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Time and  
attendance  
focus 2008

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Last year I wrote in my editorial letter that carers had recently gained the right to request flexible working. Parents with children under the age of six already had that right.

Now the government is looking to extend the right to request to parents with children up to the age of 16.

A recent report by Imelda Walsh, HR director at Sainsbury's, has recommended that approach. It also said that the change should be introduced in one go.

While time lines have yet to be established it seems likely that the extension of right to request will come in within the next couple of years.

Such changes demonstrate the impact that flexible working is having on working patterns in the UK.

T&A systems may have traditionally been used for shift workers, but the growth in flexible working has challenged that assumption.

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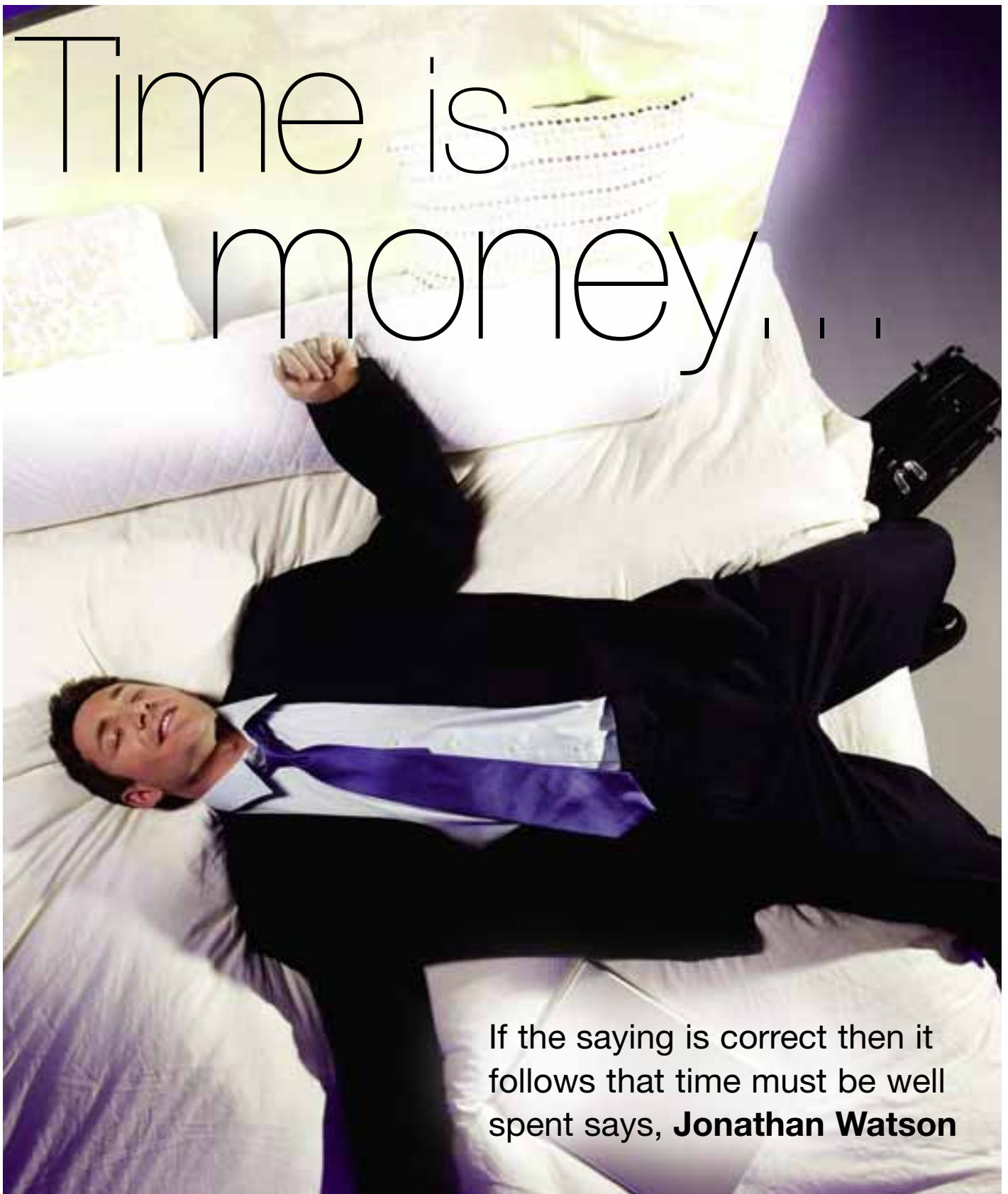
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If the saying is correct then it follows that time must be well spent says, **Jonathan Watson**

Time and attendance (T&A) software is now a well-established part of the office setup. As the economic downturn begins to bite, it is likely to become even more important as companies seek to get the most out of their employees.

