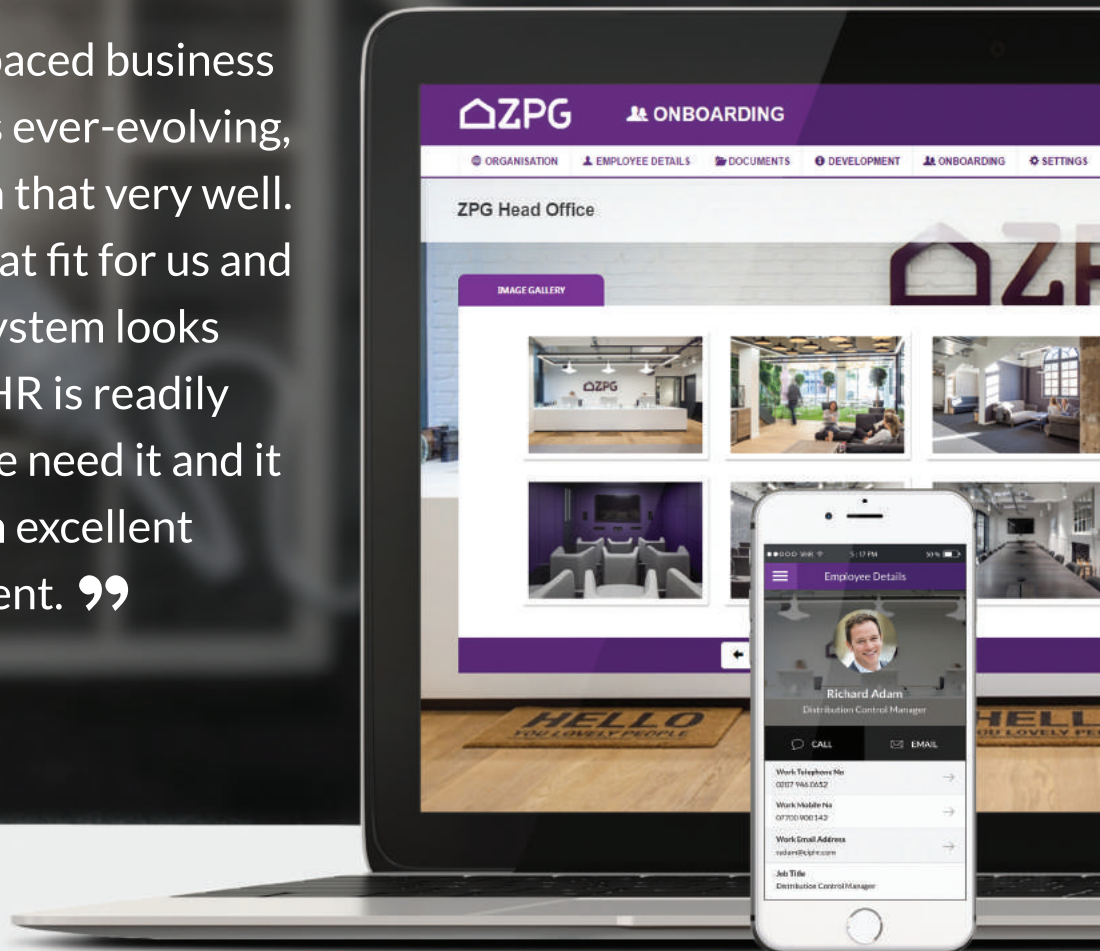


CUSTOMER SUCCESS STORY

“ We are a fast-paced business and the business is ever-evolving, CIPHR falls in with that very well. It’s culturally a great fit for us and the way that the system looks itself is great. CIPHR is readily adaptable when we need it and it definitely offers an excellent return on investment. ”



ABOUT ZPG

ZPG is the UK’s leading market resource for a one-stop property finder. Due to their continued expansion, they needed an HR system to help streamline processes and to deliver more complete management information. They chose CIPHR as it suited their fast paced and ever-evolving business.

- UK’s leading market resource for a one-stop property finder
- Grown from 120 to 800 employees in 4 years
- Founded in 2007
- Over 40 million website visits a month

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WHAT DID ZPG WANT FROM AN HR SYSTEM?

