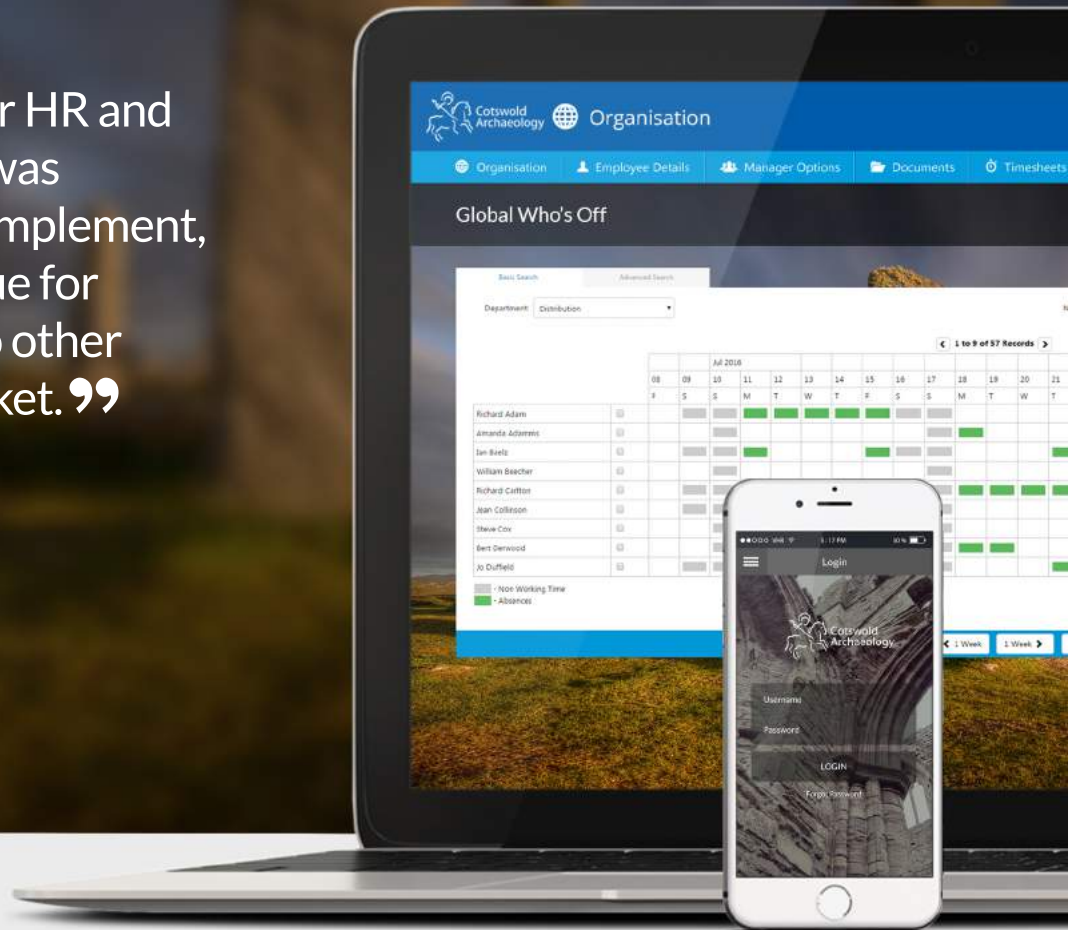


CIPHR

ALL ABOUT PEOPLE

CUSTOMER SUCCESS STORY

“ CIPHR is easy for HR and staff alike to use. It was straightforward to implement, and offers good value for money compared to other systems on the market. ”



ABOUT COTSWOLD ARCHAEOLOGY

Cotswold Archaeology is the UK's fourth-largest archaeological unit, with more than 200 staff working out of four offices in southern England. Founded in 1989, during the past five years employee numbers have doubled as demand for Cotswold Archaeology's services has increased.

- Carries out archaeological investigations ahead of building work such as roads, power stations and other infrastructure projects
- Four offices in southern England: Kemble (near Cirencester), Milton Keynes, Andover, and Exeter
- HR team of four supports around 350 teaching and support staff
- Implemented CIPHR and CIPHR iRecruit in September 2017

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CHOOSING CIPHR

Cotswold Archaeology previously used a Sage HR database to manage its people data, but the system lacked employee self-service functionality, says head of HR and facilities Alli Preece, who joined the charity in 2013. “Because we have staff in the field as well as in the offices, dealing with things such as leave requests on paper forms was tricky – we wanted to do it more efficiently.

“We were also looking for a system with better reporting functionality; the reporting in Sage wasn’t great, and wasn’t very flexible.”

Given that Cotswold Archaeology is a small charity, cost was naturally a significant factor in deciding which HR system to implement. “We don’t have a lot of money, so we have to be careful how we spend it,” says Preece. “Compared to the other systems on the market, we felt that CIPHR offered good functionality for our budget. We liked the look and feel of CIPHR, too.”

IMPLEMENTING THE NEW SYSTEM

“The sales and implementation process went smoothly,” says Preece. “The implementation phase probably took us a little longer than we’d hoped, but that was down to our decision to cleanse and import the data ourselves. On reflection, we should have just bitten the bullet and paid for CIPHR to do that for us – it would have been much easier.”

When launching CIPHR internally, the HR team focused on selling the efficiency benefits to employees, such as “updating their personal data themselves, and line managers being able to see things such as holidays without contacting HR,” says Preece.

“I think people have got used to it quite quickly, and it does work a lot better in terms of leave requests and keeping personal data up to date [than the old manual forms]. Before we introduced CIPHR, every year we sent each employee a copy of their personal data and asked them to check and confirm it. Now they can update information in CIPHR whenever something changes, which is really important for GDPR compliance.”

The HR team’s ability to report on key people metrics has also improved following CIPHR’s introduction. “For example, we do absence reports for KPI meetings each month so we can track both absence levels and reasons for absence. We also use CIPHR to keep track of probations and appraisals – whether they are getting done, or are overdue.”

Overall, says Preece, “CIPHR is easy to use for HR and staff. It was fairly straightforward to implement, and it offers good value for money compared to other systems on the market.” She recommends that any HR teams still working with manual or spreadsheet-based processes switch to a specialist HR IT system. “It doesn’t seem that it would be possible these days [to work with manual processes]. If you have people who are spread over several sites, it would be quite difficult to manage that – to run reports, or to keep track of your people data. It just doesn’t seem like it would work, to me.”

PLANS FOR THE FUTURE

Preece is hoping that Cotswold Archaeology will be able to use more of CIPHR’s functions in the near future. “There are still parts of the system that we need to fully implement, such as self-certification of absence, and appraisals,” she says. “We’ve done a bit with recruitment but haven’t yet invested in CIPHR iRecruit, which I’m hoping we can do next year. CIPHR has already made a big difference to how we do HR, but there are definitely still some further benefits we could get out of the system.”

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