



Smother HR and payroll processes at Daikin Applied



More efficient HR management and lower-cost payroll processing with centralised records and integrated Civica solutions.

Improving control over data

Part of Daikin Industries Ltd, Daikin Applied (UK) Ltd manufactures heating, ventilating and air-conditioning systems at its Northumberland facility, which are widely used in the commercial and industrial building markets.

The company previously relied on separate systems to manage HR, payroll, time and attendance and flexitime; while weekly and monthly payroll processing was handled by an external bureau.

“We never knew who had the latest data as we kept it on separate spreadsheets — we had to check in three different places whenever we wanted to do anything,” says Tracy Turnbull, HR Manager at Daikin Applied (UK). “We wanted to be able to use a single set of records for all our systems that we knew would be fully up to date and consistent.”

Outcomes

- ▶ **More efficient working and reporting using a single set of up-to-date data**
- ▶ **Automation of data transfer between solutions eliminates rekeying**
- ▶ **Cost savings through bringing payroll processing in house and moving to electronic payslips**
- ▶ **Self-service portal putting employees in control of their own information and reducing the HR admin workload.**

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Wendy Peacock, Deputy Financial Controller,
Daikin Applied (UK) Ltd

Increased efficiencies



Cost savings



Policy adherence



Consolidated data and integrated solutions help Daikin Applied's HR and finance teams work more efficiently, and put employees in control of their own information.



A single source of current information

To centralise its data and help HR and finance teams work more efficiently, Daikin Applied (UK) chose Civica's integrated solutions for HR, Payroll and Time & Attendance.

Now, entering data once makes it immediately available throughout the system — so there's no need to rekey information any more. For example, data about hours worked captured in the Time & Attendance solution feeds straight through to the payroll solution.

Working from a single set of data makes it easier to create reports, share information and automate processes, and improves policy adherence. The company also has an up-to-date, easily accessible record of benefits and sickness days.

Ready for the new financial year

From selecting the Civica solutions, it took just four months for Daikin Applied (UK) to be up and running, meeting their goal to be ready for the start of the new financial year.

"We set ourselves an ambitious target, but we achieved it," says Wendy Peacock, the company's Deputy Financial Controller. "We ran a pilot for a month with a small number of employees, just to test things, and it all went well. The support from Civica was really customer focused — they made sure things happened when they said they would."

Implementing the Civica solutions enabled Daikin Applied (UK) to take payroll back in-house. Processing payroll with the Civica solution is so efficient, they didn't need to recruit extra members of the team. "I was familiar with how in-house payroll could work and Civica's system is very easy to use," says Peacock. "We had also decided to move to monthly payrolls only, and were able to do this at the same time."

Self-service portal drives efficiencies

Daikin Applied (UK) operates a flexitime system for office employees that lets them accrue leave or payment for extra hours worked. As well as helping the company to manage peaks and troughs in workload more efficiently, flexitime enables employees to improve their work/life balance.

"Flexitime is a great benefit and now we can manage it even more efficiently with Civica," says Turnbull. "Employees really like being able to see exactly where they are with their banked hours."

This is made possible by the Civica self-service portal, which can be used securely from any device. As well as tracking their banked hours, employees can access company forms and entitlements (no more need to ask HR), check training requirements and request courses, and view and update their personal details.

"It's great now that employees can update their own details online — it means we're all looking at the same up-to-date information," says Peacock.

Individuals can book holiday via the portal, and see who else has booked time off; while managers have a better overview of departmental leave. Payslips are also made available via the portal, which cuts out printing and distribution costs.

The HR and finance teams are delighted by the efficiency improvements enabled by the Civica solutions, and the cost savings made by taking payroll in-house. "The real savings are in the efficiencies we get from having one centralised set of data, which is really paying dividends," says Peacock. "As we do more with the system, it will get even better."

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