

PHARMACY CASE STUDY

Develin & easyemployer working together

NAME: Develin Management Services

INDUSTRY: Retail → Pharmacy

VITAL STATS:

- Growing pharmacy group - all current sites located in Australia.
- Currently 120+ staff across 7 sites and head office.
- Growing to 200+ staff across 10 sites over next 12 months.
- 3 head office staff for central management, including rostering and payroll.

Before easyemployer...

Frustrations

- Time consuming and stressful process for creating and managing rosters – all originating from head office.
- Considerable overhead juggling staff availability through emails and post it notes.
- Keeping staff informed of shifts, swaps and updates over email is difficult, unreliable and time consuming.
- Time consuming process tracking down paper timesheets each week.
- No accurate way of tracking working times of staff, leading to known and unknown time creep with shifts and approved leave.
- Inability to track and report on staff attendance for performance reviews and pay negotiations.
- Payroll processing takes a whole day per pay run, with high probability of errors causing additional overheads to resolve
- Lack of visibility of labour costs/budget reqs across the group.
- Concern regarding loss of expertise and knowledge if key head office staff are away or leave the organisation.
- No streamlined procedures or centralised systems in place to cater for multi- sites or the planned growth of the group.

After easyemployer...

Solutions

- **Staff managed availability / leave with an approval system** for head office management.
- **Streamlined roster solution for head office** staff based on weekly roster templates.
- **Automatic communication systems** for shifts, swaps and changes to staff via email / SMS.
- **Biometric 'self-service kiosks'** at each site for accurate staff clocking, checking shifts, viewing notices, etc.
- **Automatic synchronisation of staff shift times with online timesheet** preventing the need to chase down paper timesheets each week.

DEVELIN MANAGEMENT SERVICES

Using easyemployer to manage their workforce is saving Develin Management Services valuable time and money whilst eliminating frustration and error prone processes.

Develins have been able to drop several clunky systems for one consolidated solution, easyemployer, which is both functional and enjoyable to use for all the parties involved in administering staff.

The reduction of admin overhead has allowed Develins to focus resources on other areas of the organisation.

Additionally, it is a flexible solution that can be rolled out across the whole group and maintained both centrally and from each individual site. This is crucial to supporting the business as it continues to grow.

Easy!

- **Customised business rules system** to enforce budgets throughout the system.
- **Real time access to clocked times and attendance levels**, accessible from any device with an internet connection (i.e. at work, at home, head office, on the run).
- **Award management system** for easy management of their Pharmacy Industry Award as well as individual custom agreements.
- **Timesheet approval system** including exception handling for pharmacists and retail managers at each site.
- **Timesheet processing system** for automatic application of relevant awards to fortnightly timesheets to generate payroll totals for all staff.
- **Automated web based payroll solution** (pay slips, tax, PAYG, super) with a seamless integration with **easyemployer** and into chosen accounting system.
- **Accurate labour cost and attendance reporting** for site managers / head office.
- **Centralised multi-site management system** to access all sites from a single online interface with one user account, accessible from anywhere with an Internet connection.

Outcomes

Time savings:

- Considerable time savings of 80% approx. for head office and site staff when managing availability/leave, creating and maintaining rosters, and authorising and approving timesheets and leave.
- Significant time saving for payroll processing – currently estimated at around 80% of total time spent processing payroll.

\$\$\$ savings:

- Considerable money savings achieved from eliminating time creep and applying business rules to enforce budgets – savings around 6% of their total annual labour costs.
- Eliminated large amounts of paper required for rosters, timesheets, leave requests and payroll
- Achieved a Return on Investment (ROI) within 5 months.

Eliminating errors:

- Eliminated the potential for human error associated with manual processes and data entry into the previous payroll system i.e. new employees, timesheets pay rates.

Gaining visibility & control:

- Pharmacists and retail managers at each site now have more information when making staffing decisions i.e. rostering more staff, approving additional shift times.
- Head office management overheads greatly reduced as each site has required information and authority to administer operations.
- Detailed labour cost and attendance reporting assists each site but moreover the group as a whole.
- Gained control of their staff management processes and now have peace of mind knowing things are being done effectively.

The Results...

80% of time
= *cut!*

6% of annual
labour costs
= *saved!*

Peace of mind
= *gained!*

“easyemployer has provided *total visibility & control of our labour costs.*

Furthermore, it allows us to quickly identify issues with individual sites – that’s crucial when running a multi-site business.”

Matthew Develin
Managing Director
Develin Management Services

