



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

# REACH NEW HEIGHTS WITH HFX IMPERAGO

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

**TIME & ATTENDANCE, ROSTERING, FLEXI & HYBRID WORKING,  
ACCESS CONTROL, VISITORS, HR**



# DELIVERING **WORKFORCE MANAGEMENT** SOLUTIONS TO ORGANISATIONS THROUGHOUT THE UK FOR OVER 50 YEARS

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.





# WHO ARE HFX?

HFX is a privately owned UK company specialising in Workforce Management software with core modules of Time and Attendance, Advanced Rostering, Flexitime, Access Control. The company was established over 50 years ago and has over 800 customers of all sizes and in all sectors.

✓ Our experience of 50+ years as pioneers in the workforce management software space, our diverse customer mix, combined with a leading edge SaaS Cloud solution means that **we are the go-to UK company for Time and Attendance, Advanced Rostering and Flexitime.**

✓ We can show proven savings that our Imperago solution has given to our Customers. **idverde saves £2 million a year now it has implemented our Imperago solution.** See the case study on page 13.

✓ We are proud that **we keep all of our operation in the UK**, from software development to country-wide support. This gives us a competitive edge of being faster and more agile than our competitors in getting new developments in the software and any necessary updates and changes to the customer. It also means that we can give an excellent and dedicated support service to our customers.

✓ Our company motto is Simplify and we apply this throughout all the phases of product development, delivery and support. It is also intrinsically reflected in our product called Imperago where we spent considerable development effort in making the software quicker and easier to configure and use. The result is that **we can configure Imperago 80% more quickly than our competitors with an equivalent product.** This means that we can deliver the Imperago solution faster to the customer and at a lower implementation cost.



# 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.

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.

### TRADITIONAL T&A

33%  
Hardware

33%  
Software

33%  
Configuration

### HFX

Powerful SaaS solution  
implemented

5 X FASTER

ONE SIMPLE MONTHLY FEE

## HFX MAKES YOUR TRANSITION SO EASY & ECONOMICAL

**More for less:** HFX offers you extensive SaaS Cloud functionality for a reasonable monthly cost to fit all budgets.

### A quick transition to HFX Imperago:

Our solution is especially designed to be configured 80% quicker than comparable competitor solutions.

**Data Migration:** We can transfer across data from your previous system and then configure the new HFX Imperago solution to accurately capture all your shift patterns and requirements for working rules and regulations. If you have hybrid of flexible working the system can be easily set up to manage all different ways of working.

**Flexible and cost effective clocking options:** If you require employees to clock in then we offer a large range of touch free and mobile clocking options and you can even keep your existing devices if your budget does not extend to new clocking devices.

## FULL SEAMLESS INTEGRATION WITH THIRD PARTY PAYROLL & HR SYSTEMS

HFX's IMPERAGO seamlessly integrates with all mainstream HR and payroll systems

ciphr  
all about people

MHR

cezanne

access PeopleHR

Sage

SAP

zellis

bamboohr™  
moorepay  
Payroll & HR Solutions





# HFX IMPERAGO

A FULL SAAS CLOUD WORKFORCE  
MANAGEMENT SOLUTION TO FIT ALL  
**COMPANIES – ANY SIZE, ANY SECTOR**





# TIME & ATTENDANCE

The workforce represents every organisation's most valuable asset and largest controllable expense. With many organisations operating multiple shift patterns and with flexible and remote working practices now commonplace, gaining the transparency you need to drive efficiency and make bottom line savings is no easy task.

HFX's cloud based Imperago® Time & Attendance and Workforce Management is a powerful, robust, flexible and cost-effective solution, designed to be both user-friendly & extremely easy to maintain.



## THE HFX ADVANTAGE

- Next Generation Cloud Solution
- Solution for all staffing Groups
- No IT infrastructure or CAPEX Required
- 80% faster to configuration & implementation than others in the market
- User friendly configuration empowers organisations to take full ownership
- RapiD integration to 3rd party solutions
- Connectors for leading HR/Payroll providers
- Full UK onsite support with certified in-house engineers
- Leverage existing devices through our EveryOneCloud® Module

## BENEFITS



- Elimination** of errors, time theft and fraud
- Reduction** in lateness, absence and overtime
- Extensive** reporting and dashboarding
- Accurate**, automated timesheets and payroll process
- Ensure** compliance against the Working Time Regulations
- Capture** productivity, tasks and activity by time or cost
- Multi-Site**, multi-country and time zone compliant
- Leverage** the entire suite to cover all staffing groups, remote workers, visitors and access control
- Reduction** in administration (£40 per employee per year) through integration
- Gain** valuable real-time insight into staff deployment & activity



# 3D ROSTERING

THIS HFX REAL TIME ROSTER CONSTRAINT FUNCTION IS A HUGE TIME SAVER!

