Making sense of HR with Sage People at Ubisense

Global trusted business adviser gains an HR advantage with Sage People to boost productivity and performance

With an impressive portfolio of clients including BMW, Daimler, John Deere, Cable ONE and Zayo, Ubisense is a global leader in enterprise location intelligence solutions. The company has one goal: to revolutionize how organizations locate, connect and manage industrial processes.

Ubisense recognizes that its people are its most valuable asset, responsible for achieving success to date as well as realizing future ambitions. Based on this principle, Ubisense is a company passionate about its people, making sure they feel valued and providing a positive environment to work in with training plus activities including a varied social calendar, opportunities to volunteer and time off for charity days.

Company
Ubisense

Location
United Kingdom

Industry
Business Services

Sage Products
Sage People

About Ubisense
Ubisense is a global leader in enterprise location intelligence solutions. The company has one goal: to revolutionize how organizations locate, connect and manage industrial processes.

Ubisense needed to evolve the way they manage HR across the business.

Avoiding complex and time-consuming HR processes

Ubisense's highly-skilled, high-value and long-serving global workforce consists of both office-based and remote workers, ranging from consultants to software developers and back office functions.

It needed an accessible, simple and consistent employee experience that reduced the valuable time its employees, including the HR team, were spending on overly complex and time-consuming HR processes. This included manual performance management reviews, approvals, global headcount (which has reduced production from 7 hours to 10 minutes), salary review, recognition schemes, corporate policies and procedures, compliance and easier reporting tool.

Nicola Clark, HR Director at Ubisense, wanted to get to grips with the company's growing people needs. She began by explaining just how vital this is: "With 140 employees around the globe, we're a comparatively small business. As our global workforce collaborates to create industry-leading solutions across two distinct divisions, we identified that we needed a much better sense of being one company. The solution we were using to manage our people just wasn't up to the job. The conclusion was simple: we needed to evolve the way we manage HR across the business."

The complexity and cost associated with the existing HR system meant that the Ubisense team was unable to fulfill all the tasks. There was even a consideration to hire additional team members do to the administration required, but that was simply not something that could be justified.

Finding the right HR solution to drive the business forward

Ubisense set out to identify a global cloud HR system that could address their needs, shortlisting six providers. Each was scored across 27 areas of capability with crucial considerations for:

- Compliance with employment legislation and data protection in global locations such as Germany, France and North America, and in particular Japan (a country with many HR complexities such as timeoff, language and time-zone)
- Employee self-service for objective setting, performance management, on-line training and benefits
- Provision of a fluid workforce experience for all employees, to attract and retain the very best talent, and be recognized as an 'employer of choice'
- A system that could be accessed from anywhere and that could grow and scale with the company
- Innovative ways to engage employees with the company's mission to boost productivity and, ultimately as a result, performance. A reduced reliance on IT for support and management