“The credit crunch is the main factor affecting our business at the moment,” says Simon Macpherson, operations director at software firm Kronos. “When things get tight, people start looking at where they can use their workforce more

efficiently. That tends to be good news for us, because it plays right into the kind of solutions we provide.”

Mindy Daeschner, European principal at Mercer agrees: “The ability to have time and →

## In certain industries T&A systems also have a part to play in ensuring that customer service is as good as it can be

attendance information readily available is increasingly important in an era where people are looking at their costs very heavily.”

### A bigger picture

Many vendors already saw T&A software as part of a broader strategy of workforce and performance management. “The extension of T&A is allowing businesses to be a little more sophisticated and to step up their measurement of employees,” says Debbie Guppy, business development director at Mitrefinch. “Everyone has to crack down on costs nowadays and the more you can get out of each individual, the better it is for the company.”

T&A is likely to continue to grow in importance as workforce management becomes a much bigger part of company strategy. The move towards workforce

management is also changing the way people use the software according to the providers. “Ten years ago, most of the solutions we sold were just front-ends to payroll,” says Macpherson. “Today, over 60% of our customers are using our systems in a much more operational way and outputting data to payroll is just a by-product. Some people don’t even do that — they just want to use the labour force more effectively.”

This change in focus, rather than technical advances, is driving the development of T&A software. “The basic structure of the software does not change that much,” says Chris Box, sales manager at COA Solutions. “However, you can help the client by providing better measurement so that they can proactively take the next steps they need to get more from their workforce.”

According to Bettina Pickering, managing consultant at PA Consulting, software firms which are focusing too narrowly on time and attendance could get left behind. “More and more of my clients are focusing on the employee management side of things,” she says. “They’re trying to see it as a whole, and time and attendance is one of the inputs. They are looking for something they can easily integrate with their current performance management landscape.”

### Drivers of change

Ensuring that organisations are complying with the *Working Time Regulations* is still one of T&A software’s principal tasks. This is because the regulations are more strictly enforced according to Macpherson. He says: “This is adding to the complexity both in terms of scheduling employees and in terms of organisations being required to monitor in real time what their employees are doing.”

Ian Baxter, marketing director for Workplace Systems, also believes that compliance is still one of the key jobs of T&A software. Providing accurate data for the payroll and ensuring that people get the right amount of money for the time they have worked is a key part of the compliance piece. But there is more that the software can do.

“We have an airline client that has just adopted a new working time directive,” he offers. “The T&A system ensures compliance with that directive and that’s important for them, as they will incur severe and heavy fines if they do not comply.”

Self-service is also shaping the T&A landscape. While some may see self-service as something that HR owns that doesn’t have to be the case, as Guppy has discovered. She explains: “On a lot of our implementations, we have been asked to include a self-service functionality — whereas traditionally everything might have been pushed through the HR department.”

In certain industries T&A systems also have a part to play in ensuring that customer service is as good as it can be. The rail industry is a good

### Case study: Dublin City Council

Dublin City Council uses Optimum, NorthgateArinso’s workforce management system, to manage about 4,000 employees. All staff are registered on the system for recording leave and time off, while 2,500 are registered for flexitime.

The council has about 150 rosters, which it has built itself, covering various different working schedules.

One of the biggest recent changes for local government in Ireland has been the introduction of area offices. “This means that we are no longer all in the same building — we have quite a few outlying locations,” says Thomas Cleary, senior staff officer at the council. “That is no problem with our system, because it’s web-based, so it’s easy to roll out.”

Councils also have significant mobile workforces. “Many of our staff are professional technical people who were not on flexitime before — engineers, traffic wardens and planners, for example — but the system now allows them to work flexibly,” he explains. “Instead of having a centralised flexi-operator who used to deal with everyone’s schedule, they have a self-service application on their own desktop. Everyone applies for their own clock-ins and time off and so on.”

