CASE STUDY

Lighting the way for optimised workforce connection and business outcomes.

Customer: Beacon Lighting
Location: Australia-wide
Industry: Retail

Beacon Lighting has deployed the nimbus Time2Work solution to help achieve significant operational efficiencies in team member scheduling while improving customer service, despite the disruption of COVID-19.

At a glance

Challenges

- Real-time capture of Time & Attendance with seamless integration to ADP Payroll.

- Automate manual tasks to mitigate the risk of data inaccuracies.

- A robust Scheduling framework with easy workflows into reporting to monitor and action compliance, avoid payroll errors, and track financials.

- Deliver an all-in-one cloud Workforce Management solution to create consistency and buy-in across the organisation.

**Beacon Lighting Case Study
November 2020**

The Challenge

With over 800 staff and 100 retail outlets, Beacon Lighting is driven by a sole purpose, to create a positive impact in people's lives so they can love the space they're in. Beacon Lighting's broad range of lighting and fan products are designed for all customers "to live better, live well, live lighter, live smarter, live warmer, live cooler and live life."

Always looking to ensure their business processes are fine tuned and accurate, Beacon Lighting went to market to improve their workforce process and outcomes, such as Scheduling, Time & Attendance, Award compliance, and cost management. The existing business approach was difficult due to the lack consistency in tools used across teams and the varied ways of working within the business, inevitably leading to lack of visibility and manual data manipulations to ensure accuracy.

Understanding the need for a cloud-first, automated, and accurate system, Beacon Lighting sought to evolve the way it schedules and connects with staff to realise optimised performance across its locations. With varied requirements for teams, departments, and locations, it was imperative to implement a system which could handle the weight of Award compliance while delivering efficiencies in communication and right staff, right place, right time possibilities.

At a glance

Solutions

- Now have greater visibility and control over how staff are scheduled, ensuring the best people are working at times when they are needed most.

- Applying a more scientific approach to scheduling and managing operating costs.

- Improved cross-functional and team unity within Beacon Lighting.

Aligning with their purpose to create a positive impact, Beacon Lighting sought a solution which:

- Integrates to ADP (Payroll) for employee profile data, including personal information, primary location, employment profile requirements, management of leave applications & entitlements
- Aligns to Beacon Lighting varying scheduling requirements, functioning as a complete end-to-end system
- Enforces Award and business rules to ensure accuracy and to meet regulatory compliance
- Captures real-time Time and Attendance data which flows through to payroll outcomes
- Has an extensive Reporting suite to monitor, understand, and action
- Delivers improved processes, procedures, and policies and ensure best-practice use for all user types.

The Solution

With the selection of nimbus Time2Work Workforce Optimisation, the project was divided into a three phase rollout, ensuring system uptake and product knowledge is truly reached at the conclusion of each phase.

Phase 1 included the retail outlet implementation, transforming Beacon Lighting's end-to-end scheduling processes, enabling significant improvement to schedule management, including full visibility of intraday movements and cost impacts from planning through to payroll outcomes. The added benefit of the pre-configured Award rules in the nimbus Time2Work solution ensured strict alignment and scheduling and pay accuracies.

Management now have access to the robust Reporting suite to track scheduling and cost outcomes, are able to deep dive into variables and identify success factors. Additionally the Reporting and Dashboard integration provides a snapshot of key metrics to enable better (and timely) decision making.

The project has resolved major challenges, including the deployment one integrated WFO solution, ensuring all staff are accessing and engaging with the same environment, leading to greater unity across operational and administrative teams. This led to Beacon Lighting's decision to extend the nimbus Time2Work solution into remaining business functions, including the Commercial Division, Custom Lighting Outlet, Masson For Light outlet, Distribution Centres, National Installation Teams, and Store Support Centre (Phase 2).

Phase 3 saw the implementation of the Forecasting module, integrated to the store POS system, to align scheduling to customer traffic patterns and on the day business requirements.

At a glance

Results

- A structured and simple rostering process.

- Timesavings and alignment of business process for greater financial clarity.

- Compliance confidence in Schedule process and outcomes, through Award build, instant notifications, and automation.

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The Result

By migrating from a manual workforce management process, to an automated platform from nimbus Time2Work, Beacon Lighting has been able to modernise how it aggregates hundreds of team member timesheets, including overtime, and provide more accurate and timely summaries to payroll.

This has in turn been beneficial to Beacon Lighting customers, management, and team members.

The nimbus Time2Work solution has enabled Beacon Lighting to:
- Automate alignment with Certified Agreements and Awards to staff time sheets
- Tailor an integration to ADP (Payroll) for employee profile data, including personal information, Primary Location, employment profile requirements, manage Leave applications & balances
- Align staff Scheduling requirements and functions to an end-to-end workforce planning solution, providing greater certainty and reduction of cost impact during the COVID-19 pandemic
- Implement employment instrument and business rules, to ensure employees would be paid accurately for performing a variety of roles in several locations.
- Gain clearer visibility of actual team member costs, including penalties and overtime
- Enable employee flexibility to work across multiple sites & improve Leave application processes and reporting

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Through future-proofed, cloud, patent protected software, nimbus transforms employee management capabilities for location-based, remote, and work from home staff with compliance, workforce optimisation, and business continuity solutions.

nimbus' suite of Software as a Service products are deployed by some of Australia's top ASX companies, and globally by organisations and Government in the United States, the United Kingdom, Mexico, Canada and the Middle East.

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