

**BLUE DIAMOND®**

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Blue Diamond is one of the UK's leading garden centre groups with over 40 locations and 3,500 employees across the UK and Channel Island.

Each site contains a diverse mix of products and services including restaurants, home, fashion, seasonal goods and restaurants, there is also a production nursery and online store.

The business has tripled in recent years and plans to double again. Wesley Haywood Group Operations

Manager at Blue Diamond said that 'Imperago has been invaluable managing payroll during a period of rapid growth and the complexities of the pandemic.

Larger sites have up to 150 staff working in the various departments and most work some sort of shift pattern, managing such a big and diverse business is complex. In 2018 Blue Diamond chose HFX's Imperago solution to improve business efficiencies by automating processes, centralising information and enhancing visibility of how staff are working.

## SOLUTION AND BENEFITS

HFX's Imperago is a true SaaS Cloud solution and Blue Diamond have implemented Time & Attendance with Rostering, Forecasting & Budgeting and an interface with the MHR Connect payroll and HR system.

Now Blue Diamond have been using the system for a couple of years they can really appreciate and evaluate the benefits.

Previously they had no system at all and processes were manual, so the benefits seen immediately were Accuracy, Visibility, Keeping to Budget and Connectivity with HR and Payroll.

- Accuracy in staff time recorded via the clocking devices for time and attendance: This may seem a rather obvious and simple benefit, but the instant savings are high due to avoiding overpayments to staff for time not worked – either absence or poor punctuality.
- Now there is real visibility of information – in real time if required – so managers can quickly see the key information they need on their staff to make decisions throughout the day. They can see staff shortfalls by department, see who is absent and look for a suitable substitute.
- Managers can track absence and lateness trends, record accurate staff costs and benchmark departments and staff groups.
- Because information is all real time then issues can be picked up immediately and the responses are fast.
- The Forecasting & Budgeting module enables clear visibility of staff costs by week. It ensures managers keep to budget resulting in a £350k staff cost saving per annum on over runs.
- Connectivity to HR and Payroll with MHR Connect. Payroll is automatically fed with the correct data from HFX's Imperago saving considerable time and reducing errors from manual input. The end result is a quick and accurate payroll.



## TANGIBLE SAVINGS

Wesley Haywood, Group Operations Manager at Blue Diamond says *'the HFX system delivers on ROI'*.

There will be many areas where big savings have been made but one quantifiable area is in ending cost overruns. Historically staff cost typically were £350k over budget per annum due to the timing issues faced by a very seasonal business module. This no longer happens due to the real time visibility of staff costs so overruns are avoided.

With over 90 managers in the organisation there is always a control risk and the system has significantly closed loop holes that could have been used to make fraudulent payments.

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## SATISFIED MANAGERS AND STAFF

Wesley explained that at the start of the project, Managers invested time explaining to their teams WHY the system was to be implemented and the expected benefits. This ensured that staff were positive and receptive about the new system implementation which is always a crucial part of a successful project.

An important contributor to the success of the implementation was also that the HFX Imperago system is very intuitive to learn and use.

## BLUE DIAMOND - A HAPPY CUSTOMER

At HFX our ultimate objective is always to have a happy customer and we are very proud to be able to quote Wesley's positive feedback: *'HFX have delivered a solution that meets our needs, improved efficiency and delivered on the ROI, they are always improving the system and are responsive to feedback. In my opinion HFX are a good supplier and definitely a partner to approach when considering a time and attendance system.'*