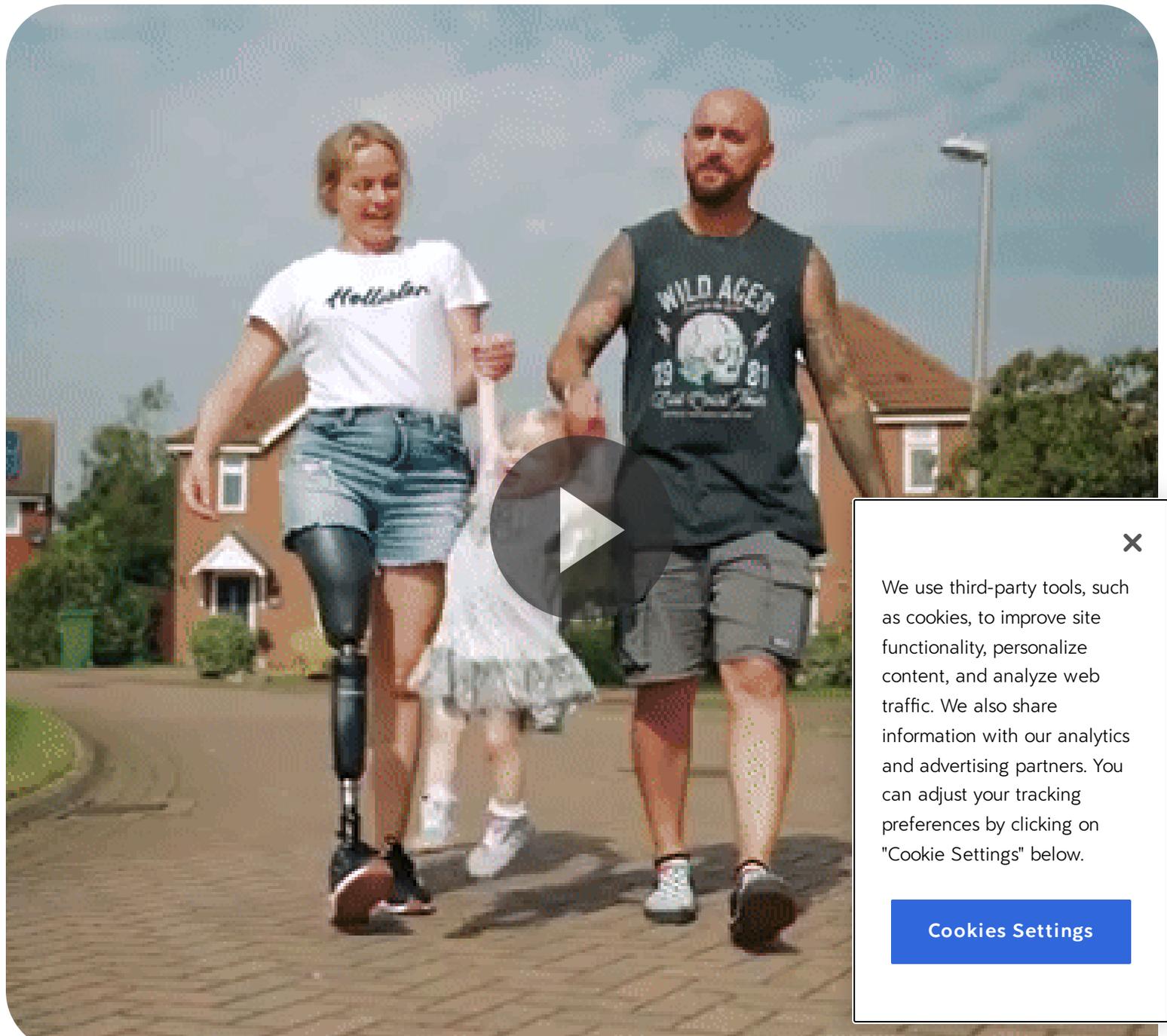


CUSTOMER STORY

Blatchford takes steps to put the employee experience front and center

Leader in advanced prosthetics partners with Dayforce to drive recruitment, improve engagement, and bring innovation to its payroll operations.



