

# Access helps Radiocentre alleviate pressure on IT and Finance



## About Radiocentre

- Trade body for UK commercial radio
- Support industry growth and enforce regulations
- 23 staff based in London

## Aim

- Buying easy-to-use absence management software
- Reducing enquiries to IT and Finance
- Implementing smooth Outlook integration

## Approach

- Researched the market for software that was good value for money
- Access worked with Radiocentre to understand their needs
- Access TeamSeer integrated with payroll software and Outlook

## Result

- Access TeamSeer quickly set up ready for users
- Enquiries to support functions decreased due to simplicity of software
- IT and Finance have time to focus on larger projects

## The challenge

Radiocentre were using ineffective absence management software. Despite asking their provider to make changes, their problems went unresolved.

Neil Dawson, IT manager at Radiocentre, spoke of his disappointment: "The implementation was poor, the web rendering was poor and there was no integration with Outlook." On top of this, the system kept asking users to reset their passwords, further increasing frustrations.

The lack of integration with Outlook was a particular cause for concern. Without a system that integrated with their calendars, employees were often missing appointments. remaining holiday allowance.

## The challenge

The company researched different providers of absence management software before selecting Access TeamSeer. Neil recalled: "We looked widely across the market and Access TeamSeer was the best value for money – that's what was important to us."

Access TeamSeer met another of Radiocentre's key requirements – ease of use. "Access TeamSeer is really straightforward – users and managers use it without support from me or my partnership director," said Neil.

The Outlook integration was also important, because employees wouldn't need to enter appointments twice. This would save time and reduce scheduling clashes.

## The Result

Access TeamSeer immediately understood Radiocentre's requirements and set up their system. "Right from initial consultation, the team at Access TeamSeer got what we wanted. The set up was straightforward, and if we have any questions, they sorted it out straight away," said Neil.

Since implementing Access TeamSeer, requests to IT and Payroll have significantly reduced. Neil said: "The logon process is so smooth compared to our previous supplier. I'd recommend it to another IT manager straight away." This has made IT and Finance more productive, as they can focus on time-sensitive projects.

Radiocentre was especially satisfied with the support they received – both throughout the implementation and on an ongoing basis. "The support has been excellent; the staff are fantastic," said Neil. Indeed, Access TeamSeer's dedicated customer service has helped them fully benefit from the software.

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