Transforming Onboarding and Workforce Management.

uComply Right to Work & TimeDNA Workforce Management at ServiceMaster Glasgow

Introduction:

ServiceMaster Glasgow, a seasoned player in the service and facilities management industry with over five years of experience, employs 180 operatives across multiple locations. The company faced challenges related to inconsistent paperwork completion between branches and Area Managers. To address these issues and enhance operational efficiency, ServiceMaster Glasgow opted for uComply Right to Work and TimeDNA Workforce Management solutions.

Decision-Making Process:

The decision-making process began with a call with Milesh, the representative of uComply and TimeDNA. This was followed by a comprehensive demo, where the user-friendly app-based features and ease of deployment stood out. Subsequent discussions on pricing and features took place, leading to approval from senior management.

Objectives of the Department:

The primary objectives of the department at the time included ensuring correct wages, efficient onboarding processes, and maintaining compliance with regulations.

The Need for a Solution:

ServiceMaster Glasgow identified challenges such as inconsistent paperwork and a lack of centralised storage. Without a solution, the company faced the risk of missing paperwork and severe compliance issues, potentially leading to legal repercussions.

Exploration of Other Solutions:

The company did not explore other solutions, highlighting the confidence placed in uComply and TimeDNA based on the initial evaluation and demo.

Discovery of the Product/Service:

ServiceMaster Glasgow first learned about uComply and TimeDNA at the Summer Summit 2023 event specifically organised by ServiceMaster.

Selection Process:

The selection process involved senior management, ensuring that key decision-makers were involved in evaluating and choosing the solution. The critical factor in the decision-making process was the ease of implementation.

Implementation:

- **Timeline:** The implementation process took approximately two months.

- **Expectations:** The implementation met expectations, and the systems are now in place, though a wider deployment is still pending.

Users of the Product/Service:

The primary users of the uComply and TimeDNA solutions are Area Managers and operatives within the company.

Results:

The implemented solutions have yielded significant benefits for ServiceMaster Glasgow:

Faster Onboarding: The standardised onboarding process has resulted in quicker onboarding for new employees.

1. **Time Savings:** Managers experience less time wastage, as the app facilitates efficient communication and streamlined processes.

2. **Operative Empowerment:** Operatives can easily clock in and out, request leave, and communicate with their managers through the user-friendly app.

3. **Correct Wages:** The solutions have streamlined the payroll process, ensuring accurate and timely wage distribution.

Overall, uComply Right to Work & TimeDNA Workforce Management have played a pivotal role in transforming ServiceMaster Glasgow's operations, paving the way for increased productivity, compliance, and overall efficiency in the workforce management and onboarding processes.