**Why 3D?** because you can plan your roster by any variable you wish such as location, department, skill, job contract, production line, time, equipment...the list is endless. 3D Rostering also gives you the cost of your roster in real time.

## 7 reasons why Imperago 3D Rostering is unique compared to other rostering products in the market.

Because it has a totally flexible shift structure which means that as well as having fixed rosters, managers can also change around shifts ad hoc eg move a person to another job role at another time and the system will calculate the effect of this change in terms of whether you still meet budgeted hours, staff numbers and costs.



We can display budget information as well as cost forecasts



Advanced Automation of shift cover – Auto Manager – Staff can make absence or shift change requests and if the request does not break any fixed parameters re required skill level, staff numbers etc, then the system will automatically authorise the request thus saving manager time.



Because it has advanced filters for viewing staff rosters or work schedules with endless combinations eg view by location, job role or location and job role, production line, person, department, etc



Staff can publish their availability in the Self Service which can be viewed in real time at any time by managers needing extra shift cover.



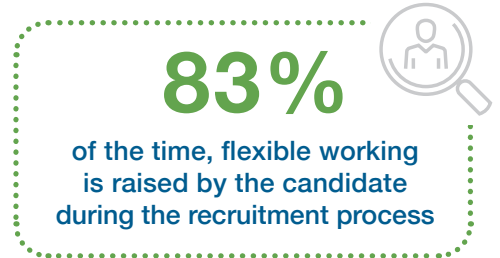
Easy communication and management of Cover shifts, Open shifts, Extra shifts: managers can broadcast to staff shifts which they need covered using the Self Service, email, sms etc



Real Time Roster Constraint function: when a manager is making changes to the rosters or work schedules, the system is constantly checking in real time if any rules are to be broken in making these changes and will alert the manager at the time of trying to make the change. In other rostering systems, the changes have to be made and then a manual validation process is activated and only then can the manager see what rules have been broken and so has to go back and modify the whole roster.

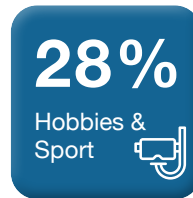
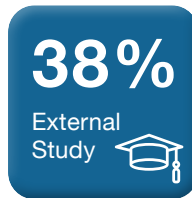
# FLEXIBLE AND HYBRID WORKING

As we all move to a 24/7 culture, organisations need to find a way to become more agile in order to meet customer demand and help employees with their work/life blend. Increasingly technology is blurring the boundaries between work and home life, and this same technology is enabling an ultimately more flexible approach to work.



## Flexible Working Reasons

Responses given in order of importance



HFX is the only Cloud SaaS Flexitime system which can fully handle the patterns resulting from employees working truly flexibly for a blended work/life.

## Flexible workforce = Increased Staff Engagement and Improved Service Delivery

Numerous studies prove that flexible working is a benefit to the business and to the employee. HFX Imperago can help you to meet staff expectations to work more flexibly and increase staff productivity and engagement. Benefits include:

- Increased staff motivation & engagement
- Reduced staff turnover and absence
- Supports latest employment legislation
- Increased work/life balance
- Reduces staff costs
- Increases productivity

A pure web based product, HFX Imperago is intuitive to use, provides self service options for staff and runs on any tablet, PC or mobile.

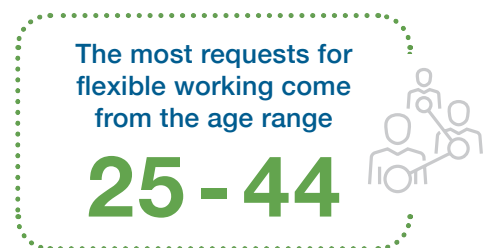


## Configuration and Clocking

HFX Imperago can be configured to meet exact requirements and supports unlimited number of working patterns supporting flexitime and any other form of flexible working. The system handles clocking in and out information from a wide range of sources. Staff can clock in from terminals, via their PC or smartphone. Tokens, cards or fobs used for access control, car park entry, vending or printer management can also be integrated with the HFX timeclocks if required.