## Case study: New Look

Fashion retailer New Look has 5,000 employees and 540 UK stores. It despatches over 450,000 items every day via 80 lorries. Its distribution centre, previously in Weymouth and now in Lymedale, uses Kronos's Workforce Central suite as its time recording software.

At the distribution centre, 400 full and part-time staff (soon to be 700 with the opening of a second facility) use the system to record their working hours and the activities they work on during each shift. The system is also linked to the company's security gates, ensuring that only employees who are scheduled to work have access to the site.

"We use industrial engineered standards to measure productivity and work hard to capture all the elements of each process to work out how long a task should take", says Jason Keegan, logistics director at New Look. "Workforce Central ensures that we know exactly how long each task is taking and how this differs from our expected standards, ensuring that we can continually refine our processes as part of our continuous improvement programme."

example, as services work to a tight schedule. "If you are scheduling and rostering rail crews, generally a driver has to turn up 10-15 minutes before the train pulls out," says Baxter. "If they don't, the T&A system registers this and identifies a qualified standby driver who can take over. You need to react quickly, otherwise the train will be late and there will be major problems with customers."

That's not to say T&A systems are only used strategically, as there is one area of T&A software where the latest technology is starting to make its presence felt: biometrics. This involves scanning a finger or a hand to ensure that workers clocking on are who they say they are.

This is demonstrated by the fact that last year 35% of the devices installed by Kronos included some form of biometrics. Macpherson says: "That's becoming very popular and we have some retailers that have deployed more than 300 biometric devices. You spend money understanding how the workforce is used; you train them; the last thing you want is people getting others to do their shifts for them." ■



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# The next step

As employers in the UK become increasingly concerned with employee management, a growing number of organisations are looking towards time and attendance systems as a way to monitor, report on and manage their staff.

Synonymous with factory workers, clocking-in or clocking-off, basic time and attendance systems have been around for a number of years, but the demands of the modern work force mean such systems are no longer restricted purely to shift workers. In fact they are now key features in a large number of organisations across a variety of industries.

With time and attendance (T&A) systems the clue really is in the title, however, the increasing demands of business mean that many of the systems on the market today do far more than simply monitor these basic functions. It is up to the payroll department to ensure they get as much from their T&A system as possible.

## The basics

Prior to the introduction of T&A systems organisations paying high numbers of shift workers, hourly paid staff, overtime hours or part-timers were required to manually capture this data on paper timesheets. These then had to be provided to the payroll department in time to make the payroll deadlines. Once received by payroll the data would be manually keyed into the payroll system and routinely checked for accuracy.

A complicated enough process for the smallest organisation, but one which was a mammoth undertaking for employers working across multiple sites and with numerous shift

patterns. Timesheets would need to be collated, authorised and then either faxed or posted to the payroll department.

In addition to being a time consuming process there were also a number of risks with such a process. For example, timesheets could be delayed, lost, received without authorisation, show incorrect hours or be entered incorrectly into the payroll system.

All these issues had a detrimental effect on the payroll and the payroll team's reputation within the business.

Aside from capturing the hours worked the payroll department also needed to know about the hours which weren't worked. Prior to T&A systems sickness absence, holiday and any other kinds of absence would need to be reported to the payroll team on paper forms, which would either be copied to or from the HR department.

The risks with this system are much the same as those posed by the collection of data relating to worked hours, but there are also additional concerns relating to unreported absences. For example, where an employee or line manager neglects to notify the payroll team of an absence.

T&A systems have gone a long way to simplifying these complicated routines by allowing data to be captured quickly and accurately and ensuring it can be transmitted directly to the payroll department. This is either done by an interface between the payroll system and the T&A system or through the production of reports and downloads.

Aside from the obvious benefits of T&A systems there are many additional ones that may not be apparent at first glance. For many

organisations T&A systems have allowed them to gain a much greater understanding of the dynamics of their workforce by providing them with the tools to identify trends in working patterns. They can then create company policy which either works with these or allows the company to discourage such practices.

## Working patterns

For instance, a large manufacturing organisation may use its T&A system to look for shifts which are either overstaffed or understaffed by setting staffing limits and shift patterns. Once the affected shifts are identified the relevant teams can then analyse this data and attempt to determine why this is happening, eg, maybe it is due to the high level of absence on the shifts after the weekend. The company can then take steps to resolve these issues, again using the T&A system to check the progress and effectiveness of any measures they introduce.

