



## People-centred management takes off at AAF International



An integrated platform for HR, payroll and time and attendance underpins a new approach to people management.

### Support for a best-practice HR framework

AAF International, a leading manufacturer of commercial air filtration products and air pollution control systems, operates in 22 countries and has more than 3,000 employees.

AAF's UK business, based in Northumberland, had introduced people-centred management (PCM), a best-practice framework for people management focused on personal development. However, the company's 20-year-old HR database was struggling to support PCM effectively.

"Our system was time-consuming to update and maintain and often error-prone, as it relied on a great deal of human intervention to manage huge amounts of data," says Tracey Johnston, Payroll & Benefits Officer at AAF UK. "The time had come to simplify and streamline our processes through automation."

AAF UK decided, therefore, to look for a new technology platform for HR that would also allow it to bring payroll processing back in house.

### Outcomes

- ▶ Smooth data migration and solution rollout in time for the new tax year
- ▶ Rapid adoption enabling tangible quick wins
- ▶ Increased efficiencies through process automation
- ▶ More accurate, transparent time and attendance recording, supporting revised health and safety practices and boosting employee morale
- ▶ Support for people-centred management with employee self-service and improvements to strategic HR programmes.

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Tracey Johnston, Payroll & Benefits Officer, AAF UK

Rapid adoption



Process automation



Increased efficiencies



Rapid rollout and swift adoption of the Civica solutions delivered quick wins for AAF UK, and paved the way for enhancements to strategic HR programmes.

### An integrated platform for HR, payroll and T&A

After reviewing several vendors and visiting a number of reference customers, AAF UK selected Civica's integrated solutions for HR, payroll and Time & Attendance.

"First impressions count and, from the beginning, it was clear that Civica offered the type of ongoing rapport and excellent after-sales support we needed," says Johnston. "They make customers feel special, involving them in future product development and automatically upgrading them to the latest versions of their software."

### Smooth implementation, rapid adoption

Deployment, including migrating 20 years' worth of paper records, went smoothly, and AAF UK was soon up and running. Civica Payroll was rolled out first — in time for the new tax year — swiftly followed by HR and Time & Attendance. "From the moment we installed the Civica solutions, it was business as usual," says Johnston.

The HR department ran a familiarisation programme for all 320 employees to encourage widespread adoption of the new technology, including a new process for clocking in and out. The timing was perfect, as AAF UK was about to update its fire evacuation process.

"This gave us the chance to achieve an important shift in culture," says Johnston. "With the emphasis on health and safety and the need to know who is on the premises at any point in time, using fobs to clock in and out as part of the Civica Time & Attendance system was a logical step forward, and definitely smoothed the way towards recording our employees' time and attendance accurately."

Employees like the fact that clocking in and out in this way is more transparent, as it helps managers and supervisors to see — and recognise — the hard work everyone puts in. Full visibility of time and attendance records also makes it easier to address any issues that may arise.

The Civica solutions also put everyone in control of their own information. Using a self-service portal, they can check and update personal and emergency contact details, view and print payslips, access online training, book annual leave, and even check when colleagues are on holiday.

### Quick wins and long-term improvements

Just four months after rollout, AAF UK was already realising tangible and significant time savings. For example, by automating management of employee holidays, the company is saving a whole working day each month. Similarly, monitoring overtime pay and unpaid leave typically took two or three days a month — a process that's now 25% faster.

"We achieved some significant quick wins that made us a role model for the rest of the organisation," says Johnston.

With the help of the Civica solutions, AAF UK has overhauled its approach to training, development and recruitment, as well as to strategic programmes such as succession and career planning.

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25% reduction in time taken to manage overtime

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