



The Federation of Jewish Services takes back control with Staffology HR and Payroll



Caring for our
Community

Customer Story



The Federation of Jewish Services (The Fed) is a significant organisation employing 390 individuals. Claire Dawes was brought on board two and a half years ago to reassess their payroll processes, which had previously been outsourced to a managed service provider.

Highlights

- *Integrated HR & Payroll system*
- *Data and insights at the click of a button*
- *Full control of their HR processes*



Despite previously using a managed service, The Fed faced several challenges with its prior payroll system, including a lack of flexibility, high costs for additional services, and a time-consuming process for the team.

Claire, the Payroll Manager at The Fed, tells us, ***“Even though it was a managed service, there was still a lot of work that needed to be done on our side. It didn’t really give us the benefits we needed, and so we decided to go to market and look for a better solution.”***





How Staffology payroll became so much more

Initially aiming to replace only the payroll system, Claire knew she wanted a cloud-based system and enhanced control of payroll, but it was also crucial that the system was user-friendly.

She tells us, *“Staffology seemed to tick all those boxes for us, but the addition of the HR system was an added bonus. It looked a lot more flexible than what we had in place, and the reporting functionality really blew us away. It was quite an easy choice when comparing it to other systems on the market, and the benefits that come with an integrated HR and payroll system just made sense for us.”*





Customer feedback critical to Staffology's growth

IRIS prides itself on being responsive to customer feedback, so much so, that the team built an ideas portal where Staffology customers can share their feedback and requests. With the input of users like The Fed, Staffology has implemented 131 new features, demonstrating its commitment to continual improvement based on real user experiences.

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While the implementation of Staffology HR was smooth for The Fed, there were some challenges with payroll initially. Claire tells us, *“You do expect that moving to a new system there will be some hurdles along the way, and for the most part the move onto the HR system was stress-free. We joined Staffology payroll at a time when there was no support telephone line, so that was a challenge. With payroll, there are times when you just need to reach someone straight away, and logging a ticket on a help desk just isn’t the answer. We fed this back to the IRIS team, and a support line was established, significantly enhancing our user experience.”*

Claire expressed, *“As a customer, you just want to feel you’re being listened to, and IRIS has really made us feel like we are. As a result, we’re now a very happy customer.”*





A better view of data, and time saved for the HR team

Businesses need a good absence management framework to support employees so that they can provide clear and consistent guidance. According to the CIPD, workplace absences are the highest they've been in over a decade. The research found that UK employees, on average, took 7.8 days off over the past year – an increase of two days when compared to the pre-pandemic rate of 5.8 days.

Claire tells us, ***“One thing we really love about Staffology HR is the reporting functionality – it’s a huge improvement on what we had previously. I actually used to dread senior management asking me for reports, and now I look forward to it! The reports are just so flexible and we can access whatever data we need with a click of a button.*”**





Our absence reporting in particular was quite a challenge before; our HR system couldn't cope so a lot of it was managed via spreadsheets, which meant duplicating information and lots of hours spent doing manual work. From January, I will be able to manage all of this within Staffology HR and that is going to make such a difference, I can't wait to say goodbye to the enormous spreadsheet I've been working from in the last two years!"

With better oversight of their employee absences, managers within The Fed are able to offer better support to their employees, with no additional manual work required from the HR team.





A centralised system means happier employees

Disconnected systems waste time, risk mistakes when duplicating data and pose security and GDPR issues if you start moving information about in spreadsheets and emails.

Claire tells us, ***“We’ve really noticed the difference since bringing in a centralised HR and Payroll system, with one screen to manage everything from. We got so used to having to do things on spreadsheets and adding attachments and there were so many things that we, in the HR and Payroll teams, just couldn’t control. Staffology has given us that control back and as a result, we’ve been able to make improvements for our employees.”***



"It's been a bit of a journey, but I really love Staffology HR and payroll now and would highly recommend it to other businesses. I know it's only going to continue getting better and making our lives easier, and I'm excited to see how our partnership with IRIS grows."



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