When Claire Chester joined, the HR team the staff headcount was around the 100 mark, since that time the group has rapidly grown. Due to this expansion, and increasing requirements for an HR system, ZPG began undertaking projects to streamline processes, save time and money, and to deliver more complete management information. The HR team were looking for:

- A system that would support the expansion of their organisation
- Employee self-service to engage employees
- An automated org charting facility to improve workforce visibility
- Management information reporting, with the ability to visualise data and analyse trends
- Total reward statements to help employees understand the full value of their benefits package
- An integrated recruitment system to attract and manage applicants
- Automated notifications for starters, leavers, absences and staff reviews
- An attractive interface to encourage user adoption and reflect their unique employer brand
- A system that was implemented and live within 6 months
- Consultancy services to advise the best way for ZPG to benefit from the system

Claire Chester, Group HR & Systems Advisor, comments “We wanted to implement an HR system that could help the HR team to be seen as less of an administrative function and add more value to the business. We also wanted to be able to streamline our HR processes by bringing people on board quicker, giving them access to an HR system which they could log into prior to joining, just to give them an idea of how ZPG works and what to expect on their first day.”

CHOOSING AN HR SYSTEM

“Out of the three shortlisted, CIPHR looked the freshest, cleanest and most modern. It complemented us as an organisation with its look and feel, and the representative’s energy reflected ours closely. Our aim was to show HR in a new light within ZPG – not just dealing with people issues, but providing real value to the business in a variety of ways. CIPHR would be the first step towards this ultimate goal. We chose CIPHR over other software providers as we felt that they were more of a cultural fit for us. We have more of a partnership with CIPHR, rather than just being a software provider, which has worked to our benefit.”

SAVING TIME WITH EMPLOYEE SELF-SERVICE

CIPHR’s employee self-service functionality saved the HR team valuable time as the responsibility for updating personal details was delegated to employees. They are now also able to enter absence, and request holiday, whilst managers can accept or reject these requests instantly.

“We planned the launch of CIPHR, which we call MyPlace, very carefully and we were sure to send out a series of alerts to all staff in the run up to the big reveal. It was refreshing to see how people were so engaged with the system from the start - the feedback was really positive. On the first day we had over 92 people log in to the system, make changes to their personal details and enter holiday requests, which showed that people were getting involved immediately. Even the CEO input data, so we knew CIPHR was being accepted right across the organisation. MyPlace is very on-brand and the launch was clearly a success.

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Employees, managers and the HR team can access MyPlace anytime, anywhere, through mobile devices. This is a benefit for employees working offsite and sped up processes that were previously time consuming for the HR team.

“30% of the people in our business are based out in the field. For them being able to access MyPlace on a regular basis, whether that’s through their mobiles, laptops or phones is really useful.”

ENGAGING NEW STARTERS WITH ONBOARDING

One of the key requirements ZPG had when looking for a new HR system was to create a strategic onboarding process which engaged new starters and gave them an insight into ZPG’s culture. As their company has grown and their strategy has adapted CIPHR continues to support the evolution of their onboarding.

“CIPHR has really been adaptable and has grown with us as we’ve grown as a business. When I joined 4 years ago our headcount was at 120, we are now at 804. Through that period, we’ve acquired a number of businesses so we’ve had a lot of new starters. It’s been great to engage them from the get go. We’ve got a great culture and environment here, we really want people to be able to get a feel of that before they actually come in on their first day. CIPHR’s onboarding has enabled us to do that which has been a great benefit, not only for us as business, but also our new starters. The fact that CIPHR has been able to grow with us whilst we bring all of those people on board has been amazing.”

Now the HR team can send login details to new employees so that they can instantly access important information before their first day. This has improved the experience for new starters and helped get them engaged from the start.

“From the moment we receive acceptance of a job offer, we then send out information to the new starter including their contract of employment and a link to MyPlace with their username and password so that they can log in before their first day. They can have a look at all of our policies, which means that they can read and accept them before joining. It also gives a feel for the types of products, services and benefits we offer. We can upload videos, imagery and information about benefits - it’s really engaging.”