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Reduced payroll processing time from over a week to just a few hours



5 hours saved in retrieving head count data



Just 4% staff turnover reflects a high level of retention

COMPANY

<https://www.blatchfordmobility.com>

HEADQUARTERS

Basingstoke, United Kingdom

INDUSTRY

[Manufacturing](#)

PRODUCT USED

[Dayforce Payroll](#)

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It's no understatement that Blatchford is in the business of transforming lives. With over 130 years of expertise, the UK-based leader in advanced lower-limb prosthetics gets people back on their feet, literally. From hydraulic knees to microprocessor-controlled joints, Blatchford's groundbreaking technology doesn't just restore mobility, it restores confidence, independence, and the ability to live life without limits.

Patients' stories are the common thread that weaves throughout Blatchford. From simple pleasures like playing football with their children or shopping without having to rely on others, to walking down the aisle and even winning para championship awards, the impact on patients and their families is immense.

The company's 900 employees all play their part, whether they're research and development engineers, product designers, clinicians, salespeople, or administrative staff. "Every role helps Blatchford deliver advanced technology and superior clinical outcomes to our patients," says Zoe Stephens, Group HR Director at Blatchford.

The company's workforce is diverse, spanning generations, cultures, skills, and geographies, including the UK, U.S., and Norway. This makes meeting all employees' needs from an HR perspective a challenge. "It's about making the most of our employee value proposition," says Stephens, "putting every employee at the center and giving them that flexibility and agility to make their experience at Blatchford their own."

Taking steps towards a single, holistic solution

Until 2020, Blatchford juggled seven different payroll and HR systems. None of them could talk to each other, and some were seriously outdated. "It was a bit like having to turn a handle to get them to work," says Stephens. "And I had no access to data that was consistent and credible."

Communication was superficial, both within the HR team – coming together only occasionally for projects – and between HR and the wider Blatchford staff. This was a problem, as Stephens notes that visibility is a key value for the Blatchford team and they needed a way to nurture shared dialogue and trust.

Under the old HR systems, the employee experience varied by location. For example, some staff could access their pay slips electronically while others couldn't, and the same discrepancy was true for other systems. "It was important to have one system that could work across the whole group," says Stephens. "It was about making HR's life easier. It was about delivering a great, consistent employee experience."

In searching for a partner, Dayforce felt like the right fit from the start. "From the moment we started talking to Dayforce, they understood what I was trying to achieve and what my organizational objectives were," says Stephens.

How data access is powering decision-making efficiencies

The HR team's primary goal was to improve data access so it could make more informed decisions, track trends, and better understand workforce behavior. The team also wanted to reduce

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streamline processes. They hoped to enable faster payroll processing, shifting from a week-long task to just a few hours.

“The continual access to data, processing, and payroll functionality that Dayforce™ offers me is superb,” says Stephens. The company now has real-time visibility into payroll projections, allowing the CFO to anticipate payroll costs on a weekly or monthly basis, depending on the country.

With the newly improved data access, the HR team can better support business leaders by providing key insights and identifying potential workforce challenges before they impact operations. And, with Dayforce Experience Hub fully operational, Stephens and her team can more efficiently distribute data and information to employees through a centralized system.

From an HR perspective, bringing together an international team on a single platform has had a major impact on efficiency and communication. “We’re looking at the same data, we have the same mechanisms for recruiting people, delivering training, and getting information out to our employees,” says Stephens. “Dayforce has enabled that connection across my team to be deeper and more valuable.”

Because of this, there’s far less of an administrative load. “We’ve cut our processing times right down,” says Stephens. “I’m about to go live with four other payrolls across Europe and already I know I’m saving about 10 hours a month.”

