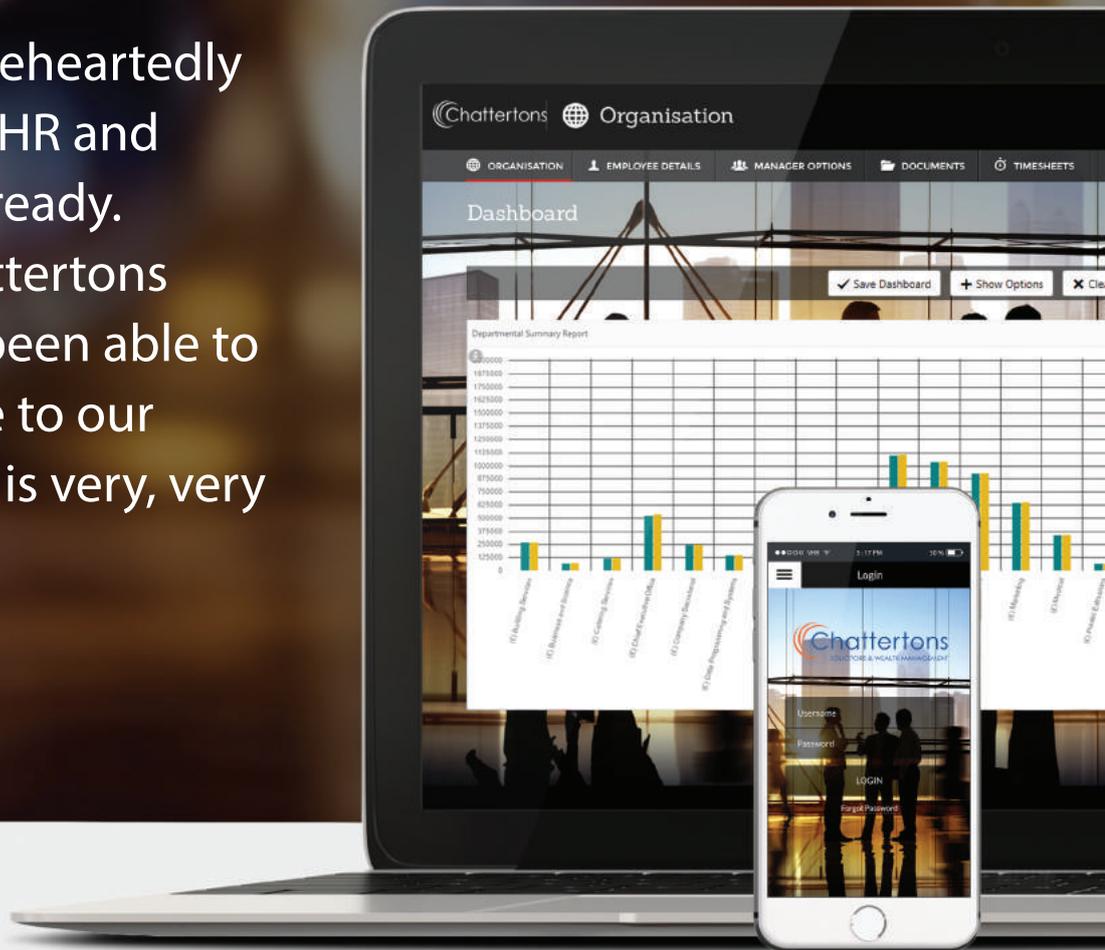


## CUSTOMER SUCCESS STORY

“ I would wholeheartedly recommend CIPHR and have done so already. CIPHR suits Chattertons because we've been able to make it bespoke to our requirements. It is very, very easy to use. ”



### ABOUT CHATTERTONS SOLICITORS

Chattertons Solicitors are a full-service law firm with multiple sites. All of their HR data was manually managed by the HR team using Excel and Word documents which proved time-consuming and unproductive. With the roll out of CIPHR it enabled them to deliver a more streamlined service and concentrate on delivering a number of key projects.