INCREASING EFFICIENCY WITH AUTOMATED NOTIFICATIONS

To save themselves time and improve workflow, the HR team opted to use CIPHR’s notifications to send automatic reminders and updates. Many previously manual processes have now been replaced with automated emails which has made communicating important information more reliable and efficient.

“The fact that notifications can be automatically generated from CIPHR is a huge advantage. We don’t have to be so reliant on our memory, with all of the information that we’ve got to try and retain on a daily basis. It sends out all of our probation reminders and notifies the relevant people about new starters, so managers are aware of when new employees are going to be joining and are also informed via leaver notifications of the last day of employment.”

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INSTANT ACCESS TO HR ANALYTICS AND MANAGEMENT

Being a fast-growth organisation, ZPG's Board and CEO frequently require statistics and analysis on people data. The HR team use CIPHR's reporting functionality to create reports quickly upon request and view statistics via configurable online dashboards.

"There have been a number of reports specifically created for us, including one which is required by our CEO demonstrating our monthly benefits take-up. We store all data for our benefits within MyPlace and the report shows how many employees have signed up for our private healthcare, dental policy and pension.

We've been able to produce some valuable statistics on our gender pay gap in advance of the upcoming regulations through CIPHR. It's been really helpful and the fact that we could produce this report at the click of a button was great."

BREXIT ANNOUNCEMENT - SUPPORTING EMPLOYEES

"When the Brexit announcement was made our HR Director immediately needed a report listing our EU nationals, at the click a button I instantly provided that information. Within 24 hours we had a meeting booked with our Immigration Specialist and we were able to get our EU national employees in a room to advise them that we were able to provide support in order to gain their residency cards - which I think our employees really valued. There were around 600 files, so to do this manually would have taken a lot longer. It saved HR a lot of time, which was great."

REDUCING RISK THROUGH INTEGRATED PAYROLL

With CIPHR, all payroll information is stored in one repository with an audit trail to capture actions on the system. The HR team can now effectively manage payroll through a single point of data entry, reduce data inconsistencies and risk, ensure compliance and save time and money.

"CIPHR's paylink integration enhances the way that we process payroll so that we don't have to rely on our finance team for the information and we can avoid duplication of data entry. It's an easier process for payroll, everything then gets sent on time, people get paid on time and it's been really helpful."

COMMUNICATING BENEFITS TO ENGAGE AND RETAIN EMPLOYEES

Employees now have access to a breakdown of their salary and benefits package. This has helped ZPG to support employee engagement efforts by giving instant online access to benefits information so that employees have a better understand of their benefits package.

"CIPHR's total rewards statement is a real value-add for employees. They get to see exactly what their package is worth in real terms and the information is displayed in a way that is easily understood and digested. CIPHR is so configurable, we can mould it to fit our needs very precisely."

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CIPHR'S SUPPORT

Members of ZPG's HR team attended training sessions at CIPHR's offices in Marlow to make sure they benefitted from CIPHR's full functionality. The team also received dedicated support from their Account Manager and instant access to the Service Desk whenever they had queries about the system.

"The CIPHR training courses were great, they're really informative. The knowledge that the trainers have on the system is incredible. If you can go into the training with some live examples of what you would like to do or change, that will help you a lot too.

The face to face support that we get is great, both from our Account Manager and the consultants. We are able to ring up and get meetings with them quickly which is very helpful. The implementation was smooth, it took 3 months which was a quick turnaround.

I love the guys on the Service Desk they're great, no task is too big for them. I can ring them up with any type of question, whether it be big or small. They know who I am which makes a big difference and makes the service feel more personal."

RECEPTION OF CIPHR

"We are a fast-paced business and the business is ever-evolving, CIPHR falls in with that very well. It's culturally a great fit for us and the way that the system looks itself is great. CIPHR is readily adaptable when we need it and it definitely offers an excellent return on investment.

The CIPHR project so far has been very positive and we have so many plans to further develop the system within ZPG. The service we have received from CIPHR has been outstanding and the knowledge and professionalism of everyone has been exceptional.

I would most definitely recommend CIPHR to any other company looking to implement an HR system. If I left, I would implement CIPHR again wherever I went."

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