



# Timber merchants Thorogoods improves productivity with HFX's flexible working solution

## Transparent recording of working hours helps boost staff morale.

Thorogoods is a family-run timber merchant supplying top quality hardwood and softwood products to cater for many different customer requirements. Based in East Anglia, the company started trading in 1963 with the founding principle to offer top quality timber, expert advice, exemplary machining facilities and a personal service to customers.

The company has a fully equipped on-site mill with experienced craftsmen to provide machining, moulding and laminating. With such an investment in the latest specialist equipment, it's vital that Thorogoods production is staffed appropriately to ensure maximum efficiency and meet health and safety requirements.

The company has recently upgraded to the latest version of HFX's workforce management system, Etarmis to manage flexible working for all personnel working on site. As a result the company has seen payroll and productivity efficiencies and improved staff morale through accurate timekeeping and recording of working hours.

**Robert Thorogood**, Financial Director explains:

"We have been using HFX for a number of years and felt that a move to HFX's latest version, Etarmis was the progression that we wanted to make to support the business. We have changed our operating systems and HFX integrates well. It is easy to use and to report on information that supports our personnel administration."

### Easy to use and integrate with payroll and HR - essential support for a growing business

Thorogoods upgraded to HFX's latest solution Etarmis to meet the needs of its growing business and an increase in staff numbers. A fully integrated workforce management system, Etarmis can be interfaced to HR, payroll, access control, finance and other key business systems.

"Recording working hours is important as the work force expands in order to ensure that overtime, sickness & holidays are captured and compensated accurately and transparently. Our previous manual system was dependant on one person to record staff hours, resulting in frequent mismatches of claimed & actual hours worked.

"As a company we operate in 15 minute time periods for recording overtime, whereas previously the extra time claimed was often 20 minutes or 25 minutes, which made it difficult to reconcile extra payment and holidays due accurately."

### Saves time on payroll with accurate recording of hours

Thorogoods uses the recorded hours from Etarmis to calculate staff payroll, both accurately and in less time.

"Before Etarmis we recorded hours manually, which was not always fool proof. Having the new system saves payroll staff at least three hours a week, despite the increased workload resulting from increased staff numbers."

### Remote Clocking or proximity cards - keeping to production schedules

Thorogoods is using both the remote clocking in and out option as well as proximity cards to manage time and attendance for its staff. Having visibility of staff on the premises is important to avoid delays, since some of the plant equipment requires a set number of people to operate - if one operator is absent this can affect production schedules. Lone workers are able to maintain machinery but not operate it.

Being able to check who is on site using the presence board display feature in Etarmis ensures that working time is used effectively.

“Productivity has definitely improved. Everyone knows that the HFX system is accurate and so there is no dispute - and we have seen a definite improvement in timekeeping. Habitual lateness can now be addressed with no ill feeling. Plus we ensure that staff take their cards home with them, so they can't get their friends to check them in.”

Recording working hours has also been very useful in a disciplinary instance, where a tribunal was avoided for an ex-member of staff. Using the system reports provided evidence of poor timekeeping that could not be disputed. Accurate attendance data is important for health and safety to be able to record accidents should they happen and meet the reporting requirements for fire drills. In addition, with such a large site spread over several acres, finding people to check they are in is much easier and faster now that a quick check of who is in can details can be viewed from the desktop.

#### **Transparency of working hours improves staff morale**

“As a small traditional company we have always operated on goodwill and trust. Initially we were a little nervous and worried that staff wouldn't like clocking in, however, we have found that they like it. Most people are happy to turn up in good time before their shift starts and like the fact that timekeeping is transparent.

“Overall it has been well received and improved morale. It did create some friction between those who were on time and the others, but now we have the facts it stops any disputes or bad feeling.”

#### **About HFX**

Founded over 40 years ago, **HFX** has a proven history of developing innovative staff time management solutions. The company introduced the concept of flexible working hours in the 1970s with its Flexitime® system, and has continued as a leader in the delivery of flexible working solutions.

The latest generation of products, **HFX Imperago**, provides cloud-based solutions which incorporate access control, photo ID, time and attendance recording, flexitime management, and workforce design (optimising shifts and rotas). Highly customisable, **HFX Imperago** can be configured to meet exact requirements, can support unlimited numbers of work patterns and provides seamless integration with all major HR and payroll systems.

Based in the Home Counties just north of London, **HFX** services clients across the public and private sectors throughout the UK. High profile customers include Home Office, Merck, Methodist Church, Dartmoor National Park, adidas, Buhler Sortex Ltd, The Society of Motor Manufacturers & Traders (SMMT), Eaton Limited, MoD, National Farmers' Union, Borough Council of King's Lynn & West Norfolk, Hertsmere Borough Council, North Lanarkshire Council, East Renfrewshire Council, Exeter City Council, Isle of Man Government, MoJ, Pendle Borough Council, Met Police, Flintshire County Council, Office for National Statistics, UK Intellectual Property Office, NHS Business Services Authority, Pembrokeshire County Council, Science and Technology Facilities Council, West Lancashire Borough Council, and many more.



#### **Flexible Working Solutions**

Apply any flexible working policy securely, transparently and with consistency.

To find out more about **HFX** and our solutions please call **01438 822170**, visit **[www.hfx.co.uk](http://www.hfx.co.uk)** or email **[sales@hfx.co.uk](mailto:sales@hfx.co.uk)**