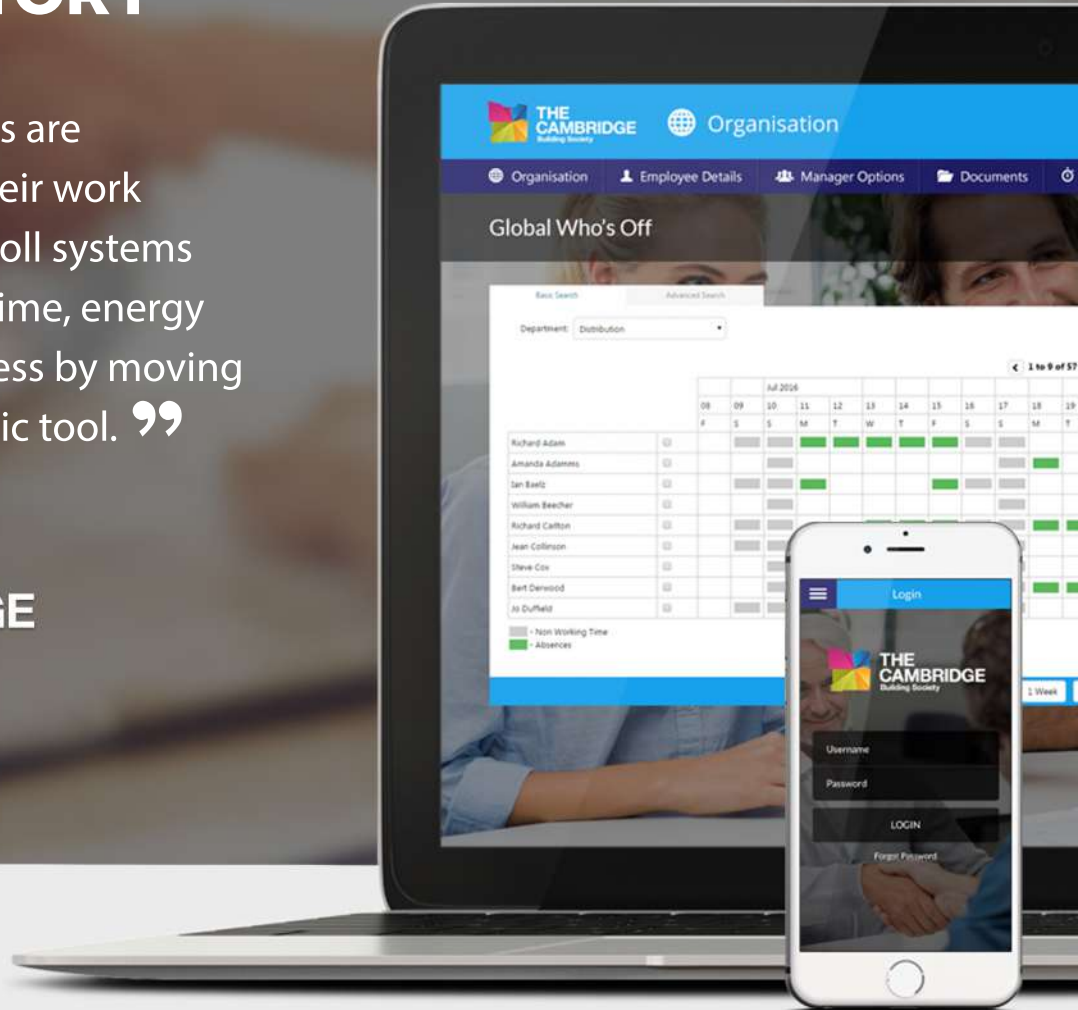


CIPHR

ALL ABOUT PEOPLE

CUSTOMER SUCCESS STORY

“ If other companies are duplicating a lot of their work between HR and payroll systems they will save lots of time, energy and cost to the business by moving to CIPHR. It's a fantastic tool. ”



ABOUT THE CAMBRIDGE

The Cambridge is an independent, mutual society which has been serving the community since 1850. In 2014 it was named “Employer of the Year” at the Cambridge News Business Excellence Awards and, in the same year, it was also named “Winner of the Regional Lending Provider of the Year” by Moneyfacts.

- Established in 1850
- Winner of 2014 & 2015 What Mortgage 'Best Regional Building Society'
- 192 employees across 13 locations
- The Cambridge runs a community programme in which staff support and raise funds for local charities throughout the year.

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TIME FOR CHANGE

At the centre of the organisation is an HR team that is focused on supporting the business through streamlined processes that deliver excellent service to staff and board members alike. Assessing its systems is a good place to start. Victoria Rennie, HR Manager at The Cambridge, set about eradicating duplication of data input and reducing system costs by integrating HR and payroll systems.

