

Success Story

Lingo24 overhauls HR with cloud software from Sage HR

Global translation services company Lingo24 streamlines complex time off policy through Sage HR



Founded in Scotland in 2001, business translation services expert, Lingo24, works with organisations to communicate, translate, and localise brand messaging and content across multiple cultures and countries. Lingo24's 180 employees are spread throughout the globe, in multiple time zones, including the UK, the Netherlands, the Philippines. It's biggest office in Romania employs 100 staff which make up the core of Lingo24's organisation. The teams support clients through a worldwide network of professional translators, and Lingo24's technology platform.

Key outcomes

- Simplified management of complex leave policy
- Centralised employee records for easy data sharing
- Freed up HR team's time to focus on strategic goals
- Eliminated manual calculations of leave accruals

Company
Lingo24

Location
UK, Romania, Netherlands,
US, and the Philippines

Industry
Business Services

Sage Products
Sage HR

lingo24

About Lingo24

Lingo24 is a business translation services expert, working with organisations to communicate, translate, and localise brand messaging and content across multiple cultures and countries.

Sage



Leave management complexity

With a global workforce and a generous but complex employee time off policy, Lingo24 wanted to update its leave-request management system with new time-off rules and restrictions. The current system had been built in-house by Lingo24's IT team, and while adequate for the company's previous needs it was unable to facilitate complex policy changes.

"We have an amount of base leave that we offer every employee, and then they accrue additional leave after three years' service, which we call 'loyalty days,'" says Carmen Roșca Mănețoiu, Global Head of HR at Lingo24. After five years of service, the firm also offers staff a 'loyalty month' off as paid leave.

Historically, the annual leave quota was calculated and allocated on 1 January, but Lingo24 wanted to be able to add the loyalty leave on an employee's work anniversary.

Additional complexity was the extensive maternity leave offered in Romania - up to two years if the parent chooses. This is paid for by the government and has an impact on Lingo24's employment contracts and other leave types.

"We essentially needed a system that would allow us to pause some policies for a period [such as our loyalty leave] and there were not many tools on the market that would allow that," says Carmen.

A fully customisable and automated solution

With a comprehensive and flexible time-off management system top of the priority list, Lingo24 also wanted to formalise its recruitment and employee records management.

Initially disappointed at what the market had to offer, Lingo24 considered investing in piecemeal solutions, until it discovered Sage HR. "I found the customisation within Sage HR's Leave module a lot more permissive than other providers," says Carmen.

Prior to implementing Sage HR, the firm conducted a lot of manual adjustments, particularly around maternity leave. With the Sage HR Leave Management tool, Lingo24 can add custom fields and build policy rules to suit its requirements. "During the extensive maternity period in Romania, the employment contract is 'frozen' with us, so we also need to freeze or pause the time off accruals and loyalty leave. This is what Sage HR has automated for us," says Carmen.



Sage HR has enabled many processes to be automate.

From Excel to excelling

With 180 employees across the business, calculating and inputting leave allowance was a drain on HR time. Sage HR automates all time off entries and adjustments making it much easier to track. This has led to increased confidence in the accrual calculation, according to Carmen.

With the reduced administrative burden, the HR team has been freed up to work on more strategic projects - such as implementing a staff wellbeing survey and having more meaningful interactions with employees.

Lingo24 was also tied to Excel for inputting and updating other employee data, such as contract details, start dates, and employment status. This manual process was prone to errors and time consuming for HR. With Sage HR this process is automated and centralised.

Sharing information across the business

The Sage HR Recruitment module is used by Lingo24 daily for managing the entire recruitment process, including tracking requisition approvals and archiving and tracking candidates' profiles and statuses.

"It has also improved the overall talent profiles in Lingo24, and increased recruiter productivity," adds Cristina Popovici, Senior Recruitment Specialist at Lingo24. "Having all our recruitment information in one place means we can get information faster, have more control over the process, and can easily share and track candidate information, such as interview feedback," she adds.

Carmen concurs and adds that sharing data has been one of the greatest benefits of Sage HR, beyond just recruitment. Previously Lingo24's HR and finance records were separate, which sometimes lead to discrepancies. "It's much easier to trust that you have the latest information