



Softworks

Works for your workforce!



Suttons Tankers eliminates manual processes and makes complex work rules easy with Softworks.

Case Study

Suttons Tankers is a specialist logistics business that transports chemicals, gases and fuels. It's part of the Suttons Group with headquarters in Cheshire, UK, and teams spanning the globe with offices and operating centres located across Europe, the Americas and Asia. In the United Kingdom, Suttons Tankers has over 700 drivers based across around 30 different locations.

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The Requirement - to eliminate paper-based timesheets and improve access to Time and Attendance information

Suttons Tankers has over 700 drivers based across 30 locations in the United Kingdom. By law, drivers are obliged to record working hours via a digital tachograph situated in their vehicle. However while this provided a digital record of the hours their drivers worked, there was no system in place to allow this data to be used for payroll purposes. Instead, drivers had to complete a paper timesheet each day to record their working hours. Every week a payroll administrator entered this timesheet information into spreadsheets to calculate each driver's pay. Finally, the weekly payroll spreadsheets were sent to central payroll where they were entered into the payroll system.

Suttons were keen to eliminate this paper and spreadsheet process as it was labour intensive, time consuming and had the potential for errors. They also wanted to improve oversight and reporting around Time and Attendance for the business.

Fran Reed, Head of Financial Planning & Analysis, Suttons Tankers explained

“ There was a lot of paper involved in the previous payroll process which was inefficient and wasn't scalable and it had the potential to be prone to error. We wanted to move to a digital system. We also wanted to improve business oversight and be able to easily look back over past history instead of going through stacks of paper. ”

The company decided to go to market for a solution that could utilise driver Time and Attendance data from the tachograph system, automatically assign the correct pay rates based on specific work rules and have this information feed into their payroll system to ensure drivers were being paid correctly.

The Challenge - complex working rules

While Suttons knew what they needed, they were unsure if there was a system in the

marketplace that could handle their unique work and pay rules. Within the business there are over a dozen groups of drivers, each with different terms due to Transfer of Undertakings Protection of Employment (TUPE) Regulations.

Commenting on the complexity of Suttons work rules, Fran Reed, Head of Financial Planning & Analysis said

“ Driver pay is based on four separate factors; the number of hours worked, the shift they are on, the day of the week, and finally the pay terms they work under. We weren't convinced there was a system that could manage the interaction between the hours worked, the shift and the drivers' terms while ensuring they were paid correctly. Going to market, we were looking for something that could understand and deal with the complexity around our driver pay rules. ”

Selecting Softworks - the right fit

Suttons selected Softworks Workforce Management Solution because it was clear Softworks could eliminate the need for manual timesheets and could be configured to manage the company's complex work and pay rules.

Fran Reed, Head of Financial Planning & Analysis, Suttons Tankers said

“ We talked to a number of providers. Some did far more than we needed and were potentially more costly. Some gave the impression it was up to us to figure out whether their software would work for us. Softworks, in contrast, explained exactly how their system could use our Time and Attendance data in combination with work and pay rules to ensure drivers were paid correctly. Softworks were also happy to configure the system to deliver precisely what we needed. ”

Suttons selected Softworks Cloud-Based Workforce Management Solution with the following modules:

- Time and Attendance
- Absence Management
- Employee Scheduling
- Payroll Integration

The Solution

Time and Attendance information from Suttons' tachograph system is now imported into the Softworks Workforce Management system allowing the Softworks rules engine to automatically calculate drivers' hours for payroll based on the terms they work under and the type of hours and allowances that apply. This data is then imported to the payroll system for processing.

Hannah Morrall, Payroll Manager explained

“ There is a lot of complexity around our payment terms with rules around elements such as standard time, overtime, weekday, weekend day, bank holiday, training days and overnight shifts all influenced by which terms the driver is working under. We worked hard to capture this detail in the system. ”

The Project Rollout - testing makes perfect

A project group comprising Suttons' Head of Financial Planning & Analysis and Payroll team worked closely with a Softworks Project Manager to ensure their work rules were captured in the system and that the system was thoroughly tested before go live.

