

Linley provide accountability to their staff and empower managers to supervise their teams

Access TeamSeer

helped Linley to...

- ✓ Reduce paper forms and admin
- ✓ Gain staff visibility
- ✓ Improve resource planning
- ✓ Prevent absence clashes
- ✓ Automate holidays

LINLEY

The challenge

LINLEY is a British luxury brand recognised as a world leader in the design and production of private commissions, innovative furniture, gifts and home accessories. The company is based across London with stores in Belgravia, Burlington Arcade and Harrods.

Tracking and monitoring absence and holidays did not meet the company standards LINLEY required. Forms were inefficient, the spreadsheet used was huge and the process was very complex and time-consuming.

As Danielle Howes, Executive Assistant to the CEO and Office Manager says: "We had a large spreadsheet which was not user-friendly. It presented the dates and everyone's name, but we had to input absence and holidays, and keep up-to-date regularly."

"It was a very time-consuming process; employees had to fill in a form, get it signed-off and send it to me. Then, I had to update the spreadsheet manually. For only one day-off, the process involved 3 people."

The challenge

To save time and improve efficiencies LINLEY decided to choose Access TeamSeer to tackle the issue.

Danielle had experience with Access TeamSeer in the previous company she worked for. "Having used Access TeamSeer meant I knew how user-friendly the system was. I was aware of the capabilities and the cost. Although we are a relatively small company, the cost was affordable and the time and money savings were immediately clear."

// I would almost estimate the time taken before having Access TeamSeer as equivalent to a part-time administrator, so an average of approximately 20 hours a week. //

**Danielle Howes,
Executive Assistant to the CEO**

The result

"Working with Access TeamSeer has enabled me to reduce workload and have more time to support the business in my functions, it has given each person accountability over their time, and managers are more empowered to manage their teams."

As a high-end furniture retailer and a growing company, the main result in using Access TeamSeer has been to allow employees to focus on our core business rather than spending time and efforts on administration.

"We had results on various levels. Every morning our receptionist had to send an 'out of office facility update' to all the office. It was a very time-consuming process and sometimes inaccurate. Now, she can do it in just a few clicks and all staff members are aware who is in the office and who is out of the office or on annual leave."

LINLEY saved a significant amount of admin time.

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"From a different perspective, the reporting tools have helped us to make some useful business decisions and to introduce some efficient HR procedures."

"As a retail business, Access TeamSeer helped us to generate reports and gave us better visibility on our teams. Employees now have to provide different notice periods depending on the number of days they want to take. This helps LINLEY to plan better and to respond to business needs in the best way."

"With Access TeamSeer, our workforce can remotely access the system. It is a complete change in mind-set and people use it regularly. They go onto the system, register an absence or a holiday, the managers approve it and it is done."

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