

Vision Express

Company description:

Part of Europe's largest optical retailer, Vision Express holds an enviable position in the UK as a major 'one-hour' optician, a model of service it introduced to the UK in 1988. The company employs more than 3,600 people across the UK, Ireland and the Channel Islands at more than 200 store locations.

Challenge:

To integrate HR and Payroll systems, creating new administration efficiencies.

Solution:

The implementation has given Vision Express a more efficient HR and Payroll system, with improved staff information available to managers across its branch network.

Benefits:

- Integration of HR and Payroll, with information seamlessly moving across the functions as required.
- Employee and manager self-service, reducing data errors and re-keying.
- Up-to-date information about staff availability available to branch and regional managers to support rota planning.

Background

Following a review of its Payroll administration technology, Vision Express decided that a replacement was needed for its ten-year-old legacy system. The new system was required to ensure the Payroll function could continue to handle demands placed on it by the company's continuing expansion. There was also a desire to use self-service and workflow technologies, and to integrate Payroll and HR systems to create new levels of efficiency.

David Hart, Supply Chain Director at Vision Express, takes up the story: "We chose NorthgateArinso as their main focus is on HR and Payroll, rather than being a generalist systems provider. We also liked the fact that they specialise in working with clients in the UK, which is obviously an asset in terms of compliance with legislation. It was also important that, as a large company, they have the resources to provide long-term support."

Solution

The first implementation was of NorthgateArinso's Payroll application, which gave Vision Express the immediate benefit of being able to provide a continuing Payroll service as the company expanded. The Payroll implementation was followed by the addition of HR modules, and the integration of HR and Payroll. The combined HR/Payroll system has since delivered these benefits for Vision Express:

Employee self-service

An important aspect of the project was to create the capability for employees in branches to maintain aspects of their own HR and Payroll records. This addresses the challenge that many large retailers face of keeping track of changes in employees' circumstances across multiple locations. With over 3,600 staff, it's clear that recording changes in the branches rather than centrally in Payroll and HR represents a significant efficiency saving.

Improved data to support labour planning

The combination of better staff data, greater system usability and self-service access now provides managers with weekly reports on the staff issues necessary to support accurate labour costing and labour planning. This means, for example, that regional managers can quickly decide where to allocate staff to provide proper coverage across all the branches within their area of responsibility.

"This capability stems from the fact that branch managers and staff have self-service access," explains David Hart. "Information about staff availability used to be updated centrally once a month. But now it's done each week by staff out in the branches, so accurate information is available each week to anyone involved in managing staff rotas."



"What our customer said"

"We have certainly achieved the objectives we set when choosing NorthgateArinso. In addition, with over 3,600 people using the system, we have been pleased to find that staff have been impressed with the user-friendly nature of the system."

**Supply Chain Director
Vision Express**

System integration

The integration of Payroll and HR systems means that duplicate data keying has been removed and that staff in both functions have access to the information they need. In addition to bringing HR and Payroll together into an integrated system, Vision Express can now integrate in-store systems, which itself contains staff information. This further removes the need for data re-keying.

Greater automation of Payroll calculations

The Payroll system contains much functionality that reduces the amount of manual calculations needed. More of the Payroll cycle is automated, with the system able to cater for a number of 'out of the ordinary' calculations that previously required time-consuming manual number crunching.

Workflow processing

The workflow tools bring Payroll and HR staff the information they need and prompts actions such as system updates and letter generation. These tools, coupled with the integration of HR and Payroll systems, have also enabled Vision Express to re-engineer some processes to improve efficiency

Training administration

With the core HR and Payroll systems in place, Vision Express were able to look at which additional modules might be beneficial. One of these is the training module, which is bringing greater efficiency and reporting capability to the training process. "We have a particular need to ensure staff are trained according to a strict development schedule," says David Hart. "We are dealing with our customers' eyesight, a vital part of their overall health and wellbeing, so to meet our internal standards and external requirements we have to ensure that staff receive the right training at the right time, and that we can verify that it has taken place. The training module is making it much easier for us to do this."

Conclusion

David Hart summarises Vision Express's experience: "We have certainly achieved the objectives we set when choosing NorthgateArinso. In addition, with over 3,600 people using the system, we have been pleased to find that staff have been impressed with the user-friendly nature of the system, thanks to its familiar Windows-based front end and overall usability."

For more information

With the skills, experience and market knowledge of NorthgateArinso behind you, you too can be well placed to translate the HR challenges your organisation is facing into powerful opportunities.

For an initial discussion about your requirements, call us on 0800 035 0545.
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or visit www.northgearinso.com/uk.

