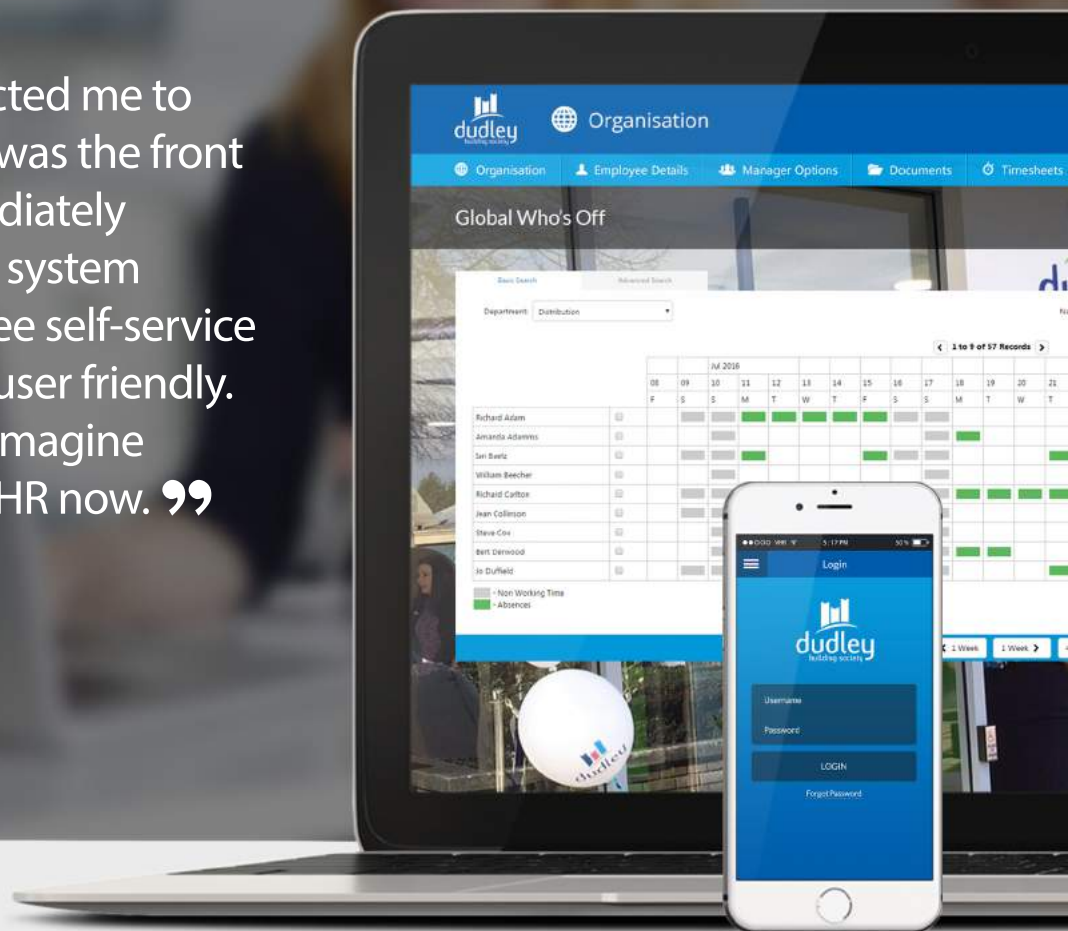


CIPHR

ALL ABOUT PEOPLE

CUSTOMER SUCCESS STORY

“ What really attracted me to CIPHR’s HR software was the front end – our staff immediately bought into the new system because the employee self-service functionality was so user friendly. I genuinely couldn’t imagine working without CIPHR now. ”



ABOUT DUDLEY BUILDING SOCIETY

Dudley Building Society has been providing mortgages and savings accounts to Black Country residents since 1895. As well as its head office outside Dudley, it now has five branches across the region. It needed an HR system that would support its growing HR department’s ambitions, and would enable staff at the six different locations to manage their own HR data. The HR team chose CIPHR because of its ability to help the organisation comply with sector-specific requirements and support employees through a period of transition for the building society.

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- ➔ Provides mortgages, savings accounts and financial advice to its members
- ➔ One of 44 building societies in the UK
- ➔ Founded in 1895
- ➔ Around 100 staff in six locations



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WHAT DID DUDLEY BUILDING SOCIETY WANT FROM AN HR SYSTEM?

The organisation began an “unprecedented” period of change four years ago, says Megan Price, head of HR and governance, who joined Dudley as HR advisor in 2014. “The aim was to give us a really good footing for the future, and increase our long-term stability. There’s been a massive focus on customer care, because we are mutually owned; everything we do is for the betterment of our members.”

