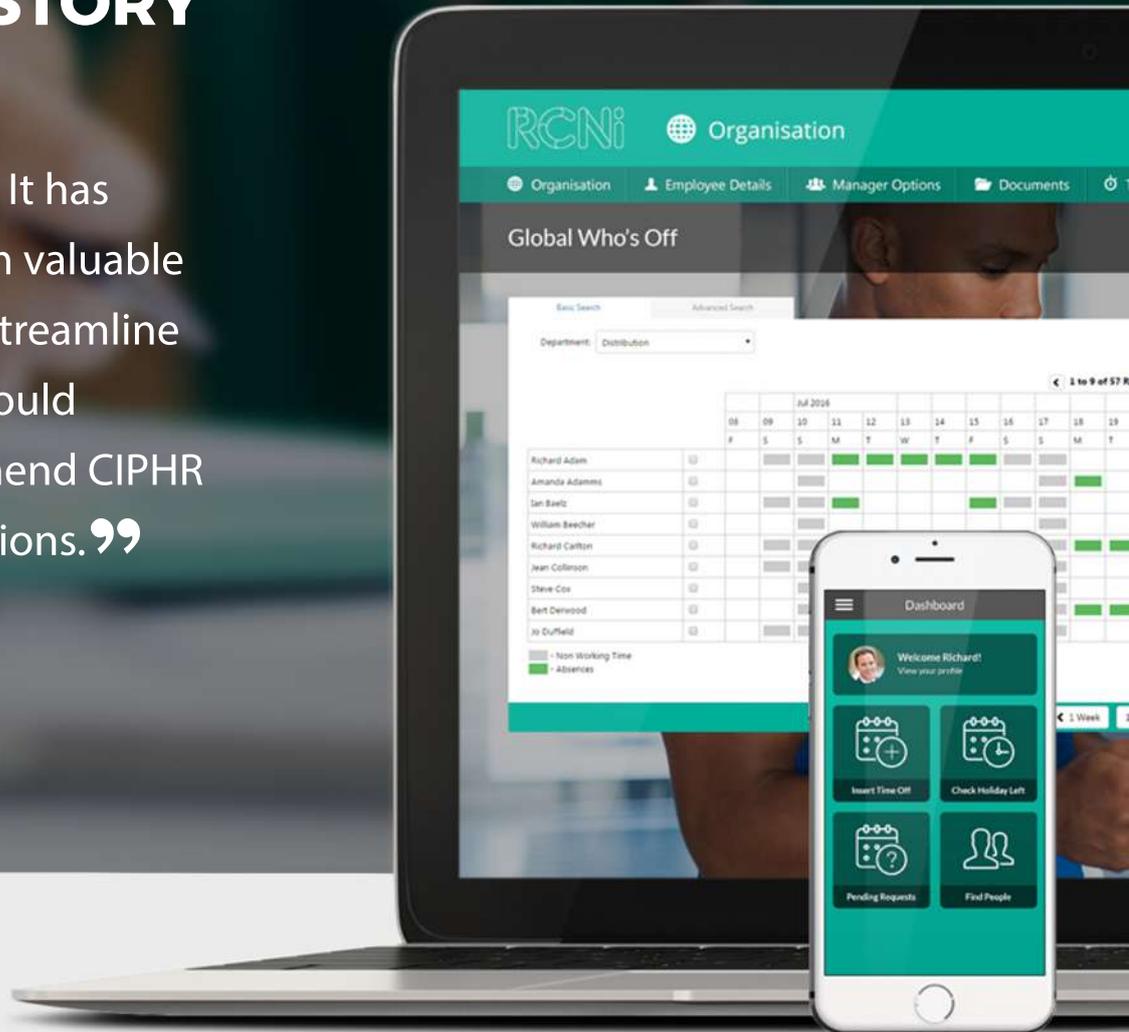


## CUSTOMER SUCCESS STORY

“ CIPHR is great. It has saved our HR team valuable time and helped streamline our processes. I would definitely recommend CIPHR to other organisations. ”

# RCNi



### ABOUT RCNi

The RCNi is a wholly owned subsidiary of the Royal College of Nursing – representing nurses and nursing, promoting excellence in practice and shaping health policies. They provide nursing publications and academic content, including journals and supporting products to nurses. With an HR team consisting of two people they needed an HR system to streamline processes and free up valuable time. With this in mind they choose CIPHR.