Payroll and HR teams can also use the data from T&A systems to enforce current policies, such as the absence policy and verify or report on these. For instance a company may have an internal policy which states that when absence exceeds a certain number of days then an investigation is required. To assist the company in monitoring absence the T&A system could be programmed to flag up anyone whose absence has exceeded this limit and who therefore needs investigating.

The system can also be used to measure the effectiveness of any company policies on sickness. For example, the system could show how often, if at all, the limits set on sickness are exceeded. If no one ever



## Kate Sessarego says that T&A systems can be used for much more than just measuring hours worked

exceeds them or if large numbers of the workforce regularly do, it may indicate the levels set are too high or too low. The company can then adjust them accordingly.

Although all of this may have been possible with the use of paper records a T&A system will allow a line manager or company director to pull up records of hours worked instantly, rather than having to make a request for such a report. Equally data which has been through a manual process twice is much likely to have errors or omissions.

Finally T&A systems can be used to monitor areas which may not previously have been tracked, such as overtime. A company looking to reduce costs may consider the payment of overtime an unnecessary expense and look to reduce this. Previously they may have had to wait until the overtime had been worked and the claim form submitted before the data could be analysed. A T&A system allows employers to pull this data up automatically and see instances where overtime is high. This makes it far easier to identify the trigger — trying to ascertain why there were high levels of overtime six weeks ago will be far more difficult than trying to identify why there were high levels of overtime yesterday.

Overall T&A systems can be a great asset to many organisations, not least those employing high numbers of staff who work variable hours. However, it is important to remember that these systems offer far more than just a way to monitor hours worked and leave taken. They can assist employers with everything from producing the budgets to re-writing the sickness policy. ■



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# supplier INFORMATION



COMPANY NAME	contact details	website	number of current users (companies)	names of existing clients	preferred client size (number of employees)	number of employees which can be catered for
Application Lynx	Matthew Underwood 08707709842	www.applicationlynx.co.uk	20	London Borough of Barking & Dagenham	500 to 2,000	400 to 10,000
Carval Computing	Emma Clare 01525 863 869	www.carval.co.uk	50	Polestar Group, Helphire and Motorpoint	300 to 1,000	50 to unlimited
Ceridian	Response Team 0800 733 337	www.ceridian.com	—	Available on request	1 to unlimited	1 to unlimited
COA Solutions	Chris Box 01604 666 860	www.coasolutions.com	50	Youngs Bluecrest and Walkers Food Group	100 to 5,000	1 to unlimited
Crown Computing	Gail Green 01827 309 800	www.crowncomputing.co.uk	300	Lancashire Constabulary and Powys Council	1,000 to 50,000	500 to 50,000
Elf Productivity	Paul O'Brien 01257 256 000	www.elf.com	400	Allied Bakeries, NHS Logistics and AQA	100 to 20,000	10 to 20,000
Frontier Software	Martin Whitehouse 01543 495 850	www.frontiersoftware.com	25	Scottish Police Service Authority	50 to 2,000	50 to 100,000
Intelligent Time Systems	Debbie Lovegrove 01793 715 471	www.intell-time.co.uk	500	ISS, Numatic and Legoland	50 to unlimited	50 to unlimited
KCS Rightsource	Emma Barrett 020 8660 2444	www.kcsrightsource.com	80	Ricoh, Unichem and Hadley Industries	200 to unlimited	1 to unlimited
Kronos	Jackie Fenner 0870 920 6000	www.kronos.com/uk	750	Tesco, Caterpillar and DHL Exel Logistics	500 to 300,000+	300 to 300,000+
Mitrefinch	Ann Cload 01904 693 520	www.mitrefinch.co.uk	750	GlaxoSmithKline, Nestle and BA	100 to 10,000	1 to 10,000
Pyramid HR	Steve Morris 01926 485 085	www.pyramidhr.co.uk	5	Klick Photopoint, Gleasons and Suputo	10 to 5,000	10 to 20,000
SMART	Lucy Caudle 01483 822 222	www.smart-workforce.com	960	NHS, Sainsbury's and JCB	500 to 10,000	500 to 10,000
Softworks	Noel Dooley +01 2866 126	www.softworks-workforce.com	1,000	Abbey Corrugate and Herman Miller	100 to 100,000	100 to 100,000
TeamSpirit Software	Joanne Ward 01376 519 413	www.teamspiritsoftware.co.uk	50	FKI Group, Joseph Rowntree Foundation	100 to 1,000	50 to 1,500
Tensor	Robert Cochrane 01480 215 530	www.tensor.co.uk	2,500	EDF, Mercedes Benz UK and Panasonic	50 to 10,000	25 to 100,000
Topaz Computers	Keith Brown 01773 531 551	www.topaz.co.uk	25	Nylacast, Speedibake and NFT	250+ to unlimited	250 to unlimited
Workplace Systems	Gavin Hunter 01908 251 348	www.workplacesystems.com	100	BAE Systems, Argos and British Airways	10,000 to 50,000	100 to 100,000

