



## CASE STUDY

### REBUILDING HR AND PAYROLL SYSTEMS AT GB BUILDING SOLUTIONS LTD

GB Building Solutions Ltd is a construction company that sets itself apart from its peers. It is achieving nationwide success within focused sectors including: accommodation, commercial, education, hotels and leisure and non-acute health. One way in which it manages this is by continually improving internal processes and systems. GB Building Solutions is a people focused business so, following a management buyout in 2005, it was natural that HR and payroll systems were key areas to focus on.



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GB Building Solutions Ltd was faced with the valuable, but arduous, task of reviewing all existing HR and payroll systems. The company was using just one system for HR and payroll, however the two functions were not integrated and the system was complicated to use. GB Building Solutions Ltd found that it was not cost effective to continue with this system and that greater efficiencies could be achieved with a new, integrated, system.

#### PAVING THE WAY TO SUCCESS: A NEW HR AND PAYROLL SYSTEM

Flexibility was important in a new system but above all GB Building Solutions Ltd was looking for ease-of-use. HR systems manager, Rachael Goddard, explains: “Because our previous system had been so complicated, we wanted a new one that was intuitive and straight forward to use, saving us time and increasing efficiencies. Being forward looking and flexible was also important.”

In February 2006 the company was able to tick these boxes when it signed contracts with HR management and payroll provider, MidlandHR, for its integrated payroll and HR system, Trent. The payslip printing was outsourced to MidlandHR whilst the hardware and processes were managed in-house at GB Building Solutions Ltd. The pressure was immediately on to implement Trent within five months. Commenting on Trent, Brian Jeffery, Head of IT at GB Building Solutions Ltd, said: “The management buyout was a great opportunity for us to refresh current payroll and HR systems and investigate the benefits of adopting new technology to improve processes. Following a competitive tender, MidlandHR was able to demonstrate some key advantages – namely, the pedigree of the system and also the flexibility surrounding the product. Being modular, the system enabled us to implement functionality as and when the business required it.”

With just under 450 employees across nearly 40 sites, there are inevitable challenges in managing HR and payroll. Couple this with some paper processes and the situation becomes complicated. The company was keen therefore to automate remaining paper processes wherever possible whilst reducing the amount of administrative time required from the HR and payroll teams.

Rachael Goddard comments: “Trent is integrated so we no longer have to spend time re-keying data as once information is in the system the payroll department is able to view it. The system is also underpinned with workflow, making it incredibly intuitive. With starters and leavers for example, the HR team can simply add a new employee to the system and payroll can immediately access the information – saving time for both departments. In addition, the system provides the user with step by step processes i.e. for adding a new starter to the system or making someone a leaver; this reduces the need to remember all the information that must be inputted into the system and ensures less room for error. The system automatically pro-rata’s information, so if an employee leaves mid way through a year the system automatically calculates holiday pro rata and salary payments. The HR & payroll teams are no longer required to calculate it all manually which is hugely valuable from an ease of use perspective, but also with regard to saving time.”

GB Building Solutions Ltd has added its own screens on the system within the people module, tailoring it to individual company requirements, which is another benefit in the flexibility of Trent.

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## DO-IT-YOURSELF: SELF SERVICE AT GB BUILDING SOLUTIONS LTD

Another route to reducing administrative time and increasing process efficiencies was identified through self service. Brian Jeffery comments: "One of our key objectives was to implement an employee self service module. MidlandHR was the only company we looked at with proven experience, able to demonstrate examples of its self service functionality working within other businesses."

Rachael Goddard continues: "In July 2007 self service was implemented and with just one pilot session to train our staff we were up and running successfully. Our employees have really embraced it and like using the new system. Not only does it give them control and responsibility to make changes to their own records but it also means that they no longer need to rely on paper authorisations. The process time has been cut dramatically. If an employee moves home, it is simply a matter of accessing the system to make the detail change and those that need to know will be notified, so the employee no longer needs to remember to tell different departments the same piece of information and HR and payroll knows that the information they have on employees is accurate and up-to-date."

Holidays were a key driver for change and GB Building Solutions Ltd wanted to move away from the paper based systems they used here. Goddard explains: "Employees were having to send out paper slips to their line manager requesting holiday authorisation and once authorised these took time to reach the HR Department. If any mistakes were found then these slips had to be sent back. Now each employee can access a screen on the intranet and put in a holiday request at the click of a button. As the system is underpinned by workflow, an email is automatically generated and sent to a manager for approval. Once the holiday is authorised or declined another email is automatically sent to the employee with a response. The process is smooth, quick and easy and has a big impact on the time spent inputting data within the HR Department."

## A SPEEDY BUT QUALITY FINISH!

"MidlandHR had a formal approach to their project management and it was due to this that the implementation was achieved within just five months – importantly, this objective was achieved within budget," said Jeffery. "The training provided was also excellent and helped to smoothly transition staff onto the new system. MidlandHR worked tirelessly to complete the project."

Next stages include a focus on learning and development at GB Building Solution Ltd and Trent's module will be utilised to support this.

## CHALLENGE

GB Building Solutions Ltd was using one system for HR and Payroll, however it was not integrated and therefore complex and time consuming to use.

## SOLUTION

an intuitive, fully integrated, flexible system to increase efficiency within GB Building Solutions Ltd HR and Payroll departments, ensuring additional functionality can be added at later stages.

# MIDLANDHR

Ruddington Hall, Ruddington, Nottinghamshire NG11 6LL

[t +44 \(0\) 115 945 6000](tel:+441159456000) [f +44 \(0\) 115 940 5286](tel:+441159405286) [e info@midlandhr.com](mailto:info@midlandhr.com) [w www.midlandhr.com](http://www.midlandhr.com)

Midland Software Limited. Registered office: Peterbridge House, 3 The Lakes, NN4 7HB. No. 1852206 England

