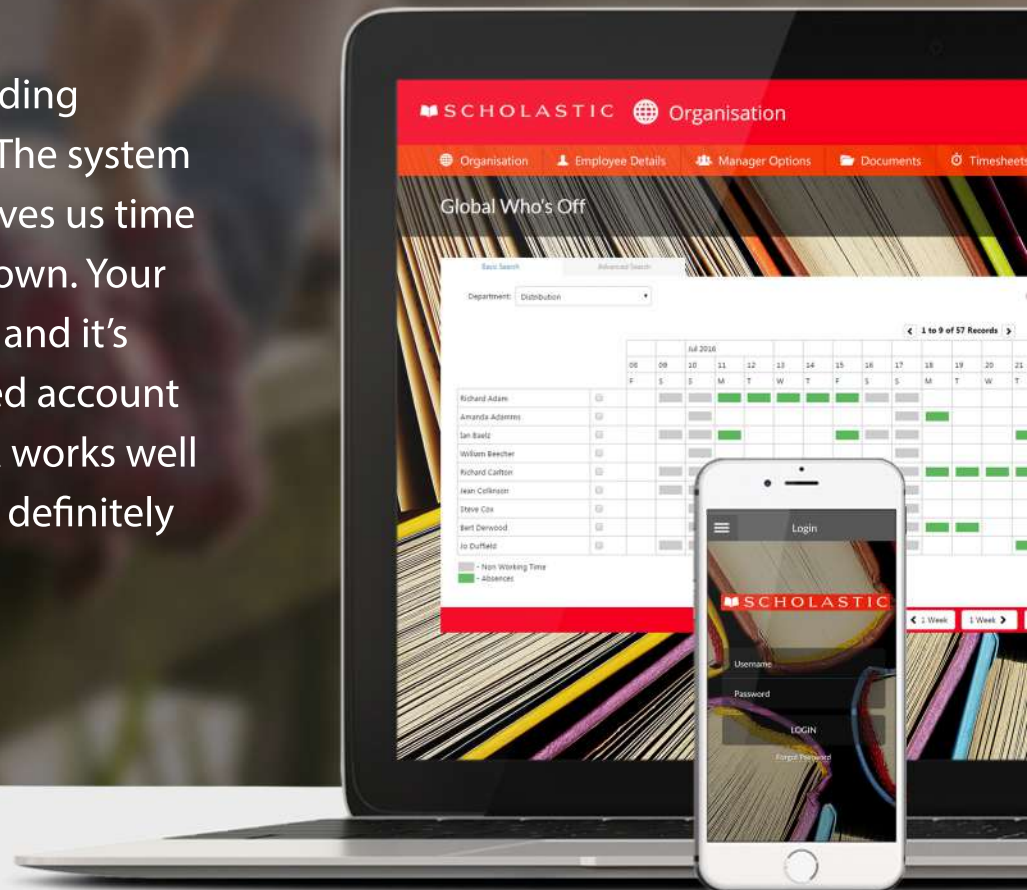


CUSTOMER SUCCESS STORY

“ We have a long-standing partnership with CIPHR. The system is very user-friendly; it saves us time rather than slowing us down. Your support team is brilliant, and it’s useful to have a dedicated account manager. All in all, CIPHR works well for me and my team – I’d definitely recommend it.”



ABOUT SCHOLASTIC

Scholastic publishes award-winning, best-selling children’s books and teaching resources, as well as language-learning magazines for teens. Its mission is to encourage the intellectual and personal growth of all children, beginning with literacy. Through Scholastic Book Clubs, Scholastic Book Fairs and We are Writers, Scholastic brings children together, encouraging and supporting reading for pleasure at both home and in school. Scholastic gives away thousands of free books to schools each year to enable them to build their libraries and classrooms.

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- HR team of four support around 340 employees
- 11 sites across the UK
- CIPHR customer since 2003



LONG-TERM PARTNERSHIP WITH CIPHR

CIPHR and Scholastic have a long-term partnership; they have been working together since 2003. In 2017, Scholastic upgraded its CIPHR system from the old on-premise version to our new cloud-based solution – gaining additional functionality for HR users and employees.

Group HR manager Sandeep Chagger was impressed by the level of support CIPHR offered during the transition to SaaS. “The service desk is really good: they always follow up on calls and work to resolve priority issues quickly. They are always willing to help us and keep us informed of the progress and status of queries.”

Moving to the newest version of CIPHR means that Scholastic was able to introduce mobile access to CIPHR for all employees and managers, which enables them to complete tasks such as booking holiday and updating personal information while on the move. “The reception of mobile self-service was good – it went down well and gives employees the freedom to use the service without a PC,” says Chagger. “We created some simple user guides and circulated them to all staff, and we didn’t get many questions about it.

“It also works well for managers,” he adds. “One of the best aspects is the ability for managers to delegate verifications, so when they are on leave, for example, they can assign the responsibility to approve holidays and absence to another user. That really helps the HR team – it means we aren’t having to deal with these requests manually while managers are out of the office.”

Scholastic’s four-strong HR team is also enjoying the flexibility of CIPHR’s expanded reporting suite. “We were able to bring across our historical reports from the on-premise version to CIPHR SaaS, which was brilliant,” says Chagger. “We can also run lots of new reports – looking at things like absence, equality and diversity, and gender pay gaps. Our senior HR officer and I attended a one-day report designing course at CIPHR’s offices in Marlow, which was really useful – it gave us the information we needed to make it work for us. Overall, CIPHR’s reporting functionality ticks all of our boxes.”

Chagger, who has worked at Scholastic for around six years, says his experiences with CIPHR compare favourably with other HR systems he has used elsewhere. “I’ve used quite a lot of HR systems over the years, and some of them can make it quite complicated and time consuming to do tasks that should be easy. CIPHR is very user-friendly; it’s easy to navigate, and quick to train new starters on.”

He recommends that teams who are choosing a new HR system review the market in-depth before making a decision. “Try to get the most comprehensive demonstration you can before deciding,” he says. “And don’t just go on the price: it’s about the capabilities of the system, and if they suit your organisation’s needs. Keep in mind that what might work for one organisation might not work for another.

“For me, it always helps to have a system that is user-friendly; one that ultimately saves you time and helps you do your job better, rather than slows you down. We don’t want a system that requires extensive hours of training to get to grips with; we just want to get on. CIPHR helps us do that.”

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