# purchase OPTIONS & SYSTEMS

COMPANY NAME	standalone	integrated HR and payroll solution (also available standalone)	integrated HR and payroll solution (not available standalone)	integrated workforce management solution (also available standalone)	integrated workforce management solution (not available standalone)	other type of business software (also available standalone)	other type of business software (not available standalone)	other	OPERATING SYSTEMS										
									DOS	Unix	OS/2	VMS	Linux	Windows	.NET	SQL	IBM eServer	online hosted	
Application Lynx	✗	✓	✗	✗	✗	✓	✗	✗	✗	✓	✗	✗	✗	✓	✗	✗	✗	✗	✓
Carval Computing	✗	✓	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✓	✗	✗	✗	✗	✗
Ceridian	✗	✓	✗	✓	✗	✓	✗	✗	✗	✓	✗	✗	✗	✓	✗	✗	✗	✗	✓
COA Solutions	✓	✓	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✓	✓	✗	✗	✗	✗	✓
Crown Computing	✗	✓	✗	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗	✓	✓	✓	✗	✗	✓
Elf Productivity	✗	✓	✗	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗	✓	✓	✓	✗	✗	✓
Frontier Software	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✓	✓	✗	✗	✓
Intelligent Time Systems	✓	✓	✗	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✗
KCS Rightsource	✗	✓	✗	✗	✗	✗	✗	✗	✗	✓	✓	✗	✓	✓	✗	✗	✗	✗	✗
Kronos	✗	✗	✗	✓	✓	✗	✗	✗	✗	✓	✗	✗	✓	✓	✗	✓	✓	✓	✗
Mitrefinch	✗	✓	✗	✓	✗	✗	✗	✗	✓	✓	✗	✗	✗	✓	✓	✓	✗	✗	✓
Pyramid HR	✗	✓	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✓	✗	✓	✗	✗	✗
SMART	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
Softworks	✓	✓	✗	✓	✗	✓	✗	✗	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓
TeamSpirit Software	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✓	✗	✓	✗	✗	✗
Tensor	✓	✓	✗	✓	✗	✓	✗	✓	✗	✗	✗	✗	✗	✓	✗	✓	✗	✗	✓
Topaz Computers	✗	✗	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✓	✗	✗	✗
Workplace Systems	✗	✓	✗	✓	✗	✗	✗	✗	✗	✓	✗	✓	✓	✓	✗	✓	✗	✗	✗

