



BUSINESS APPLICATION SOLUTIONS

PROJECT MANAGEMENT



CUSTOMER PROFILE

Home Group is one of the country's largest housing associations, providing affordable and supported housing for people across the UK.

Home employ 4,000 people nationwide across multiple sites; manage 52,000 homes and provide care and support services to more than 14,000 people across the UK each year.

The group is currently focused on improving productivity and customer service to ensure it maintains and grows its competitive edge. With a forward looking view of IT as a source of competitive advantage, Home is in the middle of a substantial revamp and realignment of its digital capacity.

Workflow improves business efficiency

“The time to process payments has been dramatically reduced and the quality of the information has increased significantly. Working closely with Waterstons’ project team, we have managed to demonstrate the capability of the IIE platform and deliver significant cost savings to the business.”

Paul Kelly, IS Operations Manager, Home Group

CHALLENGE

Home Group found their paper-based payroll methods increasingly time-consuming, prone to error and difficult to manage.

Home’s 2,500 social care employees perform a variety of care and support tasks, such as on-call and relief cover duties. The process for remuneration was manual; tasks were documented on paper and handed to management before being manually processed by payroll at a separate office. This involved documents moving through internal post, resulting in loss of information and time-consuming rework. On top of that, one full time resource would spend a whole month processing the paper-work for payroll.

In order to resolve these issues, Home needed to provide clarity and control to the payment process, with a solution that would:

- Provide an intuitive environment
- Manage multiple payments
- Reduce time entering timesheets
- Eliminate multiple entries

SOLUTION

Waterstons developed a workflow based electronic forms solution that allowed users to record time online, and approval to be activated automatically. In addition, the solution integrated with the existing payroll systems to provide a seamless thread from data capture to payment.

A designated Waterstons Project Manager supervised the development and implementation of the solution throughout:

- Waterstons worked with various members of Home to fully understand their requirements.
- Utilising SharePoint 2007, installed and

configured by Waterstons in a previous project, Waterstons’ development team created the system using .Net components and a third party SharePoint workflow application.

- A prototype was produced, allowing users to feedback on the progress and changes to be made.
- The system was then integrated into Home’s HR system.
- The solution was rolled out to a pilot group, allowing issues to be addressed before being rolled out across the organisation.
- The Waterstons team used the ‘train-the-trainer’ approach to provide key users with the ability to use the system and train other users when required.

BENEFITS

The electronic forms solution has fulfilled Home’s requirements, providing the following benefits:

- The workflow function automates email alerts when there are payments to approve and when a deadline is due.
- Time spent processing payments has dramatically reduced as there is no need to manually enter all timesheet information.
- Payment amounts are now clear to all users as there are set options to choose from.
- The system provides flexibility to enter different payment amounts.
- The system’s reporting facility allows the information to be broken down and used for reporting purposes.