## Integration and Fully Managed Cloud Option

HFX Imperago uses an advanced integration module to connect to main HR, Payroll and ERP solutions. HFX has over 50 years' experience of integrating with 3rd party applications and can provide bi-directional or one-way integration. Our managed Cloud service delivers the solution to any device, in any location, securely with optimal performance and 99% availability.






# FORECASTING & BUDGETING

Imperago Forecasting and Budgeting is a powerful tool which models and simulates different staffing patterns based on planned work loads in real time. Imperago gives you the cost in real time of the different scenarios you run, and you can see at a glance if you are within budget or exceeding it.

Imperago Forecasting and Budgeting is unique in that it provides real time cost information and offers full flexibility in the options for reviewing the costed budget data: Budget by client, job, agency, cost centre, production line etc.

Full hierarchy of authorised access to budget costing reports and information.



Labour cost is often the most significant element of the total cost of finished goods and services. It is essential to have an accurate estimate of labour cost to aid decision-making to only accept contracts to deliver projects, goods and services which are forecast as profitable.

In order to calculate accurate labour cost it is important to include potential overtime costs, agency staff, extra rate pay for weekends or late working and this can only be forecast in line with the planned rosters in a rostering solution such as Imperago.

Budgets can be modelled in hours too – by person, by cost centre, by activity or by agency staff. Imperago Forecasting and Budgeting can provide one budget for internal staff and another for agency staff allowing different simulations and cost analysis.



# IMPERAGO ESSENTIALS

## SOME MORE FEATURES AND MODULES FOR OPTIMISING YOUR BUSINESS

### 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 & 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

### 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.



## 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'.

## 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.

# OUR MISSION IS TO SIMPLIFY WORKFORCE MANAGEMENT

## 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%.

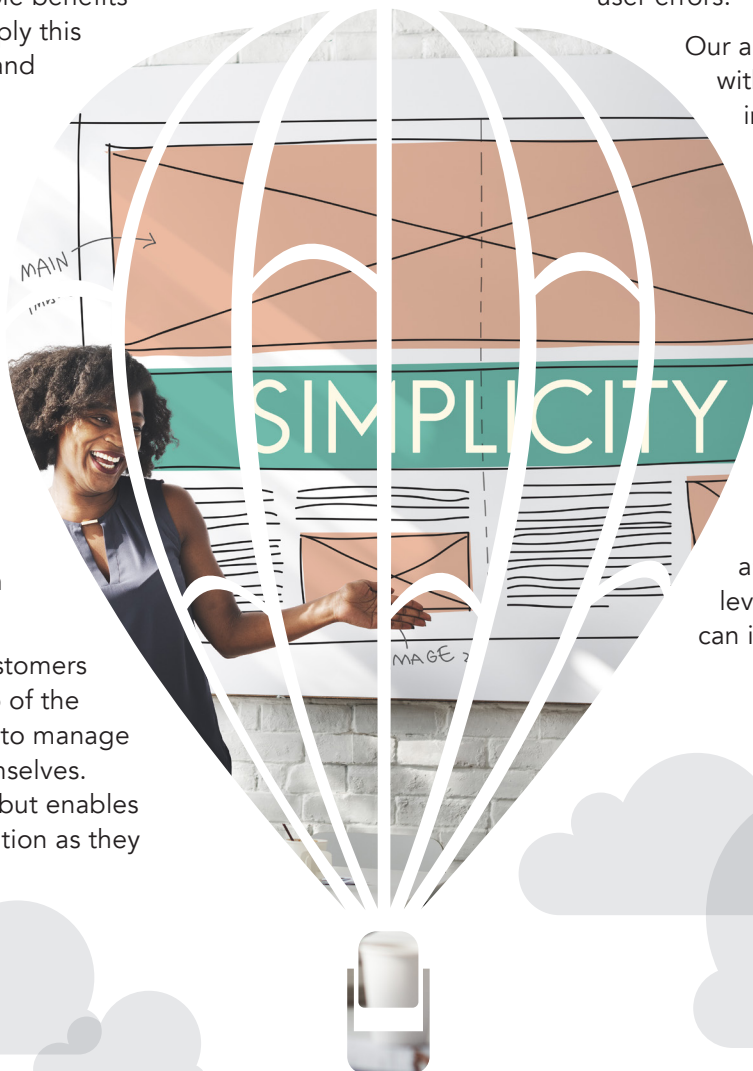
The result is that our customers pay significantly less for a faster implementation, resulting in immediate savings.