With a final score of 86%, Sage People came out as the clear choice for Ubisense, with the nearest competitor scoring 67%.
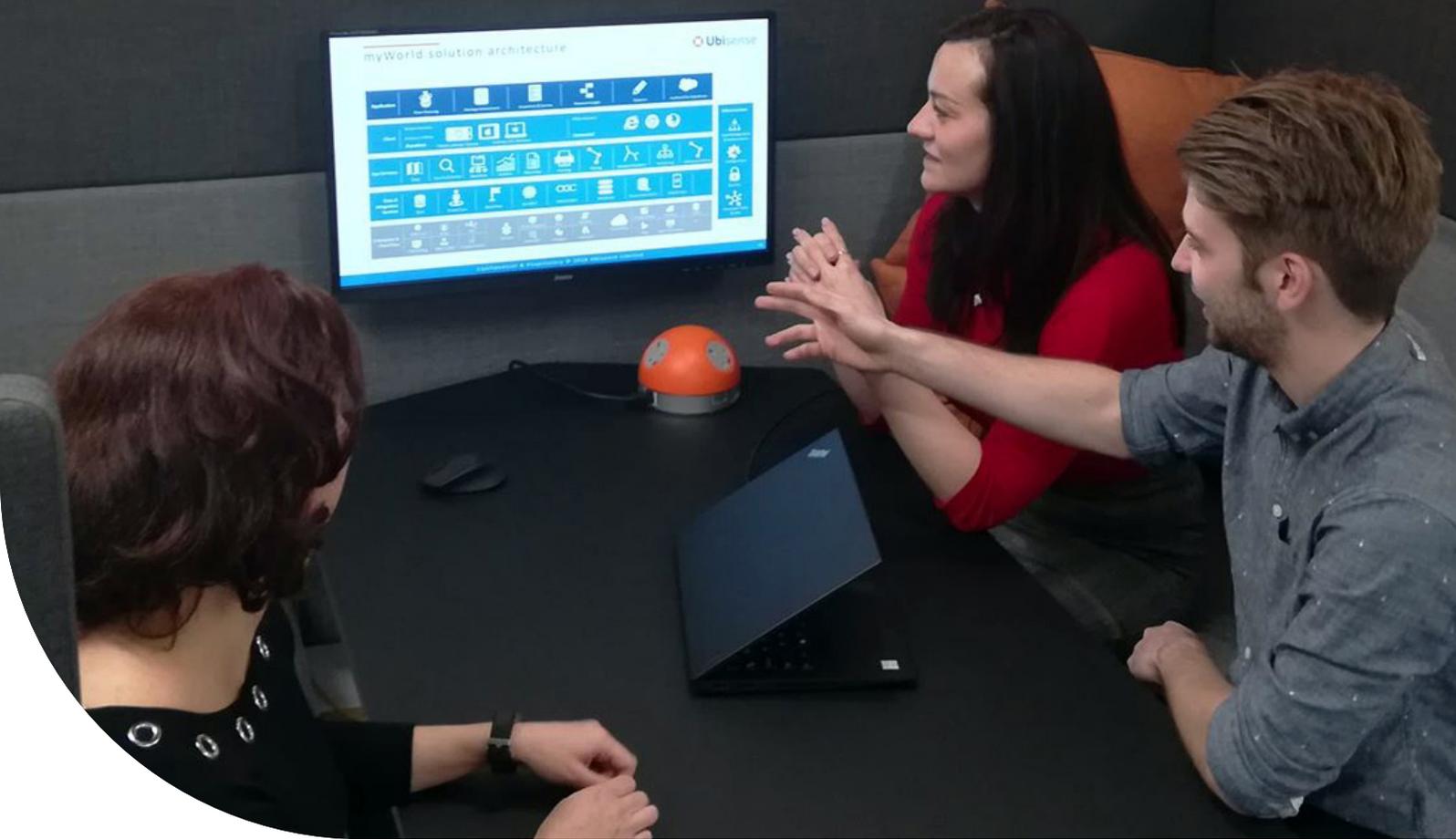
"I got people data within seconds."

Nicola Clark
HR Director, Ubisense

A successful project delivered with agility
From the outset of the decision, Sage People was up and running at Ubisense within just 12 weeks, and has been recognized by Sage as its most successful internal project to date.

With Clout guiding and supporting Ubisense and providing training on use, the HR team were able to drive configuration themselves. With this confidence, it meant benefits of the system were being experienced immediately.

"My first experience was running reports on our people. Rather than taking hours of manually intensive paper shuffling, I got people data within seconds," says Nicola. "What I loved was its simplicity. I can see everything I need to see, when I want to see it and from anywhere."

Ubisense now has the ability to support employees in Japan better than before. Previously, the company's office in Japan had not been fully integrated, but with Sage People, Nicola could now get visibility on employees, offer them Japanese or English language as a choice, and implement rules covering complex time off requirements, such as holiday accruals on service anniversary, as well as special summer leave of five days, all from the UK.

Empowering managers and employees globally
Nicola is now also able to empower managers across the business who may have employees in different regions. Now they can see essential team information and check instantly whether policies and procedures are adhered to. With the integration of core portals such as Learning Management System, Ubisense has consolidated many disparate administration process and systems into just one.

Nicola cites one of the biggest benefits has come from people resource planning. Nicola can now build dashboards that provide intelligence on headcount and what vacancies need to be filled, track open requisitions and progress, plus whether any open roles have occurred due to attrition. With the Sage People system in place, Nicola can easily access historical data, view trend reports and take remediate action as and when required. "I can't do that on spreadsheets!" she laughs.

"Sage People gives us so much more value. Now we can easily find data, build reports, upload resources and have real-time global visibility of our workforce," says Nicola. "The user experience for our employees has improved massively and as a result, so too has the engagement of the workforce with the HR team."

Sage