

BLUE DIAMOND[®]

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Blue Diamond is one of the UK's leading garden centre groups with over 40 locations and 3,500 employees across the UK and Channel Islands.

Each site contains a diverse mix of products and services including restaurants, home, fashion, seasonal goods and restaurants. There is also a production nursery and online store.

The business has tripled in recent years and plans to double again. Wesley Haywood, Group Operations

Manager at Blue Diamond said that “Imperago has been invaluable managing payroll during a period of rapid growth and the complexities of the pandemic.”

Larger sites have up to 150 staff working in the various departments and most work some sort of shift pattern. Managing such a big and diverse business is complex. Blue Diamond chose HFX's Imperago solution to improve business efficiencies by automating processes, centralising information and enhancing visibility of how staff are working.

SOLUTION AND BENEFITS

HFX's Imperago is a true SaaS Cloud solution and Blue Diamond have implemented Time & Attendance with Rostering, Forecasting & Budgeting and an interface with their Zellis HR and Payroll system.

Now Blue Diamond have been using the system for a few years they can really appreciate and evaluate the benefits.

Previously, they had no system at all and processes were manual, so the benefits seen immediately were Accuracy, Visibility, Keeping to Budget and Connectivity with Zellis HR and Payroll.

- Accuracy in staff time recorded via the clocking devices for Time & Attendance: This may seem a rather obvious and simple benefit, but the instant savings are high due to avoiding overpayments to staff for time not worked – either absence or poor punctuality.
- Now there is real visibility of information – in real-time if required – so 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.
- Because information is all in real-time, issues can be picked up immediately and the responses are fast.
- The Forecasting & Budgeting 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.
- Connectivity to Zellis HR and Payroll system. Payroll is automatically fed with the correct data from HFX's Imperago saving considerable time and reducing errors from manual input. The end result is a quick and accurate payroll.



TANGIBLE SAVINGS

Wesley Haywood, Group Operations Manager at Blue Diamond says *'the HFX system delivers on ROI'*.

There will be many areas where big savings have been made but one quantifiable area is in ending cost overruns. Historically, staff cost was typically £350k over budget per annum due to the timing issues faced by a very seasonal business model. This no longer happens due to the real-time visibility of staff costs, so overruns are avoided.

With over 90 managers in the organisation, there is always a control risk and the system has significantly closed loopholes that could have been used to make fraudulent payments.

“In my opinion HFX are a good supplier and definitely a partner to approach when considering a Time & Attendance system.”

SATISFIED MANAGERS AND STAFF

Wesley explained that at the start of the project, managers invested time explaining to their teams WHY the system was to be implemented and the expected benefits. This ensured that staff were positive and receptive about the new system implementation which is always a crucial part of a successful project.

An important contributor to the success of the implementation was also that the HFX Imperago system is very intuitive to learn and use.

BLUE DIAMOND - A HAPPY CUSTOMER

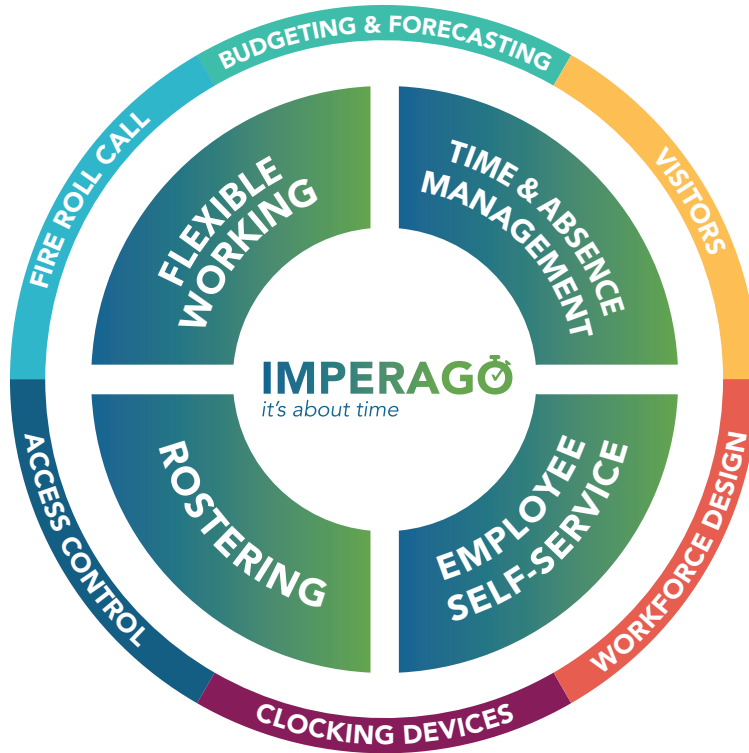
At HFX our ultimate objective is always to have a happy customer and we are very proud to be able to quote Wesley's positive feedback: *'HFX have delivered a solution that meets our needs, improved efficiency and delivered on the ROI, they are always improving the system and are responsive to feedback. In my opinion HFX are a good supplier and definitely a partner to approach when considering a Time & Attendance system.'*

ABOUT IMPERAGO

Imperago has spent more than 50 years developing, improving and refining its SaaS Cloud Workforce Management solution comprising Time & Absence Management, Flexible Working and Rostering.

Installed in over 500 companies of all sectors and sizes it is the most powerful, robust yet easy-to-use and quick-to-configure solution currently in the market. It fully integrates with all HR and payroll systems and is extremely easy to maintain with no hidden costs.

IMPERAGO 
it's about time



To find out more about HFX please call **0330 122 7200**
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