Commenting on the project rollout, Hannah Morrall, Payroll Manager said

“ We worked with the Softworks Project Manager to set up a methodology for testing our work rules and initially went live with 80 drivers to make sure it worked. We then rolled it out to our core group of drivers. ”

Commenting on working with the Softworks Project Manager, Fran Reed, Head of Financial Planning & Analysis added

“ The Softworks Project Manager has been a massive part of this success. We were working on this project as Covid-19 was happening so we had many competing priorities, but she was really helpful and patient. ”

The Benefits

Elimination of manual processes

Drivers no longer need to complete manual timesheets as their tachograph data is being fed into the Softworks system. This has reduced the potential for errors and ensures Time and Attendance data is always up to date and accurate.

Hannah Morrall, Payroll Manager explained

“ Before we introduced Softworks we were manually calculating hundreds of drivers' wages each week from timesheets and spreadsheets. There was so much room for error. That process doesn't happen anymore. ”

Accurate information for payroll

One of the main benefits of the new system is that complex work and pay rules are being applied automatically, eliminating the need for spreadsheets to calculate pay. The Payroll team can be reassured that the information they are working with has a high level of accuracy.

Hannah Morrall, Payroll Manager explained

“ *Knowing how complex our work and pay rules are, it was difficult for me to have faith and trust that the system would deliver the correct information to ensure the drivers were paid correctly but so far so good, it has by far improved our processes.* ”

Easy access to Time & Attendance data

Now paper-based timesheets have been removed, accessing employee Time and Attendance data is much easier. The Payroll team can review information as and when required instead of needing to work through reams of paper.

Hannah Morrall, Payroll Manager commented

“ *It's the ease of access to time and attendance data that's the best part. Previously we had to trust that the timesheet data was entered onto our payroll spreadsheets correctly. Now we can easily check back in the Softworks system to see the hours and days, how many holidays they've taken and what shifts they have worked. We can see it all, prior to this we could only see summary spreadsheets.* ”

Better business insights

Having a complete overview of employee Time and Attendance data with the ability to look back at historical data has also allowed the company to develop insights previously unavailable to them.

Fran Reed, Head of Financial Planning & Analysis explained

“ *We now have insights we didn't have before. From our transport system we can take a report that tells us which jobs they earned revenue from. From Softworks we*

can take how many hours they worked, and merging these together allows us to highlight areas where we're doing well or any areas which may need changes to improve efficiency. For me, that's really powerful. ”

Improved responsiveness

Suttons are finding that having employee Time and Attendance data in one central system is also allowing them to respond more quickly to employee queries

Hannah Morrall, Payroll Manager explained

“ *Previously, depots would have to dig through paper timesheets to show the drivers if they had any queries, now they can show them their timesheets in the Softworks system. It helps resolve any queries easily.* ”

The Future

Suttons continues to go from strength to strength across the UK and the company is adjusting to their new system the benefits it is delivering.

Fran Reed, Head of Financial Planning & Analysis said

“ *There are loads of haulage businesses still using paper timesheets because they have drivers on different pay terms and there's no obvious system for them to use. Softworks could save these businesses time and give them really good data.* ”

About Softworks

For over 30 years, Softworks has been helping organisations to manage the working day in a way that makes them more productive and profitable by adding value to their operations. Softworks helps organisations streamline processes, increase productivity and reduce costs through improved management, scheduling and utilisation of labour resources. Softworks offers reliable, easy to use, intuitive solutions for employee time and attendance, scheduling, flexible & remote working, HR, absence management and project tracking allowing organisations to drive efficiencies, better ensure compliance, reduce errors and improve reporting – all while promoting a safe and positive working environment for all employees.

For further information about Softworks solutions:

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