- Subsidiary of the Royal College of Nursing
- 100 - 150 employees
- Producer of eleven leading nursing publications
- Customer since 2014

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## ABOUT THE RCNI

The RCNi is a wholly owned subsidiary of the Royal College of Nursing – representing nurses and nursing, promoting excellence in practice and shaping health policies. They provide nursing publications and academic content, including journals and supporting products to nurses. These resources give the nursing community the opportunity to enhance their knowledge with a breadth of information. It also creates opportunities for them to receive career support and attend industry events.

The HR team at RCNi manages 112 employees across its offices in Harrow and Cardiff. Despite being a small organisation, the team have a lot of responsibility providing A-Z HR services to all employees. The team has utilised CIPHR to automate HR processes and report on data with ease, to ensure that they can work more efficiently.

Sanoober Quamer, Head of HR, comments “We have a small HR team and a fairly diverse set of requirements from our employees. CIPHR has really helped us to keep up with this. Having the support that CIPHR provides has meant that we have been able to automate processes that were previously manual.”

## SPEEDING UP HR

With an HR team consisting of two, the team needed to improve efficiency to make sure that they could manage their people more effectively. By automating HR and training processes, they were able to save valuable time and empower employees, giving them the responsibility to enter personal information into CIPHR.

“We can now advertise our courses, book employees onto training courses and get line manager approval via CIPHR.”

CIPHR has also enabled employees to use self-service functionality to input personal details and request holidays. This has given more responsibility to employees and taken away the burden of inputting this data from the HR team.

“It’s great that annual leave booking is now automated and staff have the ability to utilise CIPHR to log annual leave and update their personal records – this saves us a lot of administration time. Employees really like taking control of their leave and the process is now more transparent - CIPHR is very user-friendly. Employees have found it helpful to use the global employee directory which has made it easy to look up contact information for colleagues across the business.”

## MI REPORTING

The ability to create flexible reports to extract useful data from CIPHR via configurable dashboards has proven valuable for the HR team at RCNi.

“I create a board report six times a year. To do this, I use the reporting tools on CIPHR, which are a huge aid with the reporting process. If I were to do the same reports without CIPHR, it would be very hard to put that information together. Once created, the report provides very useful metrics and meaningful data to our board, which we can use to make strategic decisions. There is a dashboard for line managers which gives an overview of their team’s data.”

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## TRAINING COURSES

To get to grips with the full functionality of CIPHR and learn how to further utilise the system, Sanoover attended some of CIPHR's training courses.

"I went on two training courses and both provided a really useful insight into the system and how to use it. Beyond that training, if we have any questions, we contact our Account Manager or the Service Desk to ensure that we are utilising the system as effectively as possible."

## SUPPORT FROM CIPHR

RCNi benefitted from consultancy support, a dedicated Account Manager and direct contact with CIPHR's UK-based Service Desk. This was to ensure that they were using the system in the most effective way, whilst having reliable contacts to speak to if they had any questions.

"Our Account Manager is absolutely brilliant, she's extremely approachable. We are kept up to date on everything we need to know and she stays in contact all the time. She has really got to know us and understands our needs as an organisation. If we have any questions, she is our first point of contact and will always find an answer for us. We really value having her as our Account Manager.

The Service Desk has been really helpful. They are very good at resolving any issues or questions we have and getting back to us quickly. CIPHR suits us as once you know how to use it, it's very user-friendly. I know if we have any problems I can call the Service Desk for assistance.

Our consultant has also been brilliant. He is very helpful, supportive and is always honest about which parts of the system will benefit us. The whole CIPHR team are fabulous, we really enjoy working with them."

## THE FUTURE WITH CIPHR

"CIPHR is great. The system eases our administrative burden and reduces the possibility of human error by automating many tasks that were previously manual processes. It has saved our HR team valuable time and helped streamline our processes. Less people are labouring over administrative tasks which can now be completed much more efficiently. I would definitely recommend CIPHR to other organisations. We are looking forward to continuing to explore the system and will be looking at integrating payroll services next year."

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