



**hfx**  
*it's about time*

# REACH NEW HEIGHTS WITH HFX TIME & ATTENDANCE

*Embracing a new world of work with  
workforce management solutions*

# DELIVERING TIME & ATTENDANCE SOLUTIONS TO ORGANISATIONS THROUGHOUT THE UK

At HFX we help organisations of all sizes, across all sectors, to implement their T&A working policies with accuracy, consistency and transparency. Our 50 years+ experience and knowledge are a testament to our extensive customer base.





# THE NEW WORKPLACE

## TIME, AND NOT MONEY, IS THE NEW CURRENCY



### FOREWORD by Nick Whiteley, CEO HFX

The workplace and how staff view work has changed significantly. Technology, attitudes and the nature of work have turned traditional views on their head, providing new challenges for businesses.



In the past it was straightforward. Work schedules were designed to meet business requirements, shift patterns that included night work or weekend working were often compensated at higher rates of pay to attract staff to fill those difficult, less popular shifts.

However, this meant that staff may have been working at times least suited to their personal preference or their best performance, such that overtime and working unsocial hours became a costly way of keeping a business going. It also worked on the assumption that those particular shifts were undesirable, whereas in fact the opposite may have been the case. Employers may have been paying an unnecessary premium to fill those shifts.

A significant change today is that salary is no longer the key motivator for many people. Time is more highly valued. With every person placing value on their time in a different way, according to the priorities in their life, the successful company is the one that can adopt a flexible approach that accommodates these different requirements.

### A Win-Win for Business & Staff

If a business can match its own 'valuable' times that it requires staff to be working with patterns that suit employees, it is a win-win. The good news is that businesses are adapting to meet these new challenges and there are technologies available to help them become more agile.

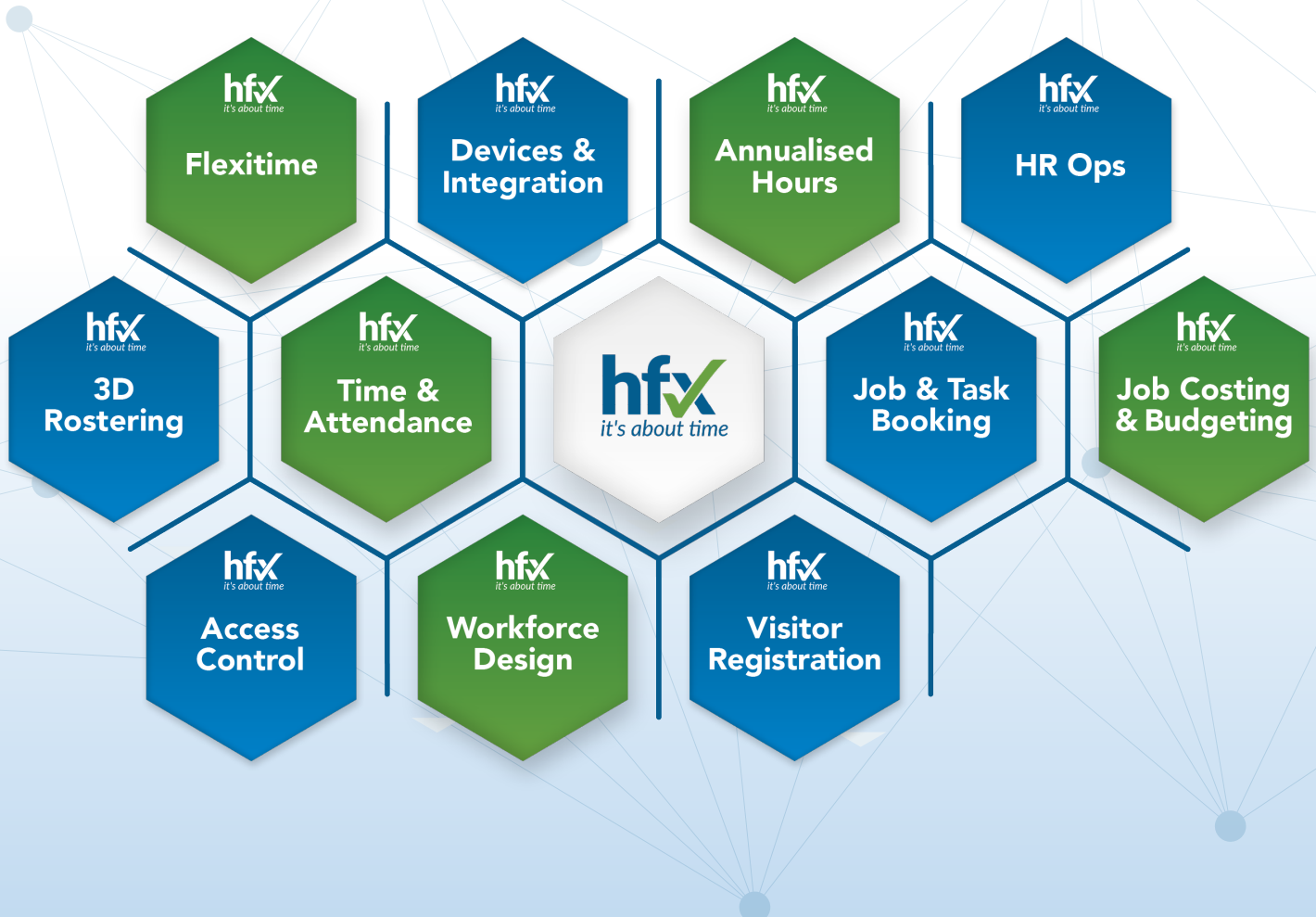
Workforce management technology has become the key tool to manage these challenges. Time and Attendance (T&A) systems used to be a way of managing hours for traditional workforces - for factories, retail outlets and the public sector. Today we have integrated HR systems that enable companies to manage flexible working, not just capturing working hours, but to create shift patterns that marry up staff skills, expertise and choice with the needs of the business.