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.



# 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





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



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





# 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 and over a year we have a 95% "Awesome" rating.

Our onsite engineers based throughout the UK are highly qualified engineers and all hold the following 3 certificates:

1. **ECS Cards** - The Electrotechnical Certification Scheme is the sole ID and competence card scheme for electrotechnical operatives in the UK
2. **SSSTS Certification** – Site Supervision Safety Training Scheme for the Construction and Civil Engineering Industries.
3. **CPD Certified Asbestos Awareness Certification**

HFX is also **Safe Contractor Approved** and offers full UK coverage and support to our 1,500 customer sites.

“ I would like to thank 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! ”

“ HFX Support has been great; they always get things resolved quickly. ”



**Crownlea Group -  
Martin Holmes, Group Payroll Manager**

“ I can't really fault them, they have been brilliant! ”

**Cromlix Hotel  
Andy Oram, Financial Controller**



# CLIENT TESTIMONIALS

At HFX we make our customers our top priority from the day they become part of the HFX family, through Implementation and onto Support.

Here our customers give testimonials of their experience with HFX, in their words not ours:



"The HFX implementation consultant gave great training. He kept it simple, explaining the concepts in layman's terms and always gave a bit extra."

"The whole experience was pleasurable. This was particularly due to the HFX implementation and project team who were knowledgeable and very supportive throughout. There was a good team relationship between Buffaload and HFX and the configuration consultant was helpful, honest and able to translate our complex requirements into a functioning system."

**Lesla Nicholson, Head of People at Buffaload**



"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."

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



**SMALLBONE**  
OF DEVIZES



"The savings that we have already seen in the first few months since implementation as well as the improved accuracy coming from the reports has ensured a more stress-free payroll process."

**Russell Landy, Chief Financial Officer at Smallbone of Devises**

"We had a strong take-up and buy-in from managers for the Imperago solution, helped greatly by the way that HFX managed the Project and system implementation." **Andy Payne, Group IT Director at Smallbone of Devises**

"We are very impressed with our estimated 9 months ROI for the Imperago Solution. Not only did we manage to achieve what we wanted to save but the system has gone beyond that. We have been surprised by the extra efficiencies."





HFX have been great in the amount of time they have saved us and in the improvement in accuracy in hours for paying our staff.'

"The project implementation was good and our project manager ironed out any issues quickly.

"HFX Support has been great; they always get things resolved quickly."

"Since implementing HFX's Imperago solution all exceptions are authorised in advance within the system as part of the new workflow, resulting in a timely and accurate payroll."

**Martin Holmes, Group Payroll Manager at Crownlea**



"Veolia has a great long standing relationship with HFX which goes back decades. At the end of the day it's all about healthy relationships."

"EXCELLENT SUPPORT - A smooth and easy installation with a helpful consultant'."

"I can't find fault with the service received from HFX"

"Tony from HFX gave great training!"

**Andrew Cheeseman, Operations Manager at Veolia**



"We had annualised hours implemented and this was a really great solution. The annualised hours tracking has been excellent!"  
Lovat Park's team commented that the implementation process went smoothly and the HFX team were proactive and provided a consultative approach in order to configure the system to match requirements.

**Alan Oliver HR Manager at Lovat Holiday Parks**



"I just want to take this opportunity to thank you so much for your support, professionalism, responsiveness and overall customer excellence we have experienced from you (Atul) throughout this project. It has been a breath of fresh air."

**Lisa Woolley Group HR Manager, Carlton Forest Group**



**CROMLIX**

"I can't really fault them, they have been brilliant!"

"Patricia and Ian have been very supportive and helpful responding to queries."

**Andy Oram, Financial Controller at Cromlix Hotel**



# FULL SAAS CLOUD SOLUTION



## FULL INTEGRATION TO ALL HR AND PAYROLL SYSTEMS

HFX Limited  
Solution House  
Dunham's Lane  
Letchworth Garden City  
Hertfordshire  
SG6 1BE, UK



[www.hfx.co.uk](http://www.hfx.co.uk)



[salesteam@hfx.co.uk](mailto:salesteam@hfx.co.uk)



03333 447 872