

Thurlow Nunn Standen moves moves ahead with integrated HR and payroll



Replacing disconnected HR and payroll software with integrated Civica solutions enhances data accuracy and increases efficiency.

Bringing HR and payroll together

Having started out in 1875 as a supplier of steam engines and threshing tackle, Thurlow Nunn Standen is now a leading distributor of Massey Ferguson agricultural machinery. It also operates a network of car dealerships, as well as Balsham Buildings, a specialist in agricultural and industrial buildings.

When the company managed HR and payroll using separate systems, information had to be entered twice if someone's circumstances changed or a new person joined — a process that was both time consuming and error prone. To replace its disconnected systems, Thurlow Nunn Standen selected Civica HR and Payroll.

"The Civica solution was a breath of fresh air," says Sue Edwards, the company's Payroll Manager. "It's easy to use, and having one integrated database makes administration so much simpler and more accurate."

"Using Civica Payroll has been amazing. We can now administer the monthly payroll in a fraction of the time — just a day and half, when it used to take a week."

Sue Edwards, Payroll Manager, Thurlow Nunn Standen

Outcomes

- ▶ Monthly payroll processing time slashed from a week to 1.5 days
- ▶ Enhanced data accuracy using a single integrated database for HR and payroll
- ▶ Improved visibility of team members' absence and sickness, making it easier for managers to ensure adequate cover
- ▶ Self-service functionality puts employees in control of their own data, reduces the burden on HR, and cuts down on paper use.

Increased efficiencies



Enhanced data accuracy



Continuous improvement



The Civica solution has reduced the admin burden for Thurlow Nunn Standen's small HR and payroll teams, and gives everyone control over their own personal data.



Simplifying payroll complexity

More than 720 people work across Thurlow Standen's 21 sites. Payroll is complex owing to a range of pay grades and varied working hours. At the car dealerships, for example, there are both full- and part-time roles and a seven-day rota is in operation.

Just two payroll specialists support the whole company. Civica's easy-to-use Windows-based screens and single data source of data have dramatically reduced the time they spend on payroll admin, and are helping the company comply with prevailing HMRC legislation.

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Self-service puts employees in control

Civica self-service functionality allows employees to record absence and request holidays themselves. It's an easy way for everyone to review their personal details at any time, which also reduces the burden on the four-person HR team.

Managers can review and manage their teams' sickness rates and holiday bookings, which helps them ensure adequate cover at all times. Overall, using self-service has significantly cut the HR paper trail.

Feedback has been universally positive, as Edwards explains: "We have had brilliant feedback from managers — they love the user-friendly system and the ability to record more information in one place. The reports are very useful in helping us see where teams may have high sickness or absence rates, and require more support or training."

Immediate benefit, continuous improvement

The business benefits delivered by Civica HR and payroll prompted the subsequent rollout of expenses, benefits and training modules.

"Our data is much more accurate now and more accessible," says Edwards. "We have a better link which makes it easier to correlate between HR and payroll and all our information is in one place. We are learning and improving all the time."

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80% reduction in time taken to process the monthly payroll