- Full-service law firm
- Eight offices in locations around Lincolnshire and Nottinghamshire
- 174 staff members
- Founded in the 1860s

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## WHAT WERE CHATTERTONS SOLICITORS LOOKING FOR FROM AN HR SYSTEM?

- Reports to help the organisation make strategic business decisions and give them the required information for the SRA
- A rapid implementation
- Self-service so that employees can request holiday, enter absence and update personal details
- A SaaS solution to take the burden of upgrades away from the ICT team
- Mobile functionality to access the system anywhere, at anytime
- An ISO 27001 accredited supplier for data security
- Improved accuracy and visibility of absence information
- Expert support and training

## WHY CIPHR?

Before CIPHR, the team relied on a largely paper-based system. All of the HR data was manually managed by the HR team using Excel and Word documents which proved time-consuming and unproductive.

“We looked at various systems. CIPHR really stood out to us and was the perfect fit for our organisation. It had the functionality to fit with our HR needs. CIPHR was definitely the one for us going forward.” – **Liam Osborne, ICT Director**

CIPHR was chosen to reduce the administrative burden on the HR team, to improve efficiency.

“My main rationale for getting CIPHR was to improve the productivity of the team and provide better operational support to the business. I really wanted to diversify what we offered. Before CIPHR, the team had a massive administrative burden and was constantly processing manual holiday requests and absence requests. Huge parts of the HR team’s days were taken up with data entry. CIPHR enabled us to move on and deliver a more streamlined service and concentrate on delivering a number of key projects to the business.” – **Liz Tomlinson, HR Director**

## DEDICATED SUPPORT FOR A RAPID IMPLEMENTATION

After opting for CIPHR to manage their people data, the implementation began. A timeline was set for the roll-out of the system, which was completed well within their deadline.

“The implementation was first class. Our Implementation Manager was brilliant and our Project Manager also moved at our pace. It was absolutely seamless. I was surprised at how quickly we got it rolled out. This was due to the Consultant’s dedication and the time she invested in Chattertons.” – **Liz Tomlinson, HR Director**

## STRAIGHTFORWARD AND ENGAGING SELF-SERVICE

Getting employees engaged with the system was the next step for Chattertons. The self-service functionality gave employees the capability to update personal information, absence, and request holidays. The plan was to create set procedures for employees to follow when updating this information to ensure a smoother, more accurate process.

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“Employees like the fact that CIPHR is quick. If they're going to book a holiday, they want to get approval quickly. When I'm dealing with team members that don't work in the same office as me, CIPHR makes life so much quicker for us. It means that they know a definitive procedure, they know how to deal with things, and they're then comfortable that they've followed the correct procedures within the firm and I think that puts people at ease. We have eight offices which can be difficult to manage sometimes but CIPHR makes everything cohesive.” – **Emily Baker-Gaunt, Marketing Manager**

“The usability appealed to us the most and CIPHR has been very easy to deploy. People like how simple the system is to use. You can log in pretty much anywhere, authorise holidays, update your details, log your training, log your training needs, update your objectives and it can all be done by the individuals themselves.” – **Liz Tomlinson, HR Director**

“As an end user, I find booking holidays really straightforward. Before, we had to fill out paper forms, print them out, send them across the county and wait for that response to come back. Now that we can have holidays booked within seconds, it's absolutely fantastic. From a management point of view, it's very easy for me to approve those holidays straightaway. It's a very streamlined solution for us.” – **Liam Osborne, ICT Director**

## **PROVIDING INFORMATION TO THE SRA**

The Solicitors Regulation Authority (SRA) sets standards for solicitors and monitors them to ensure they comply with the rules of professional conduct. Chattertons Solicitors used CIPHR to ensure they could give the SRA the required information for their checks, using the system to track, manage and report continuing professional competency and development.

“As a law firm, we are regulated by the SRA and have to provide certain information to them. Solicitors have to provide a proper standard of service to clients, and part of that involves their continued professional competency. CIPHR enables us to meet with these requirements and log employees' identified training needs.