Reflecting product innovation in the employee benefits space

As a world leader in advanced prosthetics, Blatchford is known for pushing the boundaries of innovation – not only in its products, but also in its employee experience. “I’m always looking out for innovations that can support us in the employee benefits space, and Dayforce has delivered on that in a number of ways,” says Stephens.

With [Dayforce Wallet](#), Stephens saw an opportunity to offer something groundbreaking to Blatchford’s workforce. She quickly recognized its potential, signing Blatchford up early as one of the first Dayforce Wallet customers. “It was such an innovation in the payroll space,” says Stephens. “Introducing and offering it to our employees was a no-brainer.”

The HR team has noticed a significant impact on recruitment and retention with Dayforce. As one of the few companies in the UK offering a flexible on-demand pay solution, Blatchford has become an employer that values innovation and employee well-being. Prospective hires are interested, and existing employees appreciate the financial flexibility it allows.

Without needing a major internal push, Dayforce Wallet quickly gained traction, as employees embrace its benefits. Employees value the ease of accessing their earnings, using it for everything from bill management to Christmas gifts.

Dayforce Wallet also directly aligns with Blatchford’s core ethos. Just as the company innovates in its products, its solutions, it’s equally committed to bettering the employee experience through cutting-edge technology. “Dayforce Wallet allows us to stand out, mirroring the innovation we deliver in our products,” says Stephens.

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Recruiting and retaining top talent in a niche industry

The talent pool is small and highly competitive in the niche prosthetics industry, so standing out in the recruitment market was another must for Blatchford. “You don’t wake up as a child one day and decide you want to go into prosthetics,” Stephens remarks. “Talent attraction is my biggest challenge.”

Dayforce hasn’t just improved the experience of existing employees; it’s also allowed Blatchford to connect with prospective employees before they’ve even joined the organization. “Since going live, Dayforce Recruiting enables me to connect Dayforce to people, to recruitment websites, and to our own website, so we can get our message to them in a fast, easy, and simple way. It makes us much more attractive as an organization.”

Blatchford also streamlined its onboarding process with Dayforce, allowing new employees to input their information all in one place. By having recruiting and onboarding in a single system, Blatchford has made the transition into the company smoother and more engaging. And once on board, all of Blatchford’s people can access Dayforce whenever and however they need.

“I can guarantee all our employees get that same initial experience from recruitment, through onboarding, to the day-to-day management of their own well-being and processes,” says Stephens. “Every employee has the same experience.”

While attracting talent to this specialized industry is a challenge, retention is certainly no longer an issue for Blatchford. Staff turnover is astonishingly low at 4%. It’s no surprise that the company was recently named one of the UK’s 2024 Best Workplaces by Great Place to Work UK.

Driving strategic HR operations through strong partnership

Dayforce has helped transform Blatchford’s approach to workforce management, allowing the company to take a more strategic stance backed by data. The platform has freed up valuable time, shifting admin-heavy function to a proactive, business-focused team. With greater efficiency, Blatchford is focused on further improving the employee experience, driving engagement, and encouraging innovation across the organization.

For Zoe Stephens herself, Dayforce has been a game-changer. “Previously, I couldn’t track headcount on a day-to-day basis,” she says. “Now, for that one metric alone, I save 10 hours. It enables me to be truly strategic.” Stephens has also been able to connect with employees through Dayforce, gaining “nuggets of information” that help them become more and more engaged.

Stephens believes the partnership between Blatchford and Dayforce will be a strong one for years to come. “Dayforce enables me to deliver innovation into my workforce,” she adds. “They truly help us to achieve, both in leading the HR function, but also as a leader of our business.”

