

Customer case studies

Charles Trent

Charles Trent is a leading vehicle recycling and management company in the UK. Established in 1926, this family-run business offers a range of services including vehicle salvage, dismantling and storage. Charles Trent has been at the forefront of environmental performance in the dismantling industry over the last 30 years.

“Absence is at its lowest level here since I joined. Having easy access to absence data through SelectHR helps us identify problems early on and take action!”

Alison McMullen
Head of Human Resources



Industry Automotive

Geographic Dorset

Employees 110

Solution SelectHR

Modules Self-service
Training
Recruitment
Reporting

The case for an HR solution

Alison McMullen, head of HR at Charles Trent, joined the organisation two-and-a-half years ago. Her responsibilities encompass setting HR policy, advising the top team, learning and development, recruitment and payroll. She currently handles HR on her own, following a recent restructure.

The initial search for an HR solution was based on the fact that the company relied on paper based records and some basic payroll information to produce management information on HR issues. As demands grew from the management team, these systems were unable to support the business and Alison was tasked with finding a suitable HR solution.

“There was a distinct lack of control over information,” explains Alison.

“There were inaccuracies in our data which arose from not having all the information in one place and therefore difficulties in producing accurate management information to base any business decisions on.

“It was critical that the software we chose was easy to implement and use – we needed to train people over the ‘phone in remote locations so this was paramount,” Alison continues. “It goes without saying that a good reporting facility was also a priority and the ability to interface with our payroll.”

Why SelectHR?

After demonstrations from three other HR solution providers, Alison and her finance director agreed the product best suited to their needs was the SelectHR Web Edition.

Alison had already used a previous version of SelectHR with a former employer so she was aware of the company's credentials and the system's capabilities, but had not seen the web-enabled version with all the latest developments included.

"Our decision was not only based on my previous knowledge of the product, but also on the price and the functionality that was included," says Alison. "In comparison with the other suppliers, SelectHR offered more for the money and our sales person was thorough and professional throughout."

Implementation and training

SelectHR met the budgetary requirements and was implemented within the three month timeframe initially specified by Charles Trent. Any teething problems like setting up defaults were quickly ironed out and relevant data was imported into SelectHR from spreadsheets and other sources, bringing all the HR information into one place. Once the data was cleansed and Charles Trent's organisation structure set up on SelectHR, Alison could start reporting straight away.

Training was provided for Alison and her then colleague, the HR officer. With the management team located nationwide, their training was then completed by the HR officer over the 'phone. An easy-to-use, intuitive HR solution makes this possible and brings training costs down to a minimum.

"We currently use the basic employee information, the Absence and Training modules," she explains. "I hope to roll out the Self-service facility later this year, although managers already have access to their team's data."

Measurable benefits of SelectHR

Using an HR solution can address a number of HR issues including absence, training, budgets and headcount. In Charles Trent's case, using SelectHR has had a noticeable effect specifically on absence.

"Absence is at its lowest level here since I joined. Undoubtedly having easy access to absence data through SelectHR has helped me and the line managers to identify problems early on and take action!" explains Alison.

"We have also been able to reduce the HR/Payroll headcount in the last 6 months due to SelectHR, which demonstrates that processes are generally running smoothly and effectively and we have saved money because of that."

Availability of management information

Given the difficulties and experiences before the implementation of SelectHR, management information can now be reported on quickly and easily. "Information is readily available and also accurate," says Alison. "Previously I had to rely on various spreadsheets and information from our payroll, which was not always sufficient for my needs."

The Dashboard facility also gives real-time management information at a glance, which makes it much easier and quicker to see the bigger picture on subjects like absence. Graphs and charts can identify trends quickly and pick out problem areas.

Plans for the future

Alison intends to continue developing her use of SelectHR to experience all the benefits.

"I would like to roll out Self-service to our management team as soon as possible. I am also considering purchasing the Health & Safety Module in the next 12-18 months to add to the capabilities of SelectHR.

"Since SelectHR has been implemented, I have been able to produce accurate, reliable management information and reduce costs in key areas – both of which were my initial goals from the outset."

Who we are

Access will give you the advice, tools and clarity you need to make effective decisions, quickly and with certainty. As both a business-focused consultancy and a specialist software developer, we combine our innovative software with practical experience to deliver a solution that's exactly right for you and your business.

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With Access, you can be sure you've got the clarity you need to reach your business goals.

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