



Tea Tree Cafe, Customer Case Study &#8211; Tea Tree Cafe

Tea Tree Cafe is no stranger to us Singaporeans. The brand was established in 2009 as a master franchise in the tea business. In 2014, Tea Tree Cafe underwent rebranding by changing their name to give it a Singaporean identity. There are currently 10 outlets across Singapore as the brand aims to pursue various opportunities outside of specializing in tea beverages.



## The Challenge

Tea Tree Cafe was expanding rapidly, which meant that they had to increase their manpower to manage their outlets. Seck Lin, Director of Operations, found that they had **no accurate solution to manage staff attendance** and **no transparency over staff punctuality**.

Tea Tree Cafe previously relied on a **biometric system** to capture staff attendance. However, there was a problem: **older staff with faded thumbprints had trouble clocking in**.

This led to **inaccuracy in attendance tracking, timesheets and consequently – pay sheets**. Outlet managers had to **manually eyeball every single line** on the excel sheet at the end of every pay period to ensure that there were no discrepancies.



## The Solution

StaffAny is a shift management system that helps with attendance tracking and timesheet automation that allows managers like Seck Lin to oversee daily operations with ease. StaffAny helped reduce cost equivalent to 50% of manager's salary."

Previously, Tea Tree Cafe was also using manual excel sheets for scheduling. When staff cancel at the last minute – managers were left scrambling to find a replacement. Now with StaffAny, **managers can see shift changes in real time and assign it to someone else or simply leave it up for grabs**. When asked what life would be without StaffAny, Seck Lin merely chuckled and said **"no way"**. Needless to say, StaffAny has become an integral part of Tea Tree Cafe's Workforce Management operations.



## Favourite Part of StaffAny

StaffAny not only helps managers save time, it's value for money. With full visibility and overview over your entire manpower team, it's easy to schedule staff across multiple locations.

Its workflow and interface is also intuitive, allowing both workers and managers to use StaffAny easily. Quips Seck Lin, **"Even aunties have no problem using StaffAny!"**

**“StaffAny is extremely useful to help streamline costs and help the business be cost effective – especially for multiple outlets. Businesses can lower headcount and fully utilize their existing team.**