

# Just Car Clinics Repairs HR and Payroll with Sage

Just Car Clinics, the collision repair chain, is using payroll outsourcing combined with HR software from the Sage solutions suite, SnowdropKCS, to improve HR and Payroll management and provide a better service to employees.

## The solution

Spread across 23 sites and with over 620 employees, Just Car Clinics is the second largest independent chain of collision repair centres in the UK. With such volume of employees and locations, Just Car Clinics needed to streamline its HR & Payroll processes, yet still retain control where it mattered.

Having reviewed the options available, the decision was made to deploy a system for managing its employees' HR information and also to outsource payroll processing using Sage HR & Payroll (formerly KCS).

Just Car Clinics uses the Sage fully managed service, whereby their HR team collects payroll data that is passed to Sage for processing. Sage is also responsible for distributing payslips to all Just Car Clinics' branches. By opting for this service, Just Car Clinics has removed the pressures surrounding payroll processing, while also reducing future headcount costs.

## Still delivering what Just Car Clinics needs today

Just Car Clinics is a fast moving business. And in just the last two years it has opened 10 new outlets, with the knock-on effect of employee numbers increasing by 50%. This means between 15-25 new starters and 10-15 leavers per month. In addition, it has a significant volume of temporary data related to overtime, commissions, expenses and childcare. By outsourcing payroll, the company did not need to concern itself with who would take on this growing complexity

for payroll calculations and were free to think about other HR considerations.

Dawn Swales, HR Manager for Just Car Clinics, comments: "Inevitably in an organisation like ours there will be a last minute new starter, or some part of temporary data that's missing, but the Sage team never seem to get in flap and just take it in their stride."

## Increased efficiency and more reliable data...

As the HR system from Sage is simple to use, the HR team finds it can easily get on with many day to day tasks that help them improve HR efficiency.

Even something as simple as a swift drill-down facility to each employee record really helps all round. For example, employees themselves are seeing the benefits with improved response times to queries and fewer errors.

Sage also offers handy tools for dealing with remote branches. The 'data load' facilities, whereby information is easily uploaded into the software from a spreadsheet, means that it can capture data quickly and effectively without re-keying. This in turn has helped with collating payroll data in time for processing.

Additionally, absence levels are now accurately monitored, which has led to much improved absence management, while mailmerge facilities mean that HR can send correspondence to employees in bulk, such as newsletters, pay increases and benefit information. Not only does this reduce admin, but also means employees stay up-to-date with important changes in personnel information.

## Knowing their stats

Reporting is also an essential tool within the HR system. A portfolio of reports relating to

core areas of the business are produced within seconds e.g. headcount, starters and leavers and training history. Importantly, regular salary increase reports that are required for payroll processing are simple to produce and pass on to the outsource team.

Reports can also be used in conjunction with a 'mail merge', for example, reports to show those with long service are used to mailmerge employee names with letters regarding holiday entitlement increments. A great timesaving device that also promises accuracy of data.

Turnover reports are particularly useful in helping the HR team to answer queries in the boardroom. Whereas previously time would need to be set aside to compile data for reports, now everyone is confident that they can produce the information whenever they need it and have confidence in the quality and consistency of their data.

## A team to rely on

The level of service provided by the payroll outsourcing team is key to successful payroll processing. Swales comments: "Given the demands of a 23 branch operation, we particularly appreciate the flexibility and professionalism of the Sage team.

"Sage consistently delivers an excellent service. It is that consistency that is so important to us, as so many service providers seem to be good in parts, whereas in Sage we have a trusted business partner that we can rely on."

Swales also praises the uniquely personal nature of Sage's outsourcing service: "Sage provides a very personal service and we have established a great relationship with the payroll team. They are a pleasure to deal with!"