CIVICA

Genius Foods looks to the future with HR innovation

GLUTEN FREE

genius®

Genius Foods increases efficiency through automation, and gains enhanced intelligence to support business decision-making.

Necessity: the mother of invention

When her child was diagnosed as gluten intolerant, Lucinda Bruce-Gardyne found that commercially available gluten-free breads were dense and heavy, and all came vacuum packed. Spotting a gap in the market for a more appealing alternative, she set up Genius Foods, which soon became Britain's leading 'free from' bakery brand.

Today, the company's gluten-free food range — which includes breakfast items, savoury foods and sweet treats — is available internationally. Genius Foods has experienced rapid growth, partly through acquisition, and now employs 550 people across four sites.

Previously, each site ran its own payroll software on hardware that was reaching end of life. Genius Foods decided to consolidate to a single system to take advantage of the latest innovations in payroll and HR management, and ensure a foundation for continued growth.

Outcomes

▶ **Self-service portal puts employees in control of their own information**

▶ **Increased efficiency through automation of previously manual processes**

▶ **Faster processing of overtime payments**

▶ **Improved visibility of costs against productivity**

▶ **Intelligence about staffing that supports improved rota design and better business decision-making.**

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Stewart Ross, Business Systems Manager, Genius Foods

Efficiency gains

Value for money

Better decision-making

Genius Foods has increased company-wide efficiency, accelerated overtime approvals and payments, and enhanced visibility of costs versus productivity.

An evolving solution for a growing business

"We wanted a solution that would grow with our business and had a well defined features roadmap, so that we could be confident it would continue to evolve and remain leading edge," explains Stewart Ross, Business Systems Manager at Genius Foods.

Following a review of potential solutions, Genius Foods selected Civica HR, payroll and Time & Attendance. "Civica ticked all the boxes — it offered the best functionality and value-added services for the price point," says Ross. "Also, its project deployment approach was a better cultural fit for our multisite manufacturing business."

Employee engagement influences rollout

A programme of training and workshops took place ahead of rollout to accelerate adoption. Feedback was so positive that Genius Foods changed the scope of the implementation project to bring forward the launch of the self-service portal.

The company also requested other bespoke development work to fine-tune the solution to its business needs.

"None of our requests fazed the Civica team — they delivered the solution and the additional development work on time and on budget," says Ross. "From the consultants and developers through to the project managers, everyone has a can-do attitude. I would recommend the people as much as the product — their positive approach continues to be a good fit for our organisation."

Automation drives efficiency

Employees use the self-service portal to update their own HR records, check how much holiday they have left, and put in leave requests, which are automatically sent to managers for approval. The Civica solution gives managers visibility of upcoming absences across their teams, to help them plan.

"Previously, managers were tracking annual leave requests on spreadsheets," says Ross. "The Civica solution has automated this and many other manual processes and increased efficiency across the company."

Because the Civica solutions are fully integrated, entering data once makes it available immediately throughout the system; and helps improve data quality and accuracy by removing duplication and rekeying.

Better business decisions

Payroll is another critical area where Civica is helping to deliver real benefits. Employees clock in and out use biometric fingerprint scanners, which are integrated with Civica Time & Attendance. Managers are automatically alerted to any overtime, so that they can quickly approve it, and overtime notifications are sent directly to the Payroll system. A similar process lets managers know promptly when team members are absent.

Faster processing of overtime hours means that employees receive payment sooner; while the company has better visibility of actual hours worked, and therefore a more accurate picture of costs against productivity. "With the intelligence we get from our Civica solution, we can improve rota designs, address staffing needs and make better business decisions," says Ross.

"The pace of introducing new modules has been dictated by our employees who are eager for increasing levels of functionality," he adds. "The solution has improved our processes and increased efficiency across the company."

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> **Stewart Ross,** Business Systems Manager, Genius Foods