

Milton Keynes Hospital use TNA Solution from Clocking Systems

About the business

NHS Milton Keynes, Hotel Services, we deal with catering, cleaning, porters and security personnel within the hospital, in excess of 350 employees working on numerous and varied shifts with extremely complex working rules within these.

“With so many people involved, handling so much data, inevitably errors were occurring and vast amounts of manual time was being spent preparing it. Over 75% of my budget is labour cost and this needed controlling more accurately.”

Why were you looking for a time and attendance system?

When I arrived in the department, I could see that the process of preparing the payroll was extremely time consuming and inefficient and paper based. There was a quadruple handling of data in the chain, from employees filling in their time sheets, to supervisors checking them, passing them through to clerical staff to type on to spread sheets and finally on to the payroll department to type into payroll. With so many people involved, handling so much data, inevitably errors were occurring and vast amounts of manual time was being spent preparing it. Over 75% of my budget is labour cost and this needed controlling more accurately.

Why did you choose Clocking Systems to supply the system?

I had looked at many e-rostering systems with time and attendance functionality, but found them to be extremely expensive and the inevitable customization of reports would have been an on-going and additional cost. We did try a time and attendance system provided by a local company, but it was quickly rejected due to its lack of flexibility, limited functionality and poor support.

“Since installing the system, we have realized many benefits. Actually, more than originally anticipated in fact. Firstly, the manual work involved in the payroll process has been all but eliminated; we are saving 5 managers one day per week each.”

We decided on Clocking Systems as they could provide exactly what we were looking for and showed us some additional features that we could really benefit from using. The software demonstrated was extremely simple to use and extract reports from, which was important as we have many people that needed to use the system with varying degrees of PC skills. The quote was extremely competitive and included a full installation and training package.

What benefits has the solution offered your business?

Since installing the system, we have realized many benefits. Actually, more than originally anticipated in fact. Firstly, the manual work involved in the payroll process has been all but eliminated; we are saving 5 managers one day per week each. This is allowing them to get on with more important work than number crunching, and increases overall efficiency within the department.

“The HR module has also been particularly useful, we use it as a training database, record disciplinaries, personal and contact details and can even attach documents and letters to employees’ records.”

We can now quickly identify lateness and absence straight away and address it accordingly. One of the best features of the system is the graphical planners allowing us to view an employee’s holidays, sickness and absence for the year making staff planning easier. Patterns and trends are easily identified too.

The HR module has also been particularly useful, we use it as a training database, record disciplinaries, personal and contact details and can even attach documents and letters to employees’ records. Everything is in one place now. It has been an extremely worth while investment and now plays a vital roll in our employee management, for a service provider to have this clear accurate time and attendance and HR data at our fingertips is invaluable.

[What about the after sales service and support?](#)

Clocking systems have been extremely professional and helpful throughout the whole process, we provided them with the information needed to set the system up initially then worked with their support staff to fine tune our complex working rules and reports. When we have questions or queries, they simply dial into our system and problems are resolved extremely quickly.

Helen Bagby - NHS - Milton Keynes Hospital