

**Softworks**

*Works for your workforce!*



## ***How Leading Retailer AgriEuro Transformed Workforce Management with Softworks***

**Case Study**

*AgriEuro is Europe's leading e-commerce operator for agricultural and gardening equipment. It offers approximately 10,000 products, available for immediate delivery and home shipment.*

## The Challenge

To eliminate AgriEuro's manual HR processes and streamline employee time, attendance, absence, compliance, skills, and training management.

Cristiana Dionigi, HR Manager at AgriEuro explains the background to AgriEuro's decision to implement a new Workforce Management System:

**“** *We were using email to manage employee leave and absence requests but this was a very manual and inefficient process. In addition the process for requesting paid leave, holidays or sick leave was not integrated with our time-tracking system, and we were finding it difficult to get an overview of attendance across our different office locations.*

**“** *We wanted to save time on manually entering missed clock-ins and chasing up reasons for absence. We also wanted to streamline the collection and storage of employee HR documents and improve management of deadlines related to contract renewals, medical certs, safety training, temporary remote working agreements, and other special arrangements.*

**“** *We decided to look into a software solution that would allow us to eliminate manual processes, save time and improve the management of HR data.*

## Solution Requirements

AgriEuro went to market for a new workforce management system with the following requirements:

- A single system to track and manage employee working hours, absences, HR documents and employee skills
- Employee Self-Service tools accessible via mobile app or web browser
- Clocking through time-clocking devices as well as via web browser
- Ability to upload HR files to employee records
- Ability to track and manage employee skills
- Reporting features

Summarising the requirements Cristiana Dionigi said

**“** *The requirement was for a web-based application that could integrate all of our HR processes. Our priority was to integrate time-tracking with the leave and absence request system and have this accessible via browser.*

**“** *We wanted to allow clock-ins and clock-outs both from employee PCs and traditional time-clocking devices.*

**“** *We also wanted employees to have mobile access for submitting and viewing absence requests. The system needed to manage employee files, track HR meetings, and log both existing and acquired skills.*

## Choosing Softworks

To compare and evaluate solution providers, AgriEuro implemented a scorecard system rating features such as the core module, attendance tracking, employee records, employee self-service and the mobile app. Each category was weighted to create a final evaluation score and Softworks was selected after this process.

**“** *We chose Softworks because it offers simple and intuitive functionalities with customisable options such as additional fields and schedules. It also has a comprehensive employee HR file and documentation system. The accessibility of information through Softworks' wide variety of customisable reports was also an important feature.*

## The Results

Since implementing Softworks, AgriEuro has experienced the following benefits:

### Improved Payroll Process

The management of hours for payroll has become more efficient and accurate.

**“** *With Softworks, there's no need to manually edit payroll files sent to our labour consultant. Corrections are made directly in Softworks, using weekly reports, which significantly reduces end-of-month checks. The file is then automatically generated and ready to send.*

### Reduction in HR Queries

Employee self-service allows employees to take ownership of their own information and reduces HR queries. In contrast to the previous manual processes, employees can now independently

review their clock-ins, report anomalies to their supervisor, and resolve them directly in the Softworks system, without involving HR. If an employee forgets their badge, they can clock in from their PC without needing to contact HR to resolve the issue.

### More Efficient Leave Management

Unlike the previously time-consuming email process, leave, holidays sick days, and other absences are now approved on the Softworks manager screen by team leaders or HR, based on the company's predefined approval levels and are automatically reflected in monthly attendance files.

**“** *With Softworks, employees now submit leave requests directly in the portal, including supporting documents, fostering greater accountability. HR simply approves the requests already uploaded, and the system automatically calculates total working hours.*

### Streamlined HR Management

Softworks allows AgriEuro to save employee HR files in one central area with secure access control features ensuring only those people who have the necessary permissions can view the relevant file. Email alerts remind HR of upcoming deadlines related to areas such as skills expiry, probation periods or return to works that may need their attention.

**“** *All HR documents are now digitally stored and organised in the Softworks system. Deadlines related to training, contracts, and medical leave are no longer managed through external files but are integrated into the software.*