

Four Pillars Recruits SnowdropKCS

Four Pillars Hotels is using HR, Payroll and Recruitment software from the Sage suite, SnowdropKCS, to improve applicant management and streamline HR processes.

About Four Pillars

Four Pillars Hotels offers three and four star accommodation in Oxford, the Cotswolds, and Bristol. It was established in 1974, experiencing a re-birth by Charles Holmes in 2004 that engendered the development of further hotels. The chain currently employs over 800 staff, both full-time and part-time casual.

The case for HR software

Up until 2005, Four Pillars used Word to manage employee data, whilst all payroll was administered through its head office. This meant that the company had no central means of holding HR information, resulting in duplicate files and phone calls to hotels to locate information.

Additionally, the transient nature of the hospitality industry means that staying on top of recruitment is essential to manage the large numbers of applicants that must be processed each year, for which a recruitment system, in particular online recruitment, is imperative.

The HR team therefore recognised the need for a centralised HR, Payroll and Recruitment system, to ensure the reliability of its data, streamline its processes and prevent the level of unnecessary work caused through data duplication.

The software

The HR team selected Sage as its HR software supplier, due to its range of features and the closeness of its location – Four Pillars and Sage are both situated in the Oxfordshire town of Witney.

Four Pillars purchased a fully integrated suite of modules from the SnowdropKCS suite, including: recruitment; online recruitment; personnel; payroll and self-service. The software is used in conjunction with Sage's software tools: workflow, an email information delivery tool and Sage reports.

The self-service system was rolled out first, providing online access to personnel information for 25 users, including trainers, administrators, payroll and general managers. After which the Windows personnel and payroll modules were installed, followed by windows recruitment and online recruitment modules, for capturing candidate information via the Four Pillars website.

Benefits

SnowdropKCS Online Recruitment

The online recruitment system has been invaluable to Four Pillars in enabling it to maintain a competitive edge and keep a high profile within the marketplace. It has also been seamlessly incorporated into Four Pillars' main website through branding provided by Sage, ensuring a fit with the hotel's corporate identity.

Vacancies are posted directly to the website by individual hotels, saving time on administration for the HR team. Additionally, all online applications come through to the Windows system, so that HR can review them before transferring information to the hotels as necessary. This has been particularly useful in allowing HR to track which positions are most popular and which hotels are most successful in attracting new recruits.

Other benefits of the system include:

- Savings on the costs associated with agencies
- Higher response rate to vacancies
- No more postal delays, speeding up the recruitment process and ensuring fairness for applicants

The online recruitment module has also been instrumental in the wide-scale recruitment for Four Pillars' new hotel at Cotswold Waterpark.

HR software

The HR team has also seen a wide range of benefits from the personnel system, including easy access to information, whenever it is required. Other benefits from the HR software include:

- Smoother flow of work between sites, due to delivery of information by workflow
- Better training analysis, due to comprehensive training records
- A firmer grasp of LTO (labour turnover) and sickness absence
- Simplification of processes for greater efficiency
- Information for pay reviews immediately available to HR through the reporting tool – previously data was collected from payroll
 - Hypothetical scenarios available through salary modelling, allowing proper forecasting for salary increments

Advice to others

Katherine White, Group HR Manager for Four Pillars offers the following advice to others looking to implement HR and Payroll software: "Make sure you make decisions on exactly what you want. It's also important to really use your supplier's knowledge, ask lots of questions to make sure you get it right."

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