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SUCCESS STORY

Making sense of HR with Sage People at Ubisense

Global trusted business adviser gains an HR advantage with Sage Business Cloud 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 people are its most valuable asset, responsible for achieving their business successes so far - and critical to realizing their future ambitions.

Based on this principle, Ubisense is a company passionate about its people, making sure that they feel valued and have a positive environment to work in. The company offers extensive training, numerous and varied social activities, opportunities to volunteer, and enables employees to take paid time off for charity days.

Avoiding complex and time-consuming HR processes

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

The business 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.

Company
Ubisense

Location
United Kingdom

Industry
Business services

System
Sage Business Cloud People

For more information, visit
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These manual tasks included performance management appraisals, related approvals, salary reviews, recognition schemes, publication of corporate policies and procedures, compliance with regional legislation, and reporting.

Nicola Clark, HR Director at Ubisense, wanted to get to grips with this manual approach and the company's growing people needs.

"With 140 employees around the globe, we're a comparatively small business," she explained. "As our global workforce collaborates to create industry-leading solutions across two of our distinct divisions we call SmartSpace and myWorld, 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."

"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."

Nicola Clark, HR Director, Ubisense

The complexity and cost associated with the previous HR system meant that the Ubisense team was unable to fulfill manual tasks such as talent management, reward and recognition and reporting. There was even a consideration to hire additional team members to carry out the administrative work required, but that was simply not something that could be justified.

Finding the right HR solution to address growth aspirations
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 globally
- Employee self-service
- Building a great workforce experience for all employees, from hire to retire
- A system that could be accessed from anywhere, at any time
- Innovative ways to engage employees to boost productivity and 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%.

A successful project delivered with agility
With the assistance of Sage People partner Clout, the platform was up and running at Ubisense within just 12 weeks and has been recognized as one of the most successful customer projects to date.

"I can now access People data within seconds."

Nicola Clark, HR Director, Ubisense

Ubisense

About Sage Business Cloud People

Sage Business Cloud People enables mid-size, multinational companies to manage workforces through its global, cloud HR and people system, transforming how organizations acquire, engage, manage and develop their employees. Implemented quickly and simple to use, the award-winning system increases workforce visibility, HR productivity and provides better experiences across the entire workforce.

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 can now access People data within seconds," says Clark. "What I loved about Sage People 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, Clark now has full visibility, can offer them Japanese or English language as a choice, and implement rules covering complex time off requirements, such as holiday accruals, and special summer leave - all from the UK.

Empowering managers and employees globally

Clark 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 a learning management system, Ubisense has consolidated many disparate administration process and systems into just one.

Clark cites People resource planning as one of the biggest benefits. She can now build dashboards that provide intelligence on headcount and vacancies to be filled, track open positions and progress, and see whether any roles have become open due to attrition.

With Sage People in place, Clark can now 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 Clark.

"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."

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