The change programme also meant transformation for HR: “We scrapped pretty much everything to do with HR and employee relations, and started from scratch.”

Choosing the right HR software was “the start of the HR change journey”, says Price. “We didn’t have a system that could capture management information. We needed something that could help the HR team operate as efficiently as possible, so we could focus on supporting the experts in the business.”

Dudley’s HR team was looking for:

- The ability to record information about employees’ ‘fitness and propriety’, in accordance with the Senior Managers Certification Regime
- A system that could capture and store employee data, and HR policies, in a single place
- Self-service functionality, so all managers could monitor holidays and absence in the same way, and in the same central record
- Management information reporting, with the ability to visualise data and analyse trends
- Integration with its payroll provider, RSM
- Automatic notifications to remind managers when actions such as probation and performance reviews are due

WHY DUDLEY BUILDING SOCIETY CHOSE CIPHR

The most important element, says Price, was CIPHR’s self-service functionality. “We wanted managers to be able to monitor absence, and have that information in a single, streamlined system where there was one version of the truth for everything that we could monitor centrally. Before, managers kept their own, different records.”

Because Dudley was going through a “massive period of change”, it was vital that employees could get to grips with CIPHR quickly. “Making sure the system was user friendly was really important,” says Price. “Fortunately, CIPHR’s customer service was second to none.”

SMCR COMPLIANCE

Because the financial services sector is tightly regulated, “we have got to make sure that performance management records are accurate,” says Price. “We also have to be able to assess the fitness and propriety of all our people, and make sure we have the right record keeping around that.”

Dudley has used CIPHR’s custom fields function to record employees’ fitness and propriety – enabling employees to log in themselves and make an annual declaration, which can easily be reported on by the HR team. “It means we can collate and check that information without relying on a manual process,” says Price.

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The HR team is also using CIPHR's functionality to make quarterly appraisals more meaningful. "The system captures everything in one place, which makes it efficient for managers to be having these conversations," says Price. "It helps move managers' mindsets away from thinking of performance management as a classic tick-box exercise, to making it a tool that enables them to have better-quality conversations."

EMPOWERMENT THROUGH SELF SERVICE

Feedback from across the departments has been "really positive," says Price. "We haven't had any negative feedback at all."

"All the data is centralised and there are no discrepancies in how teams do things. Because the system is so user friendly, you don't have to sit with a new starter for ages to teach them how to use it."

Employees have also appreciated being able to view their total reward statements in CIPHR, she adds. "Being a mutual, we don't pay the top salaries – what we aim to do is create a rounded package that makes sure people are rewarded fairly, are engaged in their role and are given opportunities to develop their skills. The total reward statements show employees there is more to reward than the basic salary – we incorporate any learning and development spend in there as well, for example. It's a really good tool that helps them to see the broader picture."

The ability to access CIPHR remotely via mobile devices has also helped with Dudley's business continuity planning. "If anything did happen, it means we have all our policies and contact details right there on our mobiles," says Price.

CUTTING HR TIME SPENT ON ADMIN

Before implementing CIPHR, Price's team was not able to quickly and easily report on vital management information. "Now we can automate all of those processes. We have the information at our fingertips, and we can give the business the information it needs to operate."

Adds Price: "Using CIPHR is so much more convenient and efficient. You're not relying on data from spreadsheets – you're relying on data from one central system."

Payroll processes have also been streamlined and modernised. "Our previous system was very manual," says Price. "Now, CIPHR holds all the job and pay details, and we can export that to RSM via the paylink. RSM runs the payroll, send us the validation report, we can approve it and the payslips appear in CIPHR. We just don't have to worry about it anymore."

CIPHR's automatic notifications function also shoulders some of the burden for HR. "It means we don't have to rely on somebody having to check if a probation or appraisal is due, for example," says Price. "If we didn't have these automatic notifications, we would probably miss something. I can't imagine having the time to do all these checks manually, so being able to rely on the notifications is brilliant."

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CIPHR'S SUPPORT

Price says the implementation process was “brilliant. We could always get hold of somebody. The handover from implementation was fantastic, and the training was really good too – they made sure we understood how the system was built and how to work it.” Implementation took just a few months: “it was very quick – we couldn’t have done it any quicker. And you can’t ask for anything better than that, really.”

Support post-launch has been great too, says Price. “I can’t fault the service desk – they are fantastic. A lot of times I find myself in a situation where I know the system can do a task, but because I only need to do it once a year, I can’t remember how to do it. I can just call the service desk and they’ll log into my system and show me how to do it.”

“WE’D DEFINITELY CHOOSE CIPHR AGAIN”

“If we were to do it all again, 100% we would choose CIPHR,” says Price. “I genuinely couldn’t function without it now; CIPHR is a perfect fit for us.”

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