She comments, "I looked at all of our processes and procedures and realised that we needed to reduce the amount of duplication within the organisation. Our HR system at the time wasn't integrated with payroll and it was creating quite a lot of work for the HR team when we got to payroll and we wanted to have electronic payslips rather than hand out paper payslips every month. The other thing I was looking for was an element of staff self-service rather than have staff members emailing HR with changes to their personal details which is incredibly time consuming for the HR team."

Following research of the market, three options were considered in detail: the incumbent, CIPHR with ESL, and a local payroll and HR provider, and these organisations were invited to present their products and services to the HR team. The decision proved quite simple.

As Victoria says, "CIPHR and ESL presented just what we needed. They ticked all the boxes for us. We liked the fact that the system was quite generic, rather than bespoke, and it gave us exactly the functionality we were looking for. The alternatives were a little dated and did not reflect our brand effectively which is something we are passionate about."

MOVING TO SAAS

Making the move to a SaaS environment was a significant one for The Cambridge, especially since the staff was used to the old way of doing things. However, a major deciding factor for change was the accessibility of the system 24/7 and from anywhere. This means that managers and staff can more quickly respond to others even when they are away from the office. The system is supported and updated by CIPHR which takes away the burden from the internal IT staff at The Cambridge and costs are more predictable through the regular payment schedule afforded by a SaaS agreement.

Victoria adds, "It is a huge benefit that staff members can login from absolutely anywhere. It has helped to achieve total buy-in across the company from CEO down. The majority of people have linked the system to their phones so they can use and access it all of the time. Also, the SaaS environment is fantastic for the HR team because we don't have to be in the office to sort out an HR issue."

THE IMPLEMENTATION

Moving away from an HR system and payroll provider that the organisation has used for more than seven years was a big decision.

Victoria comments, "When we got into the project itself, even from the kick off meeting, my confidence that we had made the right choice just soared. The project manager came out to see us to run through all of the steps with us and set up regular weekly conference calls that all happened regardless of whether there were things to update or not. The whole project management was absolutely fantastic and meant that we were able to launch within three months of the initial kick-off meeting."

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Throughout the project CIPHR worked very closely with ESL to make sure that everything we wanted ticked the boxes and took away quite a lot of the spreadsheets that we were using. Essentially, it brought everything that we were using into one place." Bromwyn Vasey, HR Business Partner at The Cambridge, adds, "The support we have had from CIPHR has been incredible. The implementation is quite a lengthy process but it seemed to be quite quick and pain free with CIPHR. Any time that we weren't sure about something we would just pick up the phone and ask and within minutes we could sort it so that we had a smooth implementation process. The service desk has been incredible as well. We can contact them by phone, live chat and email. They are very quick to respond and always come back to us when they say they will."

USING THE SYSTEM

Having attended all of the training at CIPHR's Marlow offices the HR team always had the course material for reference when using the new system. The main difference that was felt early on in the process was where reporting was concerned. On the old system it would take a day to code a simple report. In contrast, the CIPHR system requires a few button clicks and within minutes the report is generated and presented in an appropriate format. This has saved the HR team a significant amount of time.

Bromwyn comments, "There really is no comparison between CIPHR and the old system. With the old system you had to get down into the nitty gritty of coding whereas, with the CIPHR system it has all been done in the background and you just have to select certain categories for your report. It's so quick and easy to use and it has made a huge difference to the way we run on a day to day basis."

The Cambridge is addressing its Auto Enrolment requirements and using CIPHR to support the process. Correspondence has been loaded onto the CIPHR system, subsets have been created for each communication, mailmerges have been produced, letters printed and issued.

Bromwyn adds, "We've had a lot of feedback from our employees and they find CIPHR a lot easier to use than the old system. They like the fact that they can go in and update their own information when they need to and log their holidays in the same system. They can see who's off within their teams. For the managers who are verifying things like holiday requests, they can respond quickly and easily. So, it's a much smoother process and a lot less fussy than before. Quite simply, it just makes things a lot simpler for staff."

LOOKING TO THE FUTURE WITH CIPHR

Bromwyn concludes, "The training module has not yet been implemented but we have had the training and it is something that we are very excited to start working with. It's going to make things a lot easier by linking training with budgets, being able to invite staff through CIPHR to attend a course, for them to be able to reply to say they are interested in specific courses we are running within the business and being able to report on it as well."

Victoria adds, "If other companies are duplicating a lot of their work between HR and payroll systems they will save lots of time, energy and cost to the business by moving to CIPHR. It's a fantastic tool. Sometimes you can recommend a company because of the way they deal with complications. I would absolutely recommend CIPHR not just for the way they project manage the implementation but also how they handle any issues and the service they deliver throughout. Also, I always know that we have full support through our account management. CIPHR and ESL work very closely together so it is just like working with one company. The integrated system is easy to use, it saves cost across the business and streamlines the processes so much."

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