"The transition to our new HR structure would not have been as successful without Workpro.
It allows us to work smarter.
We would be lost without it now!"

BURTON'S BISCUIT Cº

At a glance:

Client: Burton's Biscuits
Location: United Kingdom
Industry: FMCG Manufacturing

Challenge:

Fast growth at Burton's Biscuits' and a significant merger, meant the former manual HR case handling process was no longer fit for purpose. Visibility of the types and numbers of employee issues across the business was lacking and there was a concern that action taken depended on who an employee went to or emailed.

Solution:

Implementing a centralised system, with Workpro as the cornerstone IT solution, has resulted in increased efficiency, better service for employees and reduced risk for the business.

workpro›
CASEWORK

"We chose Workpro because you can make it your own, we could tailor it to exactly what we needed."

Tracking HR issues across a diverse, growing company

Before Workpro, the HR team at Burton's Biscuits used emails and spreadsheets to keep track of HR enquiries and cases. HR assistants at each site acted as the initial point of contact for any employees needing HR support. On payday, for example, there could be a queue of people at their door looking for help, but visibility of the types and numbers of employee issues across the business was lacking and there was a concern that action taken depended on who an employee went to or emailed.

Moving to a Centralised System

Burton's Biscuits wanted to move away from this outdated process. In building their new structure, the HR team identified the need for an HR Support email which feeds into a centralised system. Now, if anyone across all their sites has an issue, they can email HR Support directly, and enquiries can be quickly triaged and directed to the right team for handling.

The HR Shared Services (HRSS) team at Burton's Biscuits are responsible for all the employee life cycle admin, from new starters and leavers, to changes in contracts of employment, payroll enquiries and other general queries. Cases that need more in-depth investigation are passed to the ER (Employee Relations) team.

Internal Cultural Challenges

Burton's Biscuits have an aging workforce that were used to speaking to someone personally about their issues and were reluctant to embrace the system change. Manufacturing colleagues do not have work emails and many had no personal email account.

The HR team initiated a campaign to address this reluctance, supplying wallet cards with the new HR Support e-mail and supporting individuals to build their own e-mail address. They also offer the option of receiving cases via mobile.

Ultimately, the change has been a success. The HRSS team has been able to track adoption of the new process (using data from their Workpro system) by monitoring the month on month increase in the use of HR Support. They can now offer employees a faster service and have assurance that every issue is being recorded and actioned.

> "Compared to the emails and spreadsheets we had before, Workpro provides us with the order that we need. Ultimately it helps us provide support to our colleagues in the business which is what we are here to do."
>
> **Lisa Thompson, Head of HR Shared Services.**

"We are providing an efficient service and we are well within our SLA. That is something we didn't have before."

Efficiency Enhancing & Risk Mediating Features

Lisa Thompson, Head of HR Shared Services, highlighted some useful Workpro features:

- **Tasks and Alerts:** Risk is inherent when handling employee cases which are liable to employment law or tribunals. When the ER team receive a grievance or disciplinary case, for example, they now have built in tasks that guide them through the steps they need to take. Workpro's alerts and reminders maintain focus on what needs done next, highlighting cases that are most urgent, and helping to minimise business risk.

- **Templates:** Letter and e-mail templates in Workpro save time and ensure responses are consistent. A real-life example came when Burton's Biscuits launched their new payroll system and a group of people couldn't access their payslips. With a Workpro template in place, the team were able to quickly and effectively respond to everyone who needed instructions.

- **Document PDF Bundling:** Cases like disciplinaries come with a huge volume and range of evidence including e-mails, notes, letters, and pictures. The ER team frequently need to collate this and find Workpro's option to bundle this evidence into a PDF extremely helpful.

- **Case Views:** Lisa can see the workload across her team, and team members appreciate the ability to cover for and assist another. HR Business Partners at sites have access to the system, so if for example, a union representative or employee needs an update on a case, they can view the relevant case, along with any documentation.

Insights for Continuous Improvement

A huge benefit of introducing Workpro for Burton's Biscuits is the statistics and analysis that can be pulled from the case data, now it is being consistently captured and categorised.

Workpro gives the HRSS and ER teams reliable reports that show exactly how many cases have been closed, the average time to close and other useful metrics. The HRSS team can track their performance against SLA (Service Level Agreement).

One of the big benefits is for continuous improvement, with the ability to spot trends and analyse root causes. Having identified the spike in issues related to the new e-pay system, for example, the HRSS team were able to investigate the causes and schedule appropriate training.

> **"With any crisis at work, it's hard to manage, but now we have a central system, it really helps to manage any crisis or emergency."**
>
> Lisa Thompson, **Head of HR Shared Services.**

Ready for a more reliable HR case management system?

**Find out more about Workpro HR Case Management Software at <ins>workpro.com</ins>
Or email us for a free demo at <ins>workpro@casltd.com</ins>**