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time2work®

CASE STUDY

Optimising compliance and elevating productivity for every team with a secure Workforce Management platform

cash converters

Customer: Cash Converters
Location: Australia
Industry: Retail & Finance

Cash Converters deployed an Australian-built Workforce Management platform for 750 scheduled staff across 80 corporate stores to align with a technology-based strategic growth plan. Lasting benefits for employees and management and ensures staff data remains in Australia.

At a glance

Challenges

- Transition from an end-of-life legacy system to a digital Workforce Optimisation platform

- Separate systems limited the visibility of data, posing a productivity and compliance risk

- Lack of shift clocking functionality

- Lack of contextual data/reporting how the business functioned and where costs are associated

- Investment towards a technology-centric organisation, using systems to assist in growth

Case Study February 2024

The Business

Cash Converters is a second-hand retailer and personal and vehicle financier, operating over 150 corporate and franchise stores across Australia. The company employs over 1100 (750 rostered) staff to support their customer to 'make life possible'.

Cash Converters' successful expansion into personal finance, and its associated regulatory requirements, reinforced for senior management that the company's investment in technology would continue to be an enabler for compliance and a significant source of competitive advantage.

The Challenge

Cash Converters would need to plan, implement, account for, and review most workforce management procedures with manual systems, which would often require significant time and resources per week to correctly manage.

With a digital vision, in 2021, the company undertook a strategic review of its organisational processes.

The review concluded that with the end of the life of the previous Workforce Management product drawing near, there was an opportunity to invest in app-based, highly secure, and an Australian-domiciled platform to enable Cash Converters' data-driven future.

Solutions

- All data hosted in Australian data centres

- Top of mind security with Single Sign-on (SSO) access protection

- Cross-functional scheduling so that staff are always available to service customers

- 750 employees connected to work via the nimbus Employee App

- Dashboards for management to easily understand operational compliance signals and take action instantly

The Challenge continued...

Cash Converters required a platform that could handle sensitive data and mitigate the risk of data breaches. Their key requirements were to partner with a solution that maintained secure infrastructure, architecture, and configuration. To highlight their compliance standing, Cash Converters sought data security assurances throughout the tender process.

> " We also consider technology-based innovation to be a driver of competitive advantage and a platform for expansion – benefiting customers, shareholders and our staff. "
>
> **Lisa Stedman**
> Chief Operating Officer

The Solution

Cash Converters selected nimbus Time2Work to provide a modern, cloud-built Australian solution to enhance compliance, employee scheduling, workforce optimisation, communication, and time and attendance functions.

Another important benefit of the migration to an Australian-based WFM platform for Cash Converters, was the reassurance of the company's commitment to retaining all company data, including staff information, in Australian data centres. The nimbus platform permits Australian industry and regulatory data sovereignty requirements. Also enabling Single Sign-on (SSO) for configured employee and manager profiles, further restricting foreign and illegal access to platform data.

Cash Converters historically operated on a separate and state-based location footprint, meaning that visibility of how the business was operating, including time data, KPI performance, and financials was ill-equipped for its complex needs. Now, management can quickly view performance in real-time and take action when needed. For example, if a manager isn't in the store, they can still view and be notified of late clocking and attendance.

nimbus' automation-optimised platform enables managers and staff to interact around rostering in real-time via the Employee App, a digital rostering tool for employees to be proactive in their working environment. They can select additional shifts when they become available, and apply for leave and other conditions more easily. With a previously manual connection for employee engagement, the Mobile App provides significant time savings across the entire operation and provides instant communication via Push Notifications.

The implementation process took on a phased rollout approach. Using Queensland as its pilot state, the Project Delivery team were able to triage any issues quickly and effectively communicate operational impact. The successful pilot rollout produced a step and repeat process for the deployment of nimbus Time2Work nationally.

Results

- 91% of shifts are auto-allocated based on stringent compliance protocols and business requirements

- Transformed how overtime is calculated and paid = proactive compliance

- Reduction in process and management overhead costs

- Seamless payroll integration provides trust to management that work time and compliance data is correct, and reduces the need for any manual intervention or adjustments throughout the payroll pro trust

- Continued and consistent review of how the solution is used highlighted the need for a custom report to identify overtime, helping to increase operational wins

- Aligning with Cash Converters' strategic operational plan to grow its store network with the help of intelligent and easy-to-use technology

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The Result

The migration of Cash Converters' employee management system to nimbus Time2Work Workforce Management has further enabled the company's strategic plan to grow its store network by reducing process time by auto-approving timesheets based on compliance data, improving operational visibility, and building compliant practices across locations.

With the nimbus platform, Cash Converters is also expected to optimise their overhead and scheduling costs, as well as improve management productivity by automating many aspects of workforce management. Automation includes proactive shift availability, leave management, schedule automation for employees, and real-time communication with management.

nimbus assisted Cash Converters to transform how overtime is calculated and paid. Timesheet approval is now fortnightly and uses connected shift data to ensure staff are correctly reimbursed for their time at work. Being paid quicker means Cash Converters are proactive in compliance.
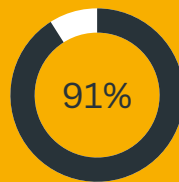
91% **OF SHIFTS ARE AUTO-ALLOCATED**
With pre-defined smart scheduling requirements, employee shifts are automatically allocated within a cycle based on compliance elements for skilled staff.

To enhance the use of the nimbus platform, Cash Converters are generating Award outputs to understand if an employee group is being paid better off according to Award and salary terms. This helps the organisation to gain a better understanding of staff pay and engagement levels in comparison to industry competitors utilising the Modern Award.

The next phase in its practice to optimise it's staff scheduling framework, Cash Converters are installing in-store foot traffic monitoring to enable future demand forecasting - reducing schedule costs and ensuring skilled staff are available to service customers.

Even though Cash Converters has been an innovator since 1984 in business, the company has now started to lead innovation around technology. Their focus on best-fit compliance scheduling, and secure data hosting, provides confidence in these increasingly uncertain times.

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About nimbus

As one of Australia's fastest growing technology innovators, nimbus is at the forefront of the future of work, providing integrated tools to optimise human endeavour, drive positive business results, and create a "live anywhere, work everywhere" world.

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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