We were able to adjust our personal details page and add an additional tab so that individuals can upload this information themselves directly. I can then pull off a bespoke report with this information and send it to the SRA. The hours of time that it has saved is incredible. It's just wonderful.

I can also log ongoing training and development requirements on the system and it's very, very easy to produce reports on this. We can report on which training is required for our professional staff to provide this service to our clients and we are able to identify training needs and source training that's appropriate for our business. Evaluations are also completed on the system so we can see that we're getting good value for money for our investment.” – **Liz Tomlinson, HR Director**

## **MAKING STRATEGIC DECISIONS WITH CIPHR'S REPORTING**

Creating reports through a paper-based HR system had proven lengthy and frustrating for the HR team. CIPHR gave them a more efficient way to analyse their data, with configurable reports and dashboards giving full visibility of their employee data.

“In previous roles, I've used other systems that were not quite as user-friendly, not as interactive or as advanced as CIPHR. I wasn't able to manage a team through those systems before, now CIPHR makes a huge difference. It just makes life easier and gives us information instantly. People are really pleased with the way the new system has been rolled out.” – **Emily Baker-Gaunt, Marketing Manager**

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“It’s quite difficult to make strategic decisions without CIPHR’s reporting.” – **Edward Conway, CEO**

“The staff themselves gave very good feedback about CIPHR. They like using it. From my own personal perspective, it enables me to see all sorts of things at the touch of a button which I couldn’t see before. CIPHR enables my HR Director to produce wonderful reports for me at the Operations Board. For example, I know that we employ 174 people at the present time. Of course that changes in a firm of our size. We can make the distinction between male and female employees, good leavers and bad. I can instantly, at the touch of a button, see what salary and other benefits each of our staff have. It enables me to seamlessly authorise absences for the vast majority of the firm, which would be very difficult indeed without such a system. At the same time I can also see where the gaps are so, for example, we don’t want everybody off in one department at any one time. I personally find it very useful.” – **Edward Conway, CEO**

“CIPHR is a very, very good system, very intuitive and the reporting is first class. You’re able to get all kinds of information that you want and perhaps some information you didn’t even know you could report on. You can pull off reports on pretty much anything. You can create your own reports. The system is very easy to use.” – **Liz Tomlinson, HR Director**

## **IMPROVED DATA ACCURACY AND VISIBILITY**

One of Chatterton’s main goals was to improve the accuracy of its data by storing employee data in one secure place. CIPHR gave them instant access to view, manage and analyse absence, giving them improved transparency and more reliable data.

“Before, it was pretty much impossible to give accurate information. There was no visibility or transparency. Very little management information came from the HR department. We weren’t able to give an accurate absence percentage, for example. Turnover figures weren’t provided. We had clashes with holidays. It was difficult to manage people-related information.

CIPHR has a function called Global Who’s Off. It’s a very simple function. It is fabulous. It enables every receptionist to log in and see who is in and who is out in the different offices, and that’s really helpful to them when they’re taking a client call so that they can see instantly whether or not the relevant employee is in. It’s really helpful. It is the little things like that that make such a difference.” – **Liz Tomlinson, HR Director**

## **ACCESSING WORKFORCE DATA FROM SMARTPHONES 24/7**

Being able to access CIPHR anytime, anywhere was a benefit for both employees and managers who wanted to request and approve holiday, check who’s off and update information in CIPHR.

“I use CIPHR’s mobile functionality to approve team members’ holiday. For example, if I’m not sitting at my desk or if I’m not at work, I can log in easily and it’s very straightforward to use. I would definitely recommend the mobile site without a doubt.” – **Emily Baker-Gaunt, Marketing Manager**

## **TAKING THE BURDEN AWAY FROM THE IT TEAM WITH SAAS**

Moving to SaaS meant that there was less reliance on the ICT team as CIPHR’s experts had taken on the responsibility of implementing updates and carrying out routine system maintenance. It also meant that users could now access CIPHR online.

