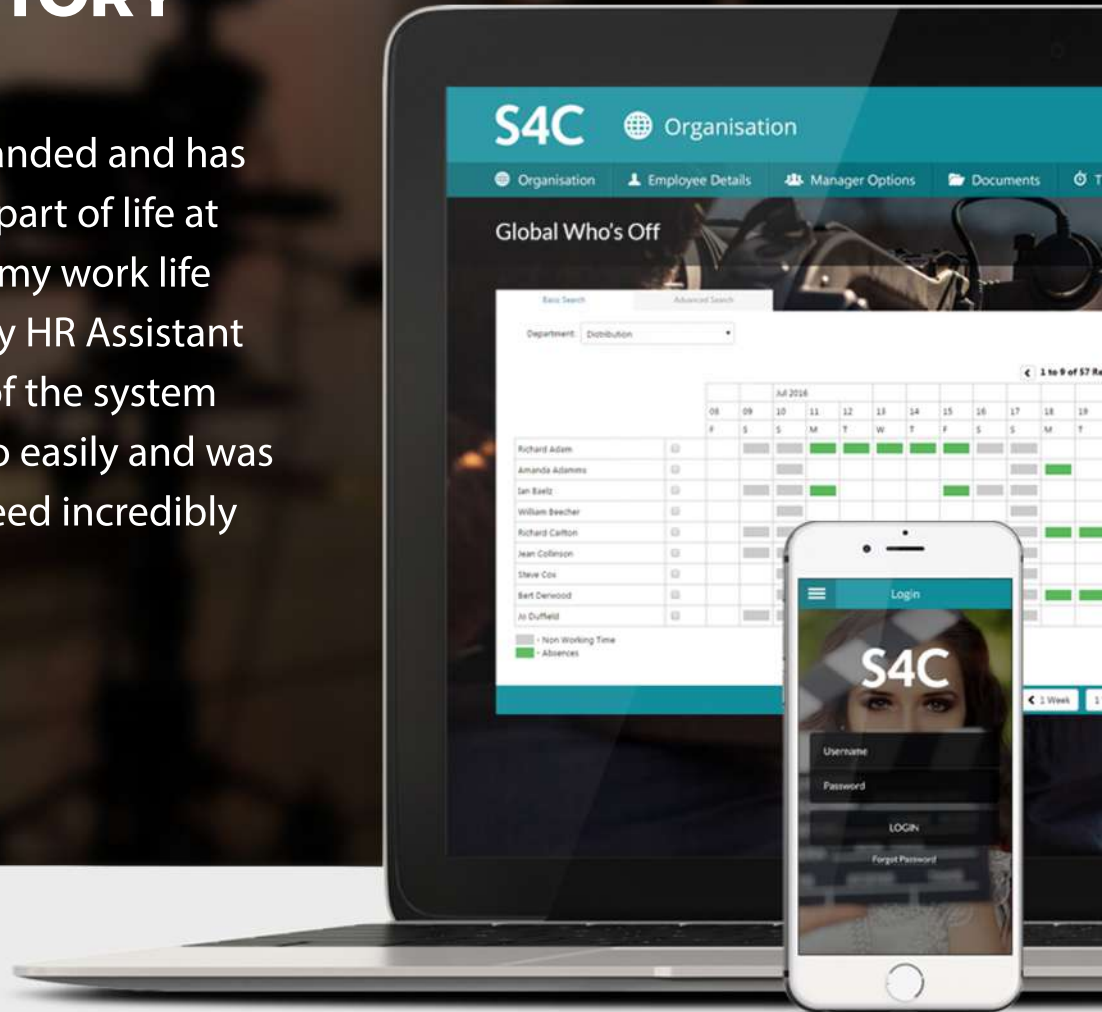


CUSTOMER SUCCESS STORY

“ CIPHR is fully branded and has become an integral part of life at S4C. It has changed my work life beyond compare. My HR Assistant had no experience of the system but has taken to it so easily and was able to get up to speed incredibly quickly. ”

S4C



ABOUT S4C

S4C is the only Welsh language television channel in the world. As a public service broadcaster, it commissions independent producers from across Wales to make the majority of its programmes. ITV Cymru Wales is also commissioned to produce programmes.

- Welsh-language TV channel
- Based in Caernarfon
- Broadcasting since 1982
- 137 employees

CONTACT US NOW:

01628 814 242

info@ciphr.com



Microsoft Partner

INVESTORS
IN PEOPLE

WHAT DID S4C WANT FROM AN HR SYSTEM?

