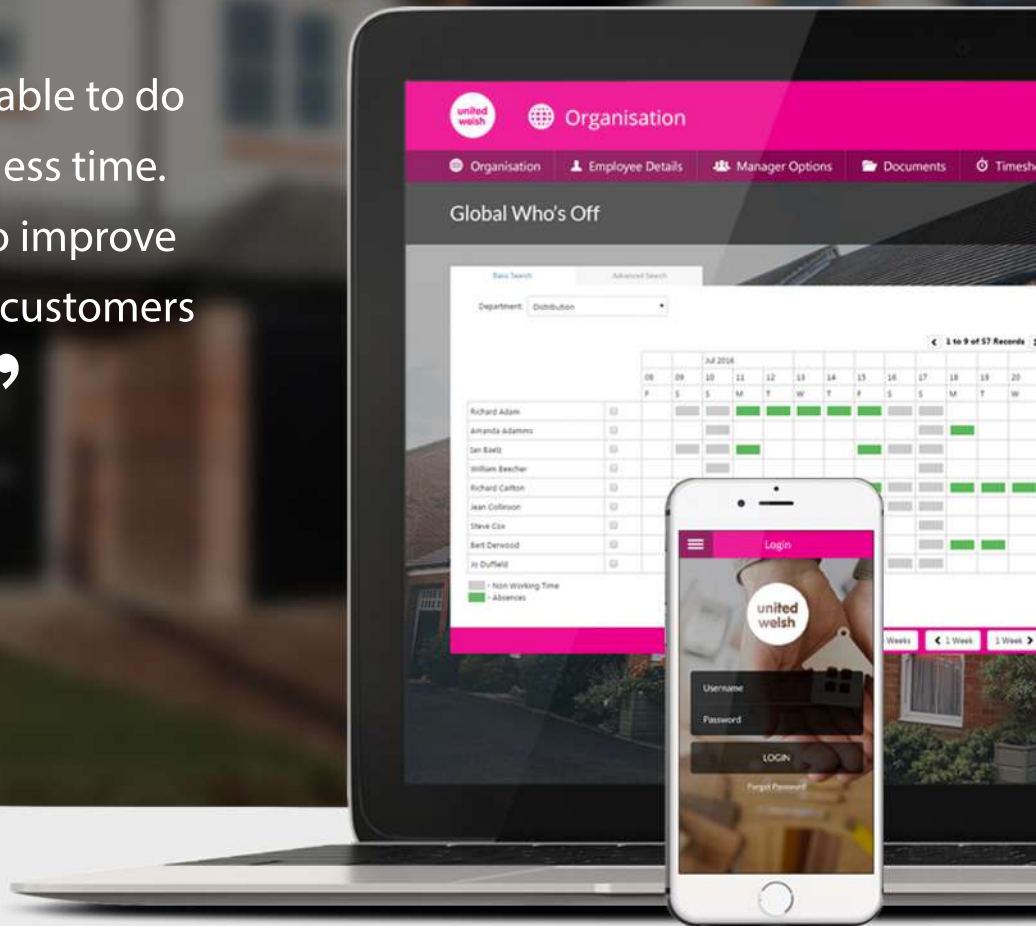


CUSTOMER SUCCESS STORY

“ With CIPHR we are able to do the same work, just in less time. But, we also manage to improve the experience for our customers staff and candidates. ”

united
welsh



ABOUT UNITED WELSH

When United Welsh, a registered social landlord offering a range of homes, including family houses, apartments and bungalows, upgraded to CIPHR it had two specific requirements from its new HR system. Firstly that employees would be able to take responsibility for their own information; and secondly, that managers would be able to control and monitor absences within their own teams.

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- Delivering excellence in housing and support services
- Registered social landlord offering a range of homes
- Manages over 5,000 properties
- Properties across 11 local authorities in South Wales



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IN PEOPLE

WHAT DID UNITED WELSH WANT FROM AN HR SYSTEM

United Welsh had two specific requirements from their new HR system. Firstly that employees would be able to take responsibility for their own information; inputting details directly into the system and ensuring it remains current at all times and secondly, that managers would be able to control and monitor absences within their own teams. The result of these key changes would have a significant and positive impact on the organisation's HR department, reducing its administrative burden considerably and freeing the team to focus on improving people processes within the organisation. It would also result in more accurate and real-time access to people data that would improve reporting capabilities at every level of the organisation.

Katrina Williams, HR Systems and Support at United Welsh, comments, "We are growing steadily and consistently as an organisation and our HR system was struggling to keep up so change was essential. After a couple of days of excellent one-to-one training at our offices, we did the majority of the data transfer to CIPHR ourselves. That has given us a hands-on understanding of CIPHR from the start which should help to make all future changes quite straightforward as we phase in further functionality."

CHOOSING CIPHR SAAS

The CIPHR SaaS approach was chosen, meaning that all future upgrades would be managed of-site and enabling secure access to their data anytime, anywhere.

Katrina adds, "We didn't want any technical stress for our team so SaaS was the answer for us. Upgrades are fluid and happen seamlessly. CIPHR manages the process for us and simply informs us when the upgrades are completed. It is incredibly simple and stress free for us."

GAINING STAFF BUY-IN

United Welsh were looking to find a single, universal system to replace a number of disparate HR-related software applications. When they asked staff to give their thoughts on the existing systems, it became clear that a lack of investment in terms of time and money had resulted in a less than cohesive approach.

Katrina comments "Some of the actions we took were simple but their impact was huge. For example, branding CIPHRnet gave staff an instant feeling of belonging. We saw much greater engagement with the system from all departments because CIPHRnet became a recognisable part of their work environment."

STREAMLINING TRAINING AND DEVELOPMENT

The training functionality within CIPHR is used extensively by United Welsh to record and report on the training received and required by all members of staff. The organisation makes extensive use of external training courses, storing accurate records of who has attended, when and where it was undertaken and when further courses are required. This information is used to generate an annual report and to provide input for a staff presentation, each demonstrates the investment that United Welsh have made in the development and training of their employees.

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Katrina comments, "It is very important that our people understand how much we invest in their development. We present the training data annually to the organisation and the details that are held in CIPHR make developing the presentation simple to achieve. We can show trends graphically to make the information easy to digest for everyone. Post training evaluation questionnaires provide us with valuable feedback from candidates so that we can revise our programmes where necessary."

STREAMLINING RECRUITMENT

The HR team wanted to improve employee engagement, so they worked closely with CIPHR to review the organisation's recruitment processes. They decided to automate time consuming tasks and use corporate branding to promote a strong identity and culture. This has resulted in a reduction of administrative support for recruitment from 35+ hours to 18 hours each month and the team is looking to save as much as 50% of the time it currently spends on pre-employment administration in the near term.

Katrina comments, "With CIPHR we are able to do the same work, just in less time. But, we also manage to improve the experience for our customers – staff and candidates."

EXPERT SUPPORT

A dedicated team of CIPHR professionals ensured that the rollout of CIPHR went smoothly, giving advice and direction to the HR team. From their dedicated account manager who listens, understands and recommends functionality to support the HR team, to a group of technical consultants who impart information and guide the HR team on best practice, CIPHR delivers a complete HR service and support solution.

Katrina concludes, "Having a UK-based Service Desk is important to us because they deal with issues in a timely manner. All of the CIPHR service team are very knowledgeable and helpful. They deal with issues effectively and it doesn't matter how small the query might be. They are patient, understanding and they take the time to make a connection with us. The whole team gives us confidence and we enjoy working with them all."

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