# product FEATURES & OPTIONS



I=included in cost  
A=available at additional cost  
X=not available

COMPANY NAME	web-enabled user interface	access control	schedule planning (daily)	schedule planning (weekly)	long-term schedule planning	flexitime management	flexible working management	annual hours management	overtime measurement and management	user-defined additional payments	holiday management	absence management	absence measured using Bradford Factor	punctuality reporting	fire register	employee/team/job costing	multi-site docking	legislative compliance updates	badge production	unlimited employees' docking records	unlimited employee dockings per day	visitor monitoring
Application Lynx	I	I	A	I	I	I	I	I	I	I	I	I	I	A	A	I	A	I	A	I	I	A
Carval Computing	A	I	I	I	A	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	A
Ceridian	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
COA Solutions	X	A	I	I	I	A	I	I	I	I	I	I	I	I	I	I	I	I	A	I	I	I
Crown Computing	I	A	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	A	I	I	I
Elf Productivity	A	A	I	I	A	A	I	I	I	A	I	I	I	I	I	A	I	I	I	I	I	A
Frontier Software	A	A	I	I	A	I	I	A	I	I	I	I	I	I	I	A	I	I	A	I	I	A
Intelligent Time Systems	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	X	I	I	I	I
KCS Rightsource	I	A	I	I	I	I	I	I	I	I	I	A	I	I	I	I	I	I	A	I	I	I
Kronos	I	A	I	I	I	I	I	I	I	I	I	I	I	I	A	I	I	I	A	I	I	A
Mitrefinch	A	A	I	I	I	I	I	I	I	I	I	I	I	I	I	A	I	I	A	I	I	A
Pyramid HR	I	A	I	I	I	I	I	I	I	I	I	I	I	I	I	A	I	I	I	I	I	I
SMART	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Softworks	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
TeamSpirit Software	A	A	X	X	X	X	A	A	I	I	A	A	A	I	I	A	I	I	I	X	X	A
Tensor	I	I	I	I	A	I	I	I	I	I	I	I	I	I	I	I	I	I	A	I	I	A
Topaz Computers	A	I	I	I	I	A	A	A	I	I	I	I	I	I	I	A	I	I	I	I	I	I
Workplace Systems	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	A	I	I	I

COMPANY NAME	SELF-SERVICE OPTIONS			DATA CAPTURE OPTIONS										BIOMETRIC SYSTEMS						
	employee queries	self-rostering	holiday request	on-screen data input (supervisor/manager level)	on-screen data input (employee level)	telephone clocking	remote mobile phone working	remote PDA clocking	pin code keypads	swipe cards	proximity cards	smart cards	interactive voice response (IVR)	biometrics	other	iris recognition	fingerprint recognition	hand recognition	voice recognition	other
Application Lynx	A	A	I	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗
Carval Computing	A	X	A	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✓	✓	✓	✗
Ceridian	I	I	I	✓	✓	✓	✗	✗	✓	✓	✓	✓	✗	✓	✗	✗	✓	✓	✗	✗
COA Solutions	I	X	A	✓	✓	✗	✗	✗	✓	✓	✓	✓	✗	✓	✗	✗	✓	✓	✗	✗
Crown Computing	I	I	I	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✗
Elf Productivity	I	I	I	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✓	✓	✗	✗
Frontier Software	A	A	A	✓	✓	✗	✗	✗	✗	✓	✓	✗	✗	✓	✗	✓	✓	✓	✗	✗
Intelligent Time Systems	I	I	I	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✗	✗	✓	✓	✗	✗
KCS Rightsource	A	A	A	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✗	✗	✓	✓	✗	✗
Kronos	I	A	I	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✓	✓	✗	✗
Mitrefinch	I	I	I	✓	✓	✗	✓	✓	✓	✓	✓	✗	✗	✓	✗	✗	✓	✓	✗	✓
Pyramid HR	I	A	A	✓	✓	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✓	✓	✗	✗
SMART	I	I	I	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✓	✓	✗	✗
Softworks	I	I	I	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
TeamSpirit Software	A	X	A	✓	✓	✓	✓	✗	✗	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓
Tensor	I	A	I	✓	✓	✓	✓	✓	✗	✗	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓
Topaz Computers	I	I	I	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓
Workplace Systems	I	A	I	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓	✓	✓	✗

# security & SUPPORT



COMPANY NAME	SECURITY OPTIONS										OTHER SOFTWARE SUPPLIED					EXTRAS
	user passwords	definable data ownership	company level security access	employee level security access	field level security access	menu level security access	audit trail of system amendments	activity log	data input validation	other	HR	payroll	finance/accounts	PTTD	enterprise resource planning	onsite demonstration
Application Lynx	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓
Carval Computing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✓	✗	✓
Ceridian	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✓	✗	✓
COA Solutions	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓
Crown Computing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓
Elf Productivity	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓
Frontier Software	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗	✓	✓	✗	✓	✗	✓
Intelligent Time Systems	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✗	✓	✓
KCS Rightsource	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓
Kronos	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗
Mitretech	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✗	✗	✓
Pyramid HR	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✓	✓	✓
SMART	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓
Softworks	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✗	✗	✗	✗	✓
TeamSpirit Software	✓	✗	✓	✓	✗	✓	✓	✓	✓	✗	✓	✓	✗	✓	✗	✓
Tensor	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✓	✓
Topaz Computers	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓
Workplace Systems	✓	✗	✓	✓	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓

