

Amfin improve resource planning with new absence management system



Abbey Metal Finishing Company Ltd, or Amfin, provides over 40 metal finishing processes to clients all over the world in industries as diverse as Aerospace, Industrial Gas Turbine and Rail. And all from its base in Hinckley, where it was founded in 1947.

Problems to address

- Lack of visibility of holidays
- Unable to plan human resources efficiently
- Slow, manual process

Nice to haves

- Increased reporting functionality
- Holiday and sickness managed by one system
- Low maintenance

Results

- Staff self-manage their own holidays
- No negative feedback
- No need for only a single person to manage the system

Background

Amfin offers plating and painting, anodizing and plasma spraying to name just a few of its processes and does so using The Access Group's Material Requirements Planning (MRP) software, **Access FactoryMaster**. Happy with what that system provides and what it allows them to do, Amfin recently decided to trust Access once more by investing in TeamSeer to manage employee holiday and sickness also.

Why they did this, we explore below...

Problem

Prior to TeamSeer, Amfin managed employee annual leave via a paper form and spreadsheet method. Staff would be required to check their last form to find the number of days they had remaining then fill in a new form before submitting it to the Operations Manager. The manager would then assess the request alongside a master holiday spreadsheet to check there was no reason the individual could not have the time off before signing the form. The employee's proof the holiday had been signed off was the form itself.

Not being privy to others' holiday plans meant the employee could not be expected to adhere to any restrictions such as being off at the same time as a team member. Instead, the approver would need to check and return the form to the employee to make amends if necessary. Other managers had no visibility, either, making future planning very difficult indeed. The entire process needed to be controlled by a single person to ensure a level of accuracy. It was slow, manual, risky and inefficient to say the least.

Sickness was managed in part, separately, by FactoryMaster.

Research and decision

Being an existing customer, Amfin was of course already aware of Access and a quick call with their Customer Success Manager, Katie Goodall, alerted them to the existence of TeamSeer.

After a product demonstration, Daniel Chrzastek, the IT Technical Support Engineer tasked with implementing new systems at Amfin, proceeded to compare TeamSeer to others available on the market.

He concluded that TeamSeer would be the best fit for the organisation especially given that they already used FactoryMaster and were happy with the support offered by The Access Group.

// We sent our Account Manager all of our employee data and they took care of the rest!

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Daniel Chrzastek,
IT Technical Support Engineer,
Amfin

Implementation

Despite the unfortunate timing of deciding on TeamSeer towards the end of the year when employee holidays are about to renew, implementation was still complete within two months.

Asked how smooth the process was, Daniel commented, "We sent our Account Manager all of our employee data and they took care of the rest!"

Success

Since going live Daniel said he'd personally not heard of any negative feedback. In fact, he said perhaps the biggest issue he had come across is someone not being able to login temporarily, which was both expected and "couldn't even be counted as an actual problem!"

He said everyone liked the user interface of the system, that it is easy to understand quickly and that everything you need is on the dashboard.

"You don't have to look for any specific options or deal with any complex menus, it's straightforward".

From the HR department's perspective, Daniel commented "it's really easy to add or remove people or make changes to the number of days they are allocated". As for the Operations Manager? Well, he still oversees the process but is not relied upon so heavily!

It's made Daniel's role easier, too, as he has only been required to get involved to adjust basic settings or modify the data. "It doesn't need managing day to day, it's a very low maintenance product," Daniel added. This type of reviewing and thus improving the system is something The Access Group stresses as important for long-term effectiveness.

More importantly, for the business as a whole, it has "improved the flow significantly". So much so, in fact, there was little need for any post project analysis. Visibility of holidays well into the future is now always available and at the click of a button making planning much less of a headache. Then there's the wealth of reporting that TeamSeer offers, something that was almost impossible previously.

Using TeamSeer, staff even manage their own holidays to a degree because they can see who is due to be off on the days they are about to request, before requesting them.

It's safe to say the installation of TeamSeer at Amfin has been as much of a success as FactoryMaster before it.

If you would like to hear more about Access TeamSeer please **CONTACT US** today.

About The Access Group:

The Access Group is a leading provider of business software to mid-sized UK organisations. It helps more than 16,000 customers across commercial and not-for-profit sectors become more productive and efficient. Its innovative Access Workspace technology transforms the way business software is used, giving every employee the freedom to do more.

Established in 1991, The Access Group, with an enterprise valuation of £1 billion, employs more than 1,500 staff.

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