Case Study

Mothers' Union: streamlining processes with the Intelligent Time & Attendance suite

Founded by Mary Sumner in 1876, Mothers' Union is an expanding, grassroots organisation with around 4 million members in 83 countries.

"With our new system, information is not only readily available but it also shows - clearly - hours worked. This has made processing payroll each month much easier and quicker."

Dee Babudoh - HR Manager

"It was clear that the product was user-friendly, within budget and would empower our employees to view and manage their data in a self-service environment"

Dee Babudoh - HR Manager

The organisation's mission is to empower people in need by providing the training and encouragement required to create a better life for themselves and their families.

The challenge

A number of departments and teams are based at a London HQ, providing administrative and process support for all Mothers' Union operations. Prior to selecting the Intelligent Time and Attendance (T&A) solution, Mothers' Union operated a disparate, manual electronic system to record the working hours of all 47 employees. Not only was this laborious to maintain, but the complexities of flexitime and overtime payments added to an already large administrative overhead.

The solution

In 2013, Mothers' Union invited tenders from suitable providers. Following a successful series of presentations, the Intelligent T&A system was selected and implemented to provide a fully integrated time and attendance, employee self-servicing and HR solution.

The benefits

A key desire for Mothers' Union was to empower staff whilst also reducing manual paper audits. The Intelligent Timeweb product was rolled out and has resulted in staff being able to clock in/out against a flexitime shift pattern - and request holidays and absences - all from their desktop PC. Work/life balance has been enhanced, as working balances and leave entitlements can all be self-managed.

For senior staff using the core Intelligent Time product, all time and attendance data can be managed within one centralised system. Previously troublesome overtime requirements and calculations are now easily recorded, helping to drive down time spent on payroll processing. Linking to the Intelligent Time system is a 'Proximity Clocking Terminal' which allows staff to record their working hours with one simple fob swipe transaction.

In addition to time and attendance requirements, Mothers' Union successfully deployed and rolled out the Intelligent HR Module. With all employees already stored within the T&A system, adding the HR module

proved straightforward and allows Mothers' Union to record employee data such as training records, skillsets and appraisals.

"The HR component allows us to align employment records electronically, all in one place."

Dee Babudoh - HR Manager

Conclusion

Our 'Intelligent' suite provides cost-effective and user-friendly solutions that are a perfect fit for organisations of all sizes. Close and clear engagement throughout the implementation process results in our clients achieving maximum return on investment. We would like to thank all at Mothers' Union for their participation in this case study.

Solution overview

Mothers' Union are currently using the following solutions from Capita Workforce Management:

Intelligent Time

The Intelligent Time system provides Mothers' Union with the ability to record working hours for all staff via the Maximus Clocking Terminal range. These working hours are recorded over different flexitime shift patterns, which are set up and configured within the Intelligent Time system. The module also hosts the Intelligent Report Wizard, an application allowing system administrators to report upon any data stored within the system.

Intelligent Timeweb

This self-servicing module allows staff to both clock in and out from their PC in addition to requesting holidays, sickness and absences. When requesting leave, users simply select their chosen days from their own employee calendar - an email is then automatically sent to their line manager for approval. This automated feature of Intelligent Timeweb eliminates the need for paper-based requests and approval forms.

Intelligent HR

Fully integrated with all other 'Intelligent' modules, Intelligent HR provides the ability to record and report upon HR related information such as employee training records, skillsets, and appraisals.