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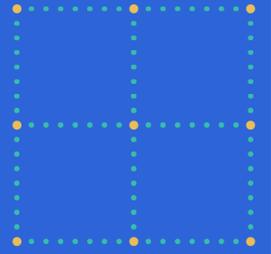
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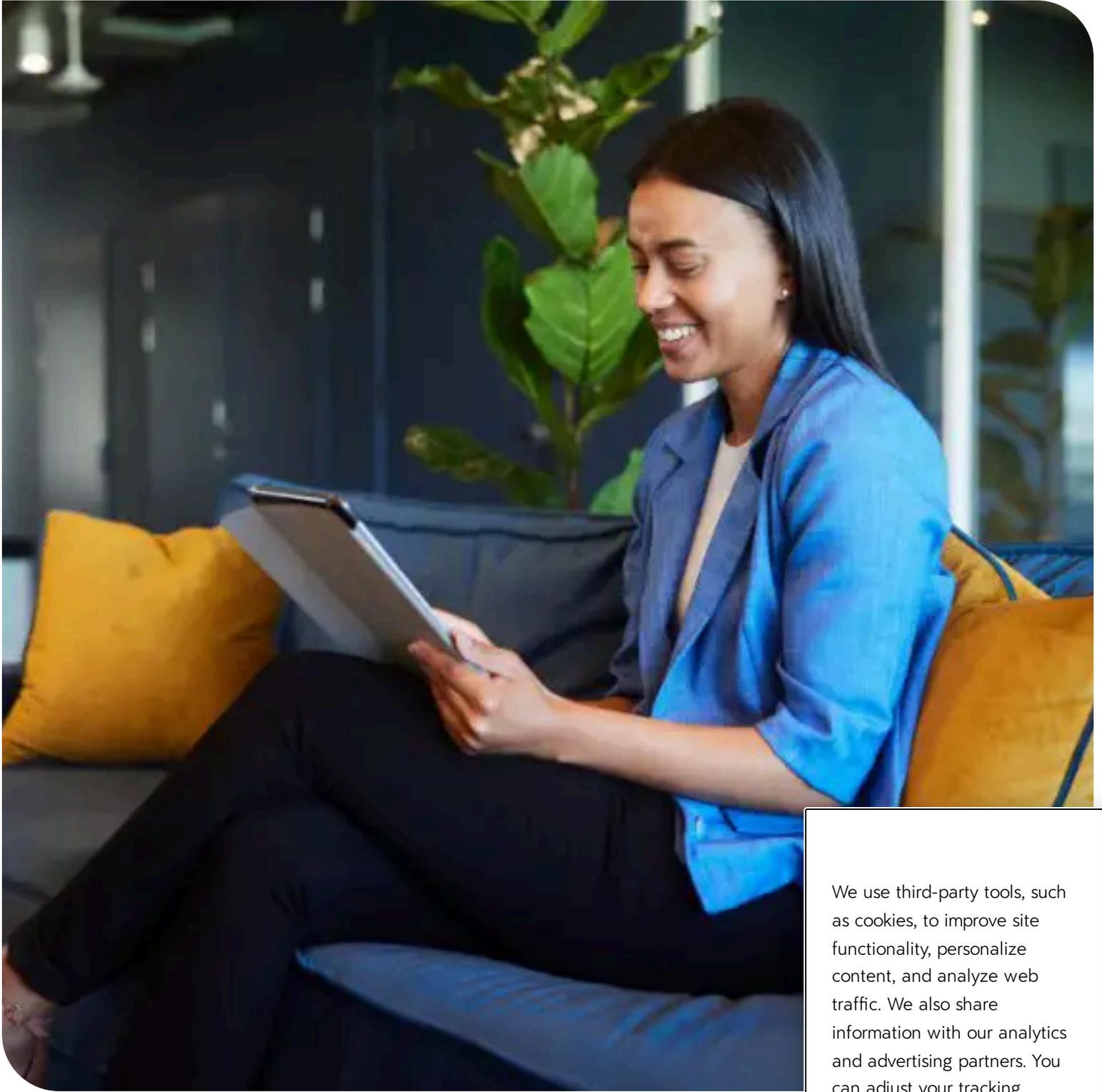
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