

Carlisle Support Services talk about how uComply has helped to mitigate Right to Work risks with the uAuthenticate app.

Carlisle Support Services are a leading supplier of value added services that spans both the private and public sector. They employ just under 5,000 staff across a variety of different divisions across the UK which includes events management, security and cleaning. In the spring of 2021 Carlisle were looking for a Right to Work solution that supported both the diversity and geographical spread of the business. It was this requirement that led them to uComply.

One of Carlisle's main concerns was finding a solution that was quick and easy to use for their staff. As soon as Carlisle were introduced to uComply's Right to Work application uAuthenticate they could see that it was the perfect solution as the uAuthenticate interface is self-explanatory and therefore very simple to use. Another concern was limiting the amount of heavy, bulky pieces of kit their staff carried around. The business had about 100 staff that needed to have access to Right to Work software and what they love about uAuthenticate is that it can be downloaded to a phone. The staff already had company mobile phones so again the uAuthenticate app was perfect.


When Carlisle went live with uAuthenticate in 2021, uComply delivered a soft launch with the cleaning division. Carlisle are currently maximising the potential benefits from uComply by rolling it out to other divisions within its business infrastructure.



"We're quite a forward thinking and innovative company and uComply fits into that. Through uAuthenticate we could give everyone access to the software via their phones which was the easiest solution."

Sam Patching, Head of HR Carlisle Support Services Ltd.

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The most significant benefit is the speediness at which uComply provide support which Carlisle feel they fully utilise. There some challenging moments with managers getting used to the system and uComply demonstrated a huge level of support and patience.

Right to Work checks carry significant risks if not managed effectively and Carlisle know they have to mitigate these risks and the associated fines. It's also important they protect clients from the reputational damage associated with illegally employing workers and uComply is proving to be their safety net.


Mitigating risk becomes a critical factor when Carlisle is bidding for business. They recognise the role uComply play in helping with their bidding process. Carlisle have a very clear stance on the importance of ethics and ensuring the right processes for checks within the supply chain are in place. Carlisle's clients often ask what mechanisms are used and having uComply's uAuthenticate is reassuring their clients that any risks of illegals are managed. This was demonstrated during a recent audit with a large rail client who became really interested in uComply and the role they play within Carlisle. For this client having uAuthenticate helped to highlight the responsibility Carlisle places on doing the right thing and not cut corners. Carlisle value that uAuthenticate not only helps to mitigate risk but also supports the business to genuinely align and deliver against their corporate values.




"The level of support was definitely a comfort and to know there is a support e-mail address rather than always being directed internally to my team was great"

Sam Patching, Head of HR Carlisle Support Services Ltd.

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