I=included in cost  
A=available at additional cost  
X=not available

COMPANY NAME	IMPLEMENTATION, SUPPORT AND TRAINING																		
	initial training	ongoing training	implementations support	implementation project management	system extension project management	user guide and documentation	technical guide	online help screens	online tutorials	helpdesk (working hours, Monday to Friday)	helpdesk (early morning to late afternoon, Monday to Friday)	helpdesk (24 hours, up to six days a week)	helpdesk (24 hours, seven days a week)	helpdesk (other)	remote dial-up support services	onsite hardware maintenance	return-to-base hardware maintenance	disaster recovery	user group membership
Application Lynx	I	I	I	I	I	I	I	I	I	I	A	A	A	A	I	I	I	I	I
Carval Computing	I	A	I	I	I	I	I	I	X	I	A	A	A	X	I	A	A	A	I
Ceridian	I	A	I	I	I	I	I	I	I	I	X	X	X	I	A	A	X	I	I
COA Solutions	A	A	A	A	A	I	I	A	A	A	A	A	A	A	A	A	I	A	I
Crown Computing	I	A	I	I	I	I	I	I	I	I	I	A	A	I	I	I	I	X	I
Elf Productivity	I	A	I	A	A	I	I	I	A	I	A	A	A	A	I	I	I	A	I
Frontier Software	A	A	A	A	A	I	I	I	I	I	A	A	A	A	I	A	A	A	I
Intelligent Time Systems	I	I	I	I	I	I	I	X	X	I	A	A	A	I	I	I	I	I	I
KCS Rightsource	A	A	A	A	A	I	I	I	I	I	I	X	X	X	I	A	I	A	A
Kronos	A	A	A	A	I	I	I	I	I	A	A	A	A	A	A	A	I	X	I
Mitretech	I	A	I	I	A	I	I	I	X	I	A	A	A	A	I	I	I	X	I
Pyramid HR	I	I	I	I	A	I	I	I	I	I	I	A	A	A	I	I	I	I	I
SMART	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Softworks	I	I	I	I	A	I	I	I	I	I	I	A	A	A	I	I	X	X	A
TeamSpirit Software	A	A	A	A	A	I	I	I	X	I	I	X	X	A	I	A	A	A	I
Tensor	I	A	I	I	A	I	I	I	I	I	A	A	A	I	I	I	I	A	A
Topaz Computers	I	A	I	I	I	A	I	I	I	I	A	A	A	I	I	A	A	A	I
Workplace Systems	I	I	I	I	I	I	I	I	X	I	I	I	I	I	I	I	I	X	X

**CARVAL COMPUTING LTD**

**Product:** Integrated HR, Payroll & T&A Software  
**E-Mail:** [sales@carval.co.uk](mailto:sales@carval.co.uk)  
**Tel:** 01525 863869  
**www.carval.co.uk**

**Product profile**

Carval's HR Unity Software is a suite of flexible, feature-rich and easy to use modules providing comprehensive HR administration, HMRC-accredited payroll, time and attendance monitoring and employee self-service. Each is a uniquely effective solution but used together our modules form a seamlessly integrated Human Resource Information System designed to streamline and automate processes, reduce operating costs and provide easy access to across function management information. Our customers come from many different market sectors but all benefit from over 20 years experience, regular upgrades and UK-based support. Trust Carval to Bring Unity to Your HR.

**Case Study:**

Charles Letts & Co Ltd is a leading global supplier of personal organisers and diaries. Its two principal brands, Filofax and Letts, carry worldwide recognition. Colin Brown, Payroll Manager at Letts' Dalkeith site explains how implementing the HR, Payroll and T&A modules from Carval's HR Unity Software has helped him manage complex shift patterns and drastically reduced operating overheads.

"The demands on payroll changed following a management buyout in 2000 and the acquisition of the Filofax group of Companies in 2001. As our in house controls and information reports were quite poor we decided to go for a fully integrated system. We chose Carval on the recommendation of another print company in Scotland that had similar union requirements placed on payment of wages.

