IRIS | Cascade HRi

Cascade outshines the HR competition for Spurgeons

Spurgeons
Together with families

Customer Story

As a national children's charity providing essential support to vulnerable families, Spurgeons sought a reliable and secure HR system. Following a difficult experience with their previous system that presented significant challenges, Spurgeons required a solution that prioritised ease of use, stability and security, self-service capabilities, and excellent customer support. They found all of that and more in IRIS Cascade HRi.

Highlights

- **Halved reporting time thanks to automated reports**

- **Employee satisfaction improved**

- **Data in better shape than ever before**

" Reliable support that guarantees success with Cascade HRi

After encountering challenges with their previous HR system, the team at Spurgeons expressed a strong desire to transition away from a system that failed to support their business needs. Following a thorough evaluation of around 25 HR solutions in the market, HR Operations Manager, Sarah Gilbert, emphasised the clear standout that emerged during the tender process. She tells us, *"One platform notably outshone the competition, and to be candid, Cascade was firmly the top choice."*

Spurgeons were particularly impressed by Cascade HRi's flexibility and its ability to seamlessly cater to their requirements - from a user-friendly interface to a smooth customer experience, topped with easily accessible support services.

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IRIS Cascade HRi empowers HR teams to tailor the software to suit their specific needs, all while offering exceptional customer support. These features quickly won over Spurgeons following a meeting with the Sales agent from IRIS. Sarah stressed the critical role of the team behind the product, stating, *"The Sales agent we encountered was a true reflection of IRIS's commitment to the customer, solidifying our decision to partner with them."*

Sarah shared, *"The implementation process was smooth overall and the feedback from colleagues has been really positive. Feedback from colleagues is that they find booking holidays incredibly straightforward and appreciate the intuitive design and user-friendly interface. We firmly believe that it's an intuitive platform and have been thoroughly impressed by it. Those who were very vocal about how much they disliked our previous HR system have actually gone out of their way to praise Cascade, so that really says it all."*

Reporting that doesn't cause a headache

With Sarah currently owning the reporting side of the business, it was previously quite a time-heavy job for her to manage. She tells us, *"Cascade's reporting functionality has been a game-changer for me. Previously, compiling reports consumed about five and a half days each month. With Cascade, I've now managed to reduce this to just two days."*
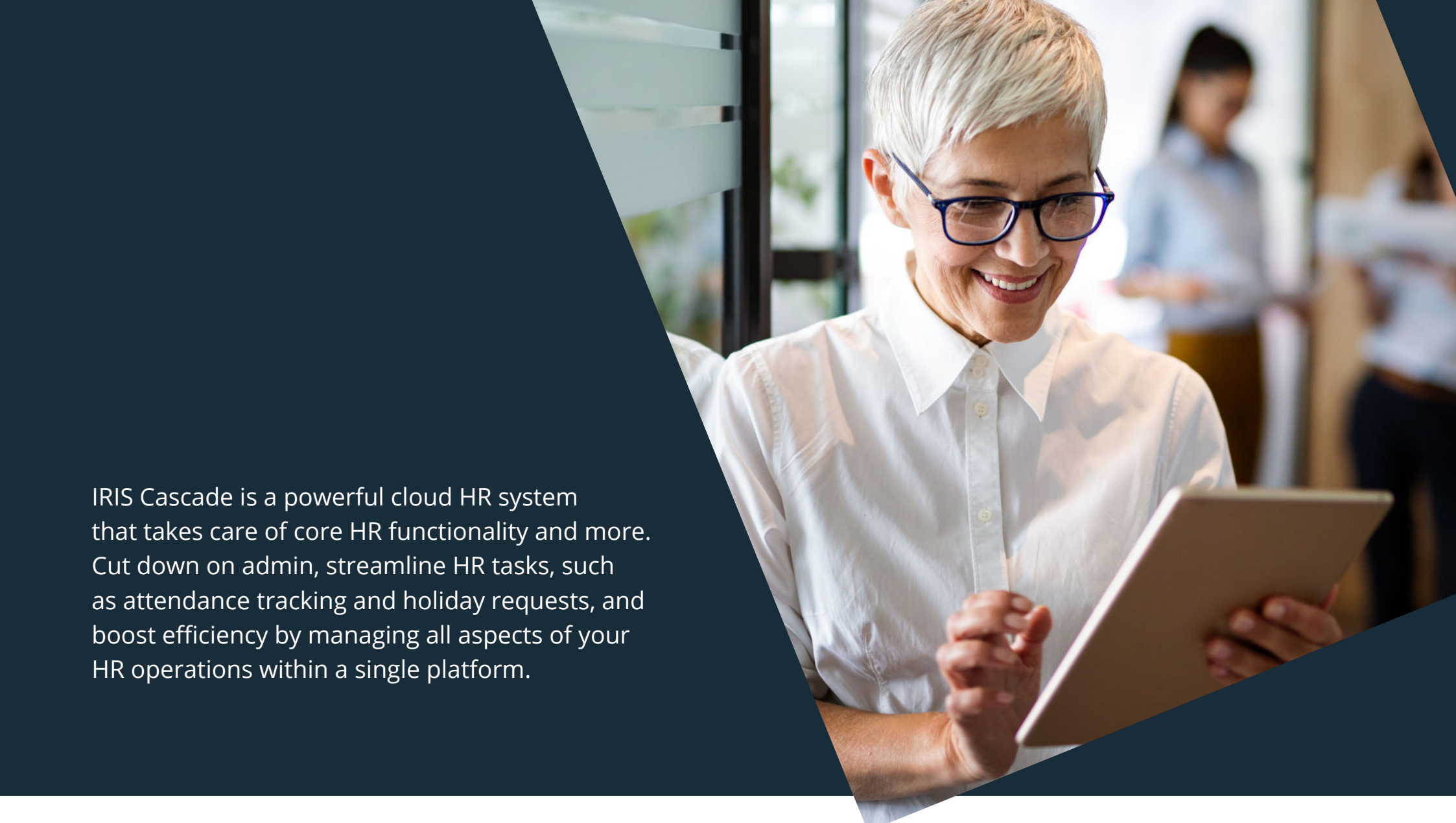
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Appreciating the system's automated features, Sarah explains, *"In the past, I had to manually generate reports and send them to managers. With Cascade, I've automated this process, saving me valuable time and effort, and going forward, we'll be able to use the enhanced dashboards within Cascade to give managers a simplified view of everything they need to see."*

In summary, Sarah expresses, *"My biggest advice to anybody moving would be to get your data in shape first. If your data is right, your implementation will be smooth. We are really pleased with Cascade HRi and IRIS Recruitment, and as we add more features over the next year, we know that there will continue to be more benefits along the way."*

IRIS Cascade is a powerful cloud HR system that takes care of core HR functionality and more. Cut down on admin, streamline HR tasks, such as attendance tracking and holiday requests, and boost efficiency by managing all aspects of your HR operations within a single platform.

Manage, recruit, pay and empower your people – from one integrated platform:
www.iris.co.uk/products/iris-cascade

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