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“CIPHR’s SaaS solution didn’t require too much from ICT. It was led by CIPHR themselves and the project management team do a fantastic job. Having SaaS for us just means that we don't have to look after that system. The HR input was very minimal, and it's a very effective system, accessible from anywhere on the network.” – **Liam Osborne, ICT Director**

## **END-TO-END SECURITY WITH ISO 27001 ACCREDITATION**

The ISO 27001 accreditation confirms that an organisation meets the family of standards which helps keep information assets secure. Chattertons was working towards this accreditation and the ICT team wanted an HR system that also met the standards.

“Security was a really big thing for us. It’s extremely important for law firms, and any other organisations out there, to have that peace of mind that their data is secure. CIPHR having the ISO 27001 accreditation and data centres in the UK was really appealing to us.” – **Liam Osborne, ICT Director**

## **MAKING AN IMPACT BY FREEING UP THE HR TEAM**

The team needed to reduce administration after relying heavily on documentation stored in various locations. By implementing self-service functionality, storing employee data in one place and reporting on information quickly, the team were able to save time and become more productive.

“I've been able to develop my team to go off and do other projects. We've done quite a lot of work recently on recruitment and retention within the business, which would've been impossible with the admin burden that we faced previously. We've been able to make an impact and deliver some extensive projects to the business as a result of getting rid of all the admin. It's been fantastic.

The HR team's time is spent far more productively now. One of our team members is now delivering ICT and CIPHR training across the business, supporting our support staff, and really upscaling our teams. It's fabulous.” – **Liz Tomlinson, HR Director**

## **EXPERT TRAINING COURSES AND DEDICATED SERVICE DESK**

Members of the HR team attended training at CIPHR’s offices to learn best practise of CIPHR and find out ways to utilise their system more effectively. If the team have questions about CIPHR, they call the Service Desk analysts for a fast response.

“The support teams are all first class. The Service Desk is always helpful. They're absolutely brilliant. I don't ring the Service Desk that often because the training has been so good. What I like about the Service Desk is that they'll show you how to do it. You don't need to ring them again, they'll give you the skills rather than just fix the problem for you. They'll explain why it's happened and how you can fix it in the future.

We chose to have our training at Marlow, at the CIPHR offices, which was also first class. The team that deliver the training are really good. There were very small groups and it was nice because you could meet other HR professionals and discuss their use of the CIPHR system. They gave us ideas of other ways we could use CIPHR.” – **Liz Tomlinson, HR Director**

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## A FUTURE WITH CIPHR

“We meet regularly with our Account Manager who has been talking to us about paylink. It's something we've been exploring for a while, and obviously with the challenge to become paper-light, that's my next plan. We want to get our payslips online so we can move away from paper payslips and put them on CIPHR for individuals to download. We are also looking at our induction process, so that policies and procedures don't need to be printed and handed out. Also individuals will be able to tick off that they've read them. That's perfect for us.” – **Liz Tomlinson, HR Director**

## THE RECEPTION OF CIPHR

“Well, I think CIPHR has worked really well for us. It was something that was driven by our HR and ICT teams. It has freed up a great deal of resource for the HR department to work on other projects, it really benefits our staff.” – **Edward Conway, CEO**

“CIPHR is excellent. It's really easy to use, it's quick. It means that the people in my team can get a quick result as well, which I think people often want when they're booking holidays. It's great to give you options, so we do a lot of things, such as time in lieu, and that's quite easy to manage for team members. I find it really user-friendly.” – **Emily Baker-Gaunt, Marketing Manager**

“I would definitely recommend CIPHR. For the ICT team it was really straightforward to deploy and also straightforward from an HR perspective. It really does provide open reports so we can get any kind of report out of the system. It's really straightforward. It has been a perfect system and a really easy project for us to manage and deploy.” – **Liam Osborne, ICT Director**

“I would wholeheartedly recommend CIPHR and have done so already. CIPHR suits Chattertons because we've been able to make it bespoke to our requirements. It is very, very easy to use, it's simple to deploy.

The teams are amazing; the Service Desk, account management, the implementation, has all been great and it's a very good system to use. It's intuitive and you can adapt it to your personal needs.” – **Liz Tomlinson, HR Director**

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