

REDUCING MANUAL ERRORS AND IMPROVING EFFICIENCIES



OVERVIEW

Highland Home Carers (HHC) is a service provider that look after people in their own homes. There are 520 employees who all work out in the community, plus 40 based in the office. 150 of the carers live and work in more remote communities, caring for people in the villages nearby.

They currently use **sfG Scope** to have a more accurate and efficient way of recording timesheets for their employees. Previously they used an inefficient paper based, manual system which was time consuming and caused many inaccuracies.

CHALLENGES

Laura Mackenzie is the Finance Director at Highland Home Carers. With such a large workforce going out for many short visits, managing time is a fundamental part of the service that is offered.

“I felt the information was being handled two or three times before it got to payroll. With each team operating differently, some would provide data electronically via spreadsheets, while other teams submitted written timesheets, which couldn’t always be read accurately. This often resulted in extra time being spent analysing and collating, and information being incorrectly recorded. When auditors requested timesheet documentation we had to search through our archives to source the information. It took too long and was highly inefficient. We needed to look for a more efficient solution.”

Laura knew that the processes could be done more efficiently, yet had struggled to find a company that could help solve this problem. She wanted to save time and effort for all involved in the business, reduce the number of errors and be able to pay people promptly.

SOLUTION OVERVIEW

- Timesheet software

CHALLENGES

- Paper-based and manual solution
- Finding information was difficult
- As a service business, many labour costs to factor in and yet doing so involved many steps

BENEFITS

- Removed manual errors
- Improved accuracy of information
- Able to retrieve information for auditors instantly
- Frees people up to do higher value jobs
- Saves time and money

ONE STEP, ONE PROCESS - LESS CONFUSION

Highland Home Carers use **sfG Scope's** timesheet feature to help improve the way carers' time is planned and recorded. With **sfG Scope** the software is kept simple, it only shows you the features you use, making it straightforward for everyone to understand and use. With so many employees, keeping accurate timesheet records is crucial to the business success.

Administration staff use **sfG Scope** to submit timesheets that previously would have been on paper. There is now no paper involved for the carers and no need to post timesheets and risk errors being made in reading/writing. They also don't have to go through the manual process of uploading information from a paper timesheet onto the computer, as it's all submitted in one go. There is one step, one process, so less confusion. It makes things more streamlined and efficient.

HHC can see exactly how many hours each employee has worked and where, and can set up future work to be recorded on the timesheet, so everyone is clear of their schedule for the days ahead. It has also made payroll easier – those doing the payroll can easily access the system. Laura can also access information required by the auditors when needed.

In the future, they plan to use the calendar feature of the software, as well as using it for invoicing and creating reports. All of this will be able to link into their existing Sage software for payroll and accounts.

MAKING LIFE EASIER

Laura rates **sfG Scope** very highly and wishes that more businesses were aware of the time and money that it could save them. She says, "I really value the software and would like more companies to adopt it, and realise its potential to their own business."

Laura also emphasises that it has changed the way they work and made them look at their business in a different way. They are now able to ensure employees work on things that are interesting to them and, at the same time, more useful to the business.

"It has resulted in our employees using their time much better. They spend less time doing repetitive tasks and data entry, enabling them to undertake more challenging work instead. It has also meant we don't have to recruit someone to do a manual task; the software takes care of that."

Accessing reports now comes at the click of a button, rather than wading through lots of paper and spreadsheets. The software is clear and easy to use and therefore well used by everyone.

"I really value the software and would like more companies to take it on board and realise its potential to their business, as it would help so many companies."

"I don't think some businesses realise the potential that is out there and that things can be done smarter."

*Laura Mackenzie
Finance Director
Highland Home Carers*



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