I have 2 payrolls; monthly and weekly. The weekly payroll operates over 200 pay rates, 11 shift patterns, 30 input codes and 3 different rules governing overtime. The monthly payroll is subject to seasonal variations and has 80 shift patterns.

The introduction of the system has meant a reduction in staff employed in payroll; we now only need one part time employee to do the payroll."

**SMART HUMAN LOGISTICS PLC**

**Product:** Workforce Management Software  
**E-Mail:** [info@smart-workforce.com](mailto:info@smart-workforce.com)  
**Tel:** 01438 822222  
**www.smart-workforce.com**

**Product profile**

Delivering integrated web-based workforce management solutions, our software combines time and attendance, workforce scheduling and rostering, absence management and real-time reporting - tools that enable businesses to reduce staff administration costs and manage staffing levels, whilst improving payroll accuracy, productivity, customer service and employee work-life balance.

These business benefits help our customers to offer a more flexible working environment and achieve a sustainable reduction in people costs of up to 10%. Established for 21 years SMART customers include: Ocado, Rolls-Royce, JCB, Mandarin Oriental, the NHS, Sainsbury's, Trailfinders, and Jaguar.

**Case Study****Unipart Logistics achieves 57% reduction in absence costs in just three months**

With over 3,000 employees Unipart Logistics is the fastest growing company within the Unipart Group, operating out of 22 locations in 14 countries encompassing over 4million sq.ft. of warehouse space.

Unipart Logistics selected SMART to enable the benefits of automated absence management, effective reporting, the collection of 100% accurate time and attendance data and the ability to incorporate Unipart Logistics' rules and shift patterns to record time on a project basis.

The scope of the project was vast, with system roll-outs planned for various locations across the UK. Unipart Logistics' Cowley operation, with 600 employees, was the first site to receive the solution, and just three months after go live reported a reduction in absenteeism of 5% - representing a six figure saving per year. Lateness also dropped dramatically.

A year on, the SMART system at Cowley proved its worth with 1st year payroll savings in the region of £145,000 due to improved processes for automating recording of absence exceptions and sickness deductions, which were previously manual. The process improvements alone equated to an £80,000 saving.

As a snapshot of a successful project, the cost of absence has been reduced by an amazing 57%.

**"I was amazed at how little 'noise' we heard about the changes – this is a testament to the quality of the system build and the benefit that the processes our people are now following are bringing to the business"**

Chris Taylor, Project manager, Unipart Logistics.

**Please visit the SMART website to find out how our solutions offer advanced workforce planning or contact us to discuss your requirements.**

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Adding value to your business

## KCS Rightsource



**Product:** Time & Attendance Software

**Contact:** Emma Barrett

**Email:** [sales@kcsplc.com](mailto:sales@kcsplc.com)

**Tel:** 020 8660 2444

[www.kcsrightsource.com](http://www.kcsrightsource.com)

KCS is a leading software and service provider of HR and Payroll Management Solutions, based in the UK. Our product line consists of HR, Payroll and Time and Attendance Software, as well as Payroll Outsourcing Services

KCS' Time & Attendance solution is designed to monitor and analyse employees working time quickly and accurately. It offers real-time workforce management control, as well as point-in-time data for accurate payroll calculations and shopfloor data collection where required. It can be used as a standalone system, but to get optimum return, it can be used as an integrated part of KCS' HR and Payroll solution.

## FRONTIER SOFTWARE



**Product:** Time & Attendance Software

**E-Mail:** [sales@frontiersoftware.com](mailto:sales@frontiersoftware.com)

**Tel:** 0845 370 3210

[www.frontiersoftware.com](http://www.frontiersoftware.com)

### Product profile

Since 1983 **Frontier Software** has been a leading provider of specialist Human Resource and Payroll systems. Today, more than 1300 clients in a huge range of industries rely on their easy to use and infinitely adaptable products.

*chris<sup>21</sup>* is their integrated HR and Payroll solution and is one of the most successful solutions for human resource management anywhere in the world.

*chris<sup>21</sup>* incorporates Recruitment, Employee/Manager Self-service, Learning & Development, Executive Reporting, Time, Attendance and Rostering.

**Frontier Software** has an aggressive policy towards product development and 20% of revenue is spent on product research and development. This and a 'functionality rich' product have enabled **Frontier Software** to gain, ISO27001 and ISO9001:2000 accreditations.