It's clear the future is going to look very different. If you haven't already, perhaps your business should be asking the question - are we ready to meet these new challenges?

# FULL SEAMLESS INTEGRATION

WITH THIRD PARTY PAYROLL & HR SYSTEMS THROUGH OUR  
DEDICATED PARTNER PROGRAMME

ciphr  
all about people



access PeopleHR

Sage

moorepay  
Payroll & HR Solutions

zellis



# WHY CHOOSE HFX

## REMOVE THE FEAR OF CHANGE

**Many IT projects can be daunting and companies are fearful to change because of the disruption and hard work in getting a new system implemented – not to mention the cost.**

With the traditional model of the workplace changing, organisations are developing strategies to develop ways to manage costs, productivity and sustainability that will benefit their business, employees and customers.

In this new agile place, workforce management systems have come of age. T&A, Access Control and Workforce Design systems have become integral to HR and workforce planning to support key business decisions. They can provide the foundations to help companies better manage labour costs, productivity and ensure employee wellbeing - and provide a healthy return on investment.

HFX is a long-time advocate of flexible working and the benefits it brings to business. For over 50 years our workforce management solutions have been used by many private and public sector organisations to manage working hours transparently, improving productivity and employee wellbeing.

In this brochure we discuss this new model of work and present examples where organisations are already realising the benefits of managing their workforce with T&A and effective, proactive rostering, supported by the right technology to make it happen. It's all about time.

### Traditional T&A

**33%**  
Hardware

**33%**  
Software

**33%**  
Configuration

### HFX

#### Powerful SaaS solution implemented

**5 X FASTER**

**3.3%**  
Hardware  
Integration with  
3rd party systems

**11%**  
Software  
SaaS - Pay as  
you grow

**6.6%**  
Configuration

**ONE SIMPLE MONTHLY FEE**

# QUANTIFY YOUR ROI

## YOUR LARGEST COST AND MOST VALUABLE ASSET

A company's workforce is often the largest controllable expense and the key target for review. Initial attempts to control labour costs almost always focus on the direct costs of salary and benefits. However, there are other costs that often remain hidden: absenteeism, finishing early, unapproved overtime, questionable sickness absences, lateness, unproductive employees and long breaks – these can all add to a company's true workforce costs.

### Simplifying people management

T&A solutions can enable an organisation to manage many employee functions, including:

- Time Recording (including Flexitime and complex shift patterns)
- Absence Planning
- Overtime and shift requests



#### Reducing Absence by 1%

Save £280,000 per year on the payroll for 1000 employees.