After an organisational restructure S4C instigated a serious reassessment of processes and systems. A suitable place to start was the streamlining of largely paper-based activities with SaaS delivered HR software. To put this into clear perspective, before the restructure, one member of the HR team had been almost exclusively responsible for processing annual leave using a series of spreadsheets. This activity could be much more effectively handled using an HR system, reducing time required, improving the accuracy of records and enabling comprehensive reporting of the task.

S4C looked for the following from their HR system:

- Consultancy services to advise the best way to use the system
- Time Off In Lieu functionality
- Management Information reporting
- Fully branded system
- Bilingual system to suit English and Welsh
- One system to store employee data

Carys Hedd Paschalis, Human Resources Manager at S4C, comments “The system we used at the time was not performing and really only let us hold personal details of employees. Beyond that, it had no value at all. What we needed was a more functional system that would enable us to centrally manage all staff, whether on a shift or standard hours contract. We couldn’t have continued with two of us in the team doing the job of four, and managing a workload that never diminishes, without moving to a new system.”

CHOOSING AN HR SOLUTION

The scope and scale of the project to find a suitable HR system required the team to obtain three independent quotes in order to compare and contrast solutions and consider their relative merits. A previous positive experience of using CIPHR’s SaaS HR software meant that this would certainly be one of those under consideration. CIPHR was subsequently selected by S4C because it promised a feature-rich environment that could grow with the HR needs of the organisation, ease of use to help towards a straightforward transition for all involved, as well as support and training facilities to reassure the HR team throughout.

SECURE PEOPLE DATA

With disaster recovery and business continuity priorities for S4C, Carys could not consider any other option than SaaS delivery of her HR system.

“It is so essential for us to protect our people data and to have a plan in place to keep it secure in all eventualities. It is also important that we are able to access the HR systems even when it is not possible to get into the office – be it through sickness, weather conditions, or any other issue. SaaS was a natural solution for us and it offered us many other advantages in terms of budgeting, cost and functionality.”

CONTACT US NOW:

01628 814 242 info@ciphr.com

DEDICATED SUPPORT

Once CIPHR was chosen, the process of inputting the people data began in-house, including personal details, leave status, job and pay information, as well as historic data for current staff, going back to when they joined.

“It was good practice for us to enter the data ourselves. We were supported every step of the way by one of the CIPHR delivery consultants who provided training throughout and answered our queries regarding implementation. He held our hand throughout and was an amazing support to us. We also had the reassurance that the CIPHR Service Desk is available to assist with any problems as they arise. We felt that we had someone to turn to if needed. On the technical side we had no problems whatsoever. It was all very smooth.”

TAKING THE TOIL (TIME OFF IN LIEU) OUT OF WORK

The implementation of the TOIL functionality of CIPHR has been a success. The system has proved to be so very accessible and intuitive that staff have found it easy to register all TOIL events to the system – even down to the quarter of an hour. Replacing a cumbersome, manual, paper-based system where most TOIL went unregistered, it enables staff to achieve a more flexible approach to their working lives and ensures that they receive time off when they have worked non-contracted hours.

“The TOIL software is incredibly easy to use and the staff have taken to it very quickly.”

Another major improvement to S4C’s HR activities has been seen in its ability to report effectively. In fact, according to Carys, the reporting facilities have been a “God send”.

An inability to easily calculate full time equivalents had meant adding to the workload of the Director of Finance, who was asked to provide the detail. Now, with just a couple of clicks in CIPHR it is all done.

RECEPTION OF CIPHR

The aim was to roll out CIPHR to all staff at the start of the calendar year as this would coincide with the new holiday year being introduced. A change in the holiday year would see all staff following the same 12 month holiday period which was ideal for the HR team, promising to cut down on its workload and simplifying the system for holiday in CIPHR.

“The overwhelming majority of staff embraced CIPHR from the start. We created our own instructions with screen shots in English and Welsh to take employees through the system step by step should they need prompts after the training. The system is so intuitive and has worked brilliantly.”

“CIPHR is fully branded and has become an integral part of life at S4C. It has changed my work life beyond compare. My HR Assistant had no experience of the system but has taken to it so easily and was able to get up to speed incredibly quickly. It was great that she was involved with the project from the start and despite a significant drop in our budgets and a halving of our number, we have maintained all HR activities and, in many cases, improved our processes with the full support of CIPHR.”

CONTACT US NOW:

01628 814 242 info@ciphr.com