



Case Study

**Gold Care Homes rolls out Softworks Time & Attendance, Rostering and HR Management Solution for their 2,000 employees**





Gold Care Homes, a leading provider of residential care services for the elderly, has implemented Softworks Workforce Management Solution to manage employee Time, Attendance, Rostering, Skills and HR for their 2,000 employees across 24 care homes.

## The Challenge

The company went to market for a solution to optimise the management of employee Time, Attendance, Rostering and HR and support their core goal of the delivery of high-quality care to residents. After an extensive research process, Softworks, cloud-based Workforce Management solution was selected.

Sandip Panchal, Head of IT & Business Intelligence, Gold Care Homes said:

“ Gold Care Homes had a Time and Attendance system in place, but as our organisation grew the system was no longer able to manage our requirements. We were spending a significant amount of time manually administering employee Time, Attendance and Rostering for our 2,000 employees across our 24 care homes which was both time-consuming and inefficient. Effective rostering is a key element in the delivery of high-quality care to our residents. We identified the need for an automated rostering system that could utilise up-to-date, centrally available employee Time, Attendance, HR and Skills information to facilitate this.

## The Solution

“ After reviewing the major Time & Attendance systems in the Care Market, we selected Softworks because we were impressed with their solution’s ability to manage Gold Care Homes complex employee Time, Attendance, HR and Rostering requirements. Working with Softworks we were able to configure the system to deliver exactly what we needed for our working environment.

## The Results

“ With Softworks, our entire rostering process has been simplified, allowing us to work more efficiently and flexibly. The ease of use of the application, the end-user App and some of the out-of-the-box reports, combined with the ability to customise company specific reports will allow us more time to focus on the provision of care for residents.



## Why choose Softworks?



### **An Industry Leader**

A best practice standard for integrations and configurations that captures your way of working.



### **Extensive Expertise**

In solving complex workforce challenges with high-quality solutions. We hire the best in order to give you the best.



### **A Personalised Approach**

To industry-wide best practices.



### **Compliance**

We're committed to empowering our clients to be fully compliant with GRPR, working time acts and other legislative requirements.



### **Agile & Responsive**

Ready to meet your changing needs.



### **Flexibility**

That adapts to your unique requirements.



### **Unmatched Service Quality**

That surpasses expectations.



### **User-friendly Interface & Intuitive Design**

For seamless user experience.



### **ISO27001 Certification**

With our ISO27001 Certification, our information security practices are of the highest standard.

## About Gold Care Homes

Since 1999, Gold Care Homes has been redefining the care industry and providing exceptional living environments for residents across 24 care homes. The company was set up by 2 pharmacist brothers Ravi and Sukhi Gidar, who are both active in the business. Ravi is the Chairman of the company and Sukhi leads all property elements of the family business. Both Ravi and Sukhi are driven by their passion for the care industry, bringing more than 50 years of experience between them.

## 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 employee Time & Attendance, Scheduling HR and Skills Management solutions have been proven to assist short- and long-term care providers with operational efficiency, cost control, regulatory compliance and employee empowerment. Our solutions help build a clear picture of employees, through detailed data and reports on HR, skills, attendance, activity, scheduling and leave all while promoting a safe and positive working environment for all employees.

For further information about Softworks solutions:

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