### Reducing Absence – Marginal gains

With tighter management of its annual absenteeism rate, an organisation can make significant cost savings. Based on a 2017 survey, the UK median gross weekly earnings for full-time employees was £550. For a company employing 1000 people this equates to a weekly payroll bill of up to £550,000 or £28,600,000 annually. Applying the theory of marginal gains, a payroll cost saving of 1% could equate to £280,600 per annum.

### Efficiencies within payroll processes

Studies show that coordinating all pay rules, policies and incorporating them into a workforce management system, can save organisations between 2.5% and 5% of their payroll cost - again a significant sum.



#### Streamlining payroll processes

You could save between £701,500 and £1,403,00 per annum.

### Reducing overpayments

Employees can be overpaid by as much as 30 minutes a day due to lateness, finishing early, long lunches, unauthorised overtime etc. With a system in place to record actual working hours, an organisation could significantly reduce these overpayments.

|                    |   |                |   |          |
|--------------------|---|----------------|---|----------|
| £550               | ÷ | 35             | = | £15.71   |
| WEEKLY RATE OF PAY |   | HOURS PER WEEK |   | PER HOUR |



|                |   |      |   |       |          |
|----------------|---|------|---|-------|----------|
| £3.93          | × | 230  | × | 1000  | £903,900 |
| PER 15 MINUTES |   | DAYS |   | STAFF |          |

#### Example:

A conservative 15 minutes savings per employee, per day, based on an average 230 working days per year - excluding rest days, holidays and public holidays - could represent a significant amount of money saved, if recorded accurately.

### Supporting business decisions – it's not just about clocking In & Out

When T&A systems are integrated with HR, they can reduce absence and lateness with transparent recording of hours and give real time data for manager's decision making.

HFX's system enables organisations to track staff attendance and location. It supports web, mobile, telephony and QR codes for capturing information.



# A SHIFT TO BEST OF BREED

As the world of work continues to evolve, organisations are embracing agile and adaptable solutions to accommodate workforce changes.

Cloud technology is accelerating the move away from Best of Suite towards a new paradigm of "plug and play" applications in the cloud.

Historically, Best of Breed applications were held back by limitations with integration. But this is changing fast!

Today, we share content to Facebook, Twitter, LinkedIn and many other cloud platforms without even thinking about the enabling technology that seamlessly integrates these applications together.

Now, many modern cloud providers provide integration plug-ins to other vendors without the need for any

internal work. Likewise, the adoption of Single Sign on (SSO) standards has meant that user experience across platforms isn't impacted.

This represents a watershed moment in vendor selection. Historically organisations had to weigh up the trade-offs between a fully integrated suite that didn't meet their business requirements versus a Best of Breed option that didn't provide the "joined up" experience they required.

With cloud "Best of Breed" applications removing this barrier, organisations no longer need to sacrifice business need over user experience.

This enables organisations to adapt more quickly to changing situations without the costly and long delays required to replace a monolithic application.

## ADDRESSING THE PRODUCTIVITY GAP

A company's workforce is often the largest controllable expense. Subsequently, attempts to control labour costs almost always focus on the direct costs of salary and benefits. However, there are other costs that often remain hidden. Absenteeism, unapproved overtime, questionable sickness absences, lateness, early finishes, long breaks all add to a company's true workforce costs.

Poor productivity results in loss of competitiveness, reduced profits, wage stagnation and skill / staff attrition.

Workforce Management systems can help to drive productivity by delivering total transparency of the workforce, with tools to manage the following –



With visibility of the workforce organisations are better equipped to control costs, improve productivity, meet compliance obligations and have the confidence to introduce new agile models of working.

# IMPERAGO Rapid

## A PARADIGM SHIFT IN INTEGRATION BY HFX

At HFX our mantra and core values are expressed by one word: 'simplify'.

**For our customers 'simplify' can result in huge time reductions and direct cost savings: 80% reduction in integration time and implementation time reduced from nine months to one month.** We follow this principle in our processes, methodology and vigorously within our cloud solution design and development.

The first challenge we tackled with Time and Attendance was the complexity of reflecting real world work rules within a simple and easy configuration that end users could quickly master and enable them to take complete ownership of the solution.

**The result was amazing; reduced implementation time enabling the customer to achieve accelerated ROI and significantly reduced costs of configuration and implementation.**

Following this success we wanted to solve the thorny issue of integration using Application Programming Interfaces (APIs).

As a group of seasoned developers with over 30 years' experience in integration we looked at the fundamental issues with integration. We recognised that the issue had little to do with coding ability and language but everything to do with mindset.

At a high level we recognise three key mindsets that pervade all interface development - **"The Solicitor's Mindset", "Pedantic Officialdom" and "S.E.P or Someone Else's Problem"** –

### The Solicitor's Mindset

Dealing with a solicitor can be a confusing process due to the use of Latin and legal terminology that's **"not meant for you but for another solicitor"**. We believe this is a lazy excuse to avoid clarity and simplicity by relying on someone else with seven years legal training to decipher text that could and should have been presented in a way that a lay person could understand.

This mindset influences the development of APIs with the argument being that the P stands for programming so there is no need to simplify the API as it's not meant for anyone other than IT.

### Pedantic Officialdom

We've all experienced this when asked to fill out a form to change personal information. Often you are asked to enter the very same information already held about you, you **MUST USE** black ink rather than blue and your signature **MUST** be fully in the box provided (which is often too small). This approach is common with Application Interfaces, a lazy attempt to make it easier for the recipient rather than the consumer (or third party).

### Someone Else's Problem

Encapsulating and extending on both the previous mindsets is the overarching view that it is someone else's problem to decipher and comply with these pedantic and overly cumbersome rules. This approach to integration enables APIs to be developed quickly but all too often they are dumb, brittle and difficult to work with, requiring significant effort by the third party.

### A New Paradigm

By following our guiding principle to simplify we have transformed integration, focusing all the intelligent development work within our solution to making it easy to integrate from a third party perspective. It turns integration on its head by making it **"our problem"** rather than **"Someone Else's Problem"** and results in the fact that issues are tackled and eliminated from the get go.

This approach rapidly decreases integration time by around 80%, reduces the need for testing and third party development work. It also means that with a simplified approach to web services we can easily integrate legacy/ on-premise third party products even if they are .csv based using our rapid scripts that convert these into web service calls.



# THE VALUE OF SIMPLIFY

## Our mission

Our mission is to 'Simplify Workforce Management and Empower our customers'. This is our mantra and guides everything we do. We believe this drives positive change and provides tangible benefits to all our customers. We apply this approach to all that we do and place our customers at the heart of the process.

By applying the value of Simplify to our software development, our team has created a powerful Workforce Management Solution that reduces customer configuration time by over 80%.

The result is that our customers pay significantly less for a faster implementation, resulting in immediate savings.

We aim to empower our customers to take complete ownership of the system including the ability to manage the rules of the system themselves. This not only reduces costs but enables customers to adapt the solution as they change and grow.

## Our approach

By providing a user interface that is intuitive and simple, our customers significantly reduce training costs whilst ensuring that there is a high user adoption and fewer user errors.

Our approach to integration with other software solutions including HR, Payroll and ERP takes a similar approach. HFX provides RapiD interface configuration that does all the heavy lifting, translation and transformation enabling third party integration to be achieved effortlessly. By handling the complex processes within the application, we simplify the integration to third parties and enable our customers to leverage the API so that they can integrate directly

We have also applied our core value to other aspects of our business including the approach to Marketing. Our new website ([www.hfx.co.uk](http://www.hfx.co.uk)) was designed with our audience in mind rather than being slaves to Google search ranking algorithms.

We removed all the clutter and present the key information we think our potential customers want to know. There are no cookies, no pop-up ads, no annoying call-outs and no information overload. We want our customers to view the information they want quickly whilst having a fun and positive experience.



# BLUE DIAMOND SAVES OVER £350K FROM ITS ANNUAL PAYROLL WITH HFX IMERAGO



The UK's leading garden centre group Blue Diamond has achieved tangible savings through HFX's Imperago solution, a true SaaS Cloud solution which features modules for Time & Attendance, Rostering, Budgeting & Costing interfaced with the MHR Connect payroll and HR system. Previously, they had no system at all and processes were manual, so the benefits have been immediate.

## Tangible Savings

With real-time visibility of information, 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.

The budgeting and costing 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.

## Satisfied Managers & Staff

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.

Correct payroll data from HFX's Imperago is automatically fed into MHR Connect, saving considerable time and reducing errors from manual input. The end result is a quick and accurate payroll.

Staff have been incredibly receptive and positive about Imperago as they have found it very intuitive to learn and easy to use.



"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.

**Wesley Haywood**, Group Operations Manager at Yorkshire Blue Diamond





# IDVERDE ACHIEVES £2MILLION ANNUAL PAYROLL SAVING WITH HFX IMPERAGO



UK & Europe's leading provider of grounds maintenance services and landscape creation projects idverde has achieved significant year-on-year financial savings after investing in HFX Imperago. Previously, idverde used paper timesheets which required a full-time person to process the input of the data. HFX Time & Attendance combined with full integration with MHR iTrent has reduced payroll queries to just 2-3 each week and improved the error rate to 98.9%!

## Huge Savings

Since investing in Imperago, idverde has achieved impressive savings. These include 1% saving of annual payroll cost due to reduced errors and automation plus 3.5% (conservative estimate) saving of annual payroll cost due to elimination of fraudulent behaviour with manual processes. Total estimated annual saving based on an annual payroll of £65m is about £2m pa which probably makes the payback around 2 months!

Every payroll run there used to be around 100-200 payroll queries, now there are only 2-3 a week! This has produced a time saving of around £50k annually while the overall payroll error rate has improved from 93% to 98.9%.

## Happy Employees / Happy Managers

Employees are happy with Imperago and find it easy to use. It saves time because they do not have to complete manual timesheets on a Friday afternoon and track down a manager to get the timesheet signed off, meaning now they can make it to the pub earlier!

Similarly, managers at idverde are really pleased with the system too. Real time visibility means they can see who has arrived at work and pick up on absences or lateness in real time and adjust the resourcing accordingly. Imperago also supports managers with the management of annualised hours, meaning they can be more flexible to meet demand without increasing the staff cost.



The robustness of the Imperago system is impressive - the connectivity and lack of outages are excellent. Why did we take so long to do this?

Sean Mitchell, Project Manager at idverde



# BARNFATHER WIRE TURNS TO HFX TO ADD AGILITY AND ACCURACY TO WORKFORCE MANAGEMENT ACTIVITIES



The UK's largest independent wire production company Barnfather Wire has improved its agility by after investing in HFX's cloud-based Biometric Time & Attendance system to manage its people. The company's legacy system was extremely difficult to use and failed to deliver accurate readings of employee attendances and absences which impact staff weekly wage calculations.

## Real-time information all in one place

Since making the transition to Autotime HFX's latest software, the accounts team are able to capture and store all information relating to employees, their shift patterns and pay details in a single system.

Staff now record their start and finish times using biometric hand reader terminals, which verify their identification in seconds.

The collation of accurate data has had a positive impact on the payroll process. Managers are now able to complete the entire process in under half an hour while staff are assured to be paid accurately for the hours they work.

## Absence management

Management are automatically alerted of absence trends, such as if an employee regularly calls in sick on Mondays or Fridays or leaves early. Being armed with this type of information managers can proactively assess the situation, take prompt remedial action and provide additional support to staff.

Management can log into the cloud-based system from anywhere to allocate shifts quickly and efficiently, track the actual hours worked against planned schedules.

If an employee doesn't turn up on the day, is sick or on holiday, managers can redeploy people to areas that need extra support, enabling the company to remain agile and dynamic at all times.



Introducing automation into our organisation has yielded impressive results. Just four months after going live with the new Autotime HFX system, we feel in complete control of our T&A activities, have made tangible time savings and improved our payroll accuracy beyond our expectations.

**Dean Horton**, Works Director at Barnfather Wire





# CUSTOMER SUPPORT

## EXCELLENT SERVICE RECORDS AND RELIABLE SUPPORT



We are proud of our service record and customer support and regularly 100% of our customers agree with us. We do not have a traditional first line support system; all our staff are fully trained and often close calls on first contact. Our staff have between 10 and 20 years' experience in workforce management so are able to address issues quickly and effectively.

We have invested significantly in our service engineers and support tools, so customers can always rely on our support whether through email, web portal or via telephone we provide a highly rated service. Every customer is asked to rate and comment on the service they have received. The customer has the choice to rate their interaction as "Not Good", "Just OK" or "Awesome". We track and review this feedback every month. Over the last 2 months we have received 100% "Awesome" responses and over a year we have a 95% "Awesome" rating.

Our onsite engineers based throughout the UK are CTC (Counter Terrorism Checked) vetted, Asbestos Aware Trained (AAT) and ECS (Electrotechnical Certification Scheme) qualified. We are also Safe Contractor Approved and have offices in Stevenage, Birmingham, Manchester and Edinburgh with full UK coverage and support to our 1,500 customers.

