



Reliability and service guaranteed every time

Arthur David started life as a fruit and vegetable wholesale business in Bristol over 50 years ago, and has since developed into a successful food service delivery business.

Customers include 5 star fine dining restaurants, hotels, cafes, pub chains and schools. The company employs 230 full-time staff working 7 days a week on a site which includes their head office, warehouse and delivery fleet.

Attention to detail

As Arthur David has continued to grow, their old paper-based time and attendance system was becoming hard to manage and the information recorded inaccurate. In 2009 they approached Chronologic to replace the paper system with a new software solution.

Daren Hill, Operations Director at Arthur David comments, "We wanted a system that wasn't prone to human error. We also wanted to more accurately record things like overtime, sickness and holidays. Overall we needed to modernise the way we looked after this side of the business."

Preparation, preparation

Arthur David chose the Chronologic Workforce Management System because it can be precisely tailored to each individual organisation's shift patterns, pay rules and reporting requirements. The biometric hand scanning terminals were also an important factor in ensuring ease of use and accuracy.

Daren comments, "The initial set up was straightforward enough and we received very good support."



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Daren Hill, Operations Director, Arthur David



One issue that Daren did find initially was getting staff to fully buy-in to the new system.

To ensure that a workforce management system really does what an organisation is looking to achieve, as part of the initial set up, existing systems and processes need to be identified and articulated.

Daren advises, "Make sure someone in the organisation is assigned to be the person responsible for the setting up of the system and is fully trained in how to use it."

At Chronologic we find that many organisations, particularly those who've been running paper-based time and attendance recording for many years haven't really looked at their internal systems and processes for a while. Updating the way an organisation works requires bringing together knowledge from different departments and working through potential issues. This can take time, but ultimately an organisation will benefit substantially through savings on payroll costs and the streamlining and improvement of business processes.

Daren adds, "The system is very good for a medium sized business like ours. If I was going to start the process again I think you must be 100% clear how you want to set up daily and weekly rules and schedules because changing it all later causes confusion. There were HR implications as well and I would make sure staff contracts have been reviewed before the system is set up."

At Chronologic we make sure we stay with our customers every step of the way, our service doesn't end with the sale. We help customers manage the initial requirements capture, provide training and support through the system set up period and provide user support for many years of system running to enable organisations to get the most from their time and attendance system.

Delivering the promise

The Chronologic Workforce Management System has delivered what Daren was looking for at the outset, the transparency gained from having an automated system.

"Staff must be present to clock in which is not the case with some swipe card or pin number systems. There are also a number of reports that we run monthly that are monitored as part of department manager KPIs. We also use the system to record training, issuing PPE (Personal Protective Equipment) and for many more in-house HR related issues."

And now our workforce management system is well bedded-in he says, "The system is ideal because it's adaptable and can be changed by us with little input from technical support at Chronologic. But when support is needed they are able to respond quickly."

"We also use the HR module to **record training, issuing PPE** (Personal Protective Equipment) and for **many more in-house HR related issues.**"

Daren Hill, Operations Director, Arthur David



Arthur David now have an accurate picture of who's on site, pay, holidays, absence and sickness which helps them to schedule and plan ahead to ensure that they continue to deliver on their customer promise.

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Daren Hill, Operations Director, Arthur David

WORKFORCE MANAGEMENT

The **Chronologic Workforce Management System** has been designed to meet the needs of both small and larger businesses. Customers choose us because the system is cost-effective, scalable and flexible.

The core system comes with a number of add-on modules which include Workflow, Rotas and Scheduling, Absence Management, Reporting and HR.

Time and attendance data can be collected using a range of terminals including RFID and biometric as well as the web and smartphones.

Self-service enables employees to clock in, request holidays and view their timesheets and rotas online.

To see how the Chronologic Workforce Management System could work for your organisation get in touch to arrange an online demo.