



## THE DECISION TO IMPLEMENT A WORKFORCE MANAGEMENT SOLUTION

idverde decided to choose a workforce management solution to improve its staff time recording and management and automate the payroll. Sean Mitchell, their project manager, is 'passionate about efficiency' so this was certainly a priority project for him.

HFX's Time & Attendance solution was chosen for its Cloud solution with full automatic integration to the iTrent payroll system used by idverde. Sean also commented that the planning module is also adaptable to all working patterns and shifts

Previously idverde used paper time sheets which required a full-time person to process the input of the data. This person has now been re-deployed to work on customer support. Sean estimated that the introduction of the time and attendance system with integration to payroll has [led to around 3-5% of savings due to eliminating fraudulent behaviour and 1% saving on manual timesheet input and resulting human errors.](#)

idverde went live with the system at the start of 2022 using our phased implementation approach, gradually rolling out until all 3,500 employees at 150 sites are live on the system.

80% of staff use the mobile app for clocking since they work remotely. In Scotland, a tablet is used for clocking in at the depot since there is no coverage in the field. The GPS tracking is also another very useful feature of the mobile clocking app, ensuring employee safety and compliance.

A large percentage of employees are on annualised hours contracts and Imperago is great at managing annualised hours and reflecting this in the rostering information for managers. This means that idverde can be more flexible to meet demand without increasing the staff cost.



## HAPPY EMPLOYEES!

The idverde workforce is comprised mainly of minimum wage employees who are not so IT literate and they tend to be quite unionised. Idverde invested in thorough training on the HFX Imperago system for the employees and this paid off.

The employees are happy with the system 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!

## HUGE YEAR ON YEAR SAVINGS!

- **Financial year on year savings:** 1% saving of annual payroll cost due to reduced errors and automation, 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!**
- **Operational:** real time visibility for managers where they can see who has arrived at work and pick up on absences or lateness in real time and adjust the resourcing accordingly.
- **Integration with the payroll system iTrent:** Automation of the payroll feeding in the time and attendance data straight from HFX Imperago to iTrent means that the volume of payroll queries due to error has dropped significantly. **There used to be around 100-200 payroll queries per payroll run and now there are only 2-3 a week! This produced a time saving of around £50k annually. The overall payroll error rate has improved from 93% to 98.9%.**
- **Improved employee relations:** this is a soft benefit but very important especially since many employees are unionised. The reduced payroll errors and time savings for employees means a happier workforce.



## HAPPY MANAGERS!

**“The robustness of the Imperago solution is impressive – the connectivity and lack of outages are excellent.**

**“Why did we take so long to do this?”**

**Sean Mitchell, idverde  
Project Manager**

### ABOUT HFX

The HFX group is one of the UK's leading developers of Cloud SaaS workforce solutions that provide over 1,500 organisations of all sizes and sectors including Central and Local Government, construction, retail, recruitment and manufacturing with the tools they need to control labour costs, increase their efficiency and minimise compliance risk in today's business environment.

The full solution includes Time & Attendance, Flexitime, Rostering, Access Control, Visitor Registration, Job & Task booking, Workforce Optimisation, Operational HR, Budgeting & Costing and integrates seamlessly with all major HR and payroll systems.