“ I would like to thank Autotime HFX for their attention and prompt resolution to this issue. It has saved a lot of staff time carrying out a manual booking input exercise. ”



“ Gold standard as always. Thank you! ”



“ Great customer service as usual. ”

“ As usual, a quick response provided and a solution to the problem implemented in a very timely manner. ”

“ Your engineer arrived early and managed to fix the problem on what is a very old machine. ”



“ Very prompt and efficient service. ”

“ As always, a prompt reply and assistance. ”

“ We always receive a prompt response. Excellent! ”

“ An excellent customer service! ”

# ABOUT HFX'S DEVICES

## OUR AVAILABLE HARDWARE TOOLS TO HELP YOU

HFX supply, install and support all of our own devices. We are the only UK workforce management provider that not only provides this wide range of devices but who are also experts in installation and support with engineers located UK wide (Stevenage, Birmingham, Manchester, Edinburgh). In addition, HFX provide a whole range of badge printing and bureau services where customers elect for a card solution.

### What flexitime devices are available?



**Card, RFID or  
Fob Reader**



**Face  
Recognition**



**Finger Print  
Reader**



**Hand  
Recognition**



**Iris  
Reader**



**Palm  
Reader**



**Telephony**



**Web  
Self-Service**



**Mobile  
App**



**QR  
Codes**





# IMPERAGO ESSENTIALS

## ALL CLOUD SAAS

### Real-time Roll Call

**If the worst happens and you have to evacuate a building, where do you get your roll call data from? EveryOneCloud allows you to -**

- Track who is onsite, or offsite, in real-time
- Accessible via web-browser, PC, tablet or smartphone
- Automate the Roll Call with the addition of a Cloud Fire Alarm Relay Terminal
- Roll Call Report is automatically sent to an email distribution list.

### Visitor and Contractor Management

**Do you know which Visitors and Contractors are onsite for H&S purposes? With EveryOneCloud Visitor & Contractor Management system you can:**

- Pre-book Visitors & Contractors
- Express registration for returning Visitors & Contractors
- Store, manage and alert on Contractor's certification
- Embed a site/company safety film
- ISet up and manage multiples sites.
- Alert your employees that their visitors have arrived

### simplifyHR : People Data Management

**simplifyHR simplifies your HR processes with all records and employee documents stored securely in one place:**

- Store and manage employee documents
- Employee clocking facilities linked through the EveryOneCloud App
- Set alerts to manage training renewals
- Configurable calendars to show absences and other relevant employee data.



### Full range of contactless data terminals

**We offer a wide range of fully contactless devices for every environment and industry.**

- Biometric Face Terminals
- Biometric Face Terminals with Temperature & Mask Detection w/integrated Management Alerts
- Biometric Face & Palm Terminal (FacePalm Reader)
- Proximity Card & Fob Terminals (EM, Mifare, HiD iClass)
- Contactless Push To Exit Switches (for use with our integrated Access Control systems)

### Integrated Access Control

**With Imperago you can combine your Time & Attendance and Security requirements to create a single 'one card' solution:**

- All-in-one 'Service as a Solution' package
- Fully integrated in the Imperago system with one point of employee setup and admin
- Easy to view schematic of door and access points
- 'Light Touch' installation with zero impact on existing infrastructure
- Full reporting suite including Real-Time information
- Multi Proximity formats, including Mifare, EM, HiD iClass and Biometric Face and Finger options available.

### Clocking App with Geo-Location

**Know where your employees are at all times. The EveryOneCloud App uses built-in GPS to pinpoint the exact location of each employee.**

- Location marker attached to every single clock in and out event, with data surfaced in employee's timesheet
- Option available to give a consistent record of sites visited, jobs completed, and time recorded
- Fully GDPR compliant and available on iOs and Android.
- Geo-fencing option available which will 'auto clock'.

### Job Costing

**Record the time spent by employees on individual Jobs or Cost Centres:**

- Set up Job templates and Cost Centres
- Track all time and costs
- Use low-cost terminals, mobile Apps and tablets
- Integrate to 3rd party business systems
- Track and report on 'downtime'
- Use the Budgeting & Forecasting facility to predict and manage costs.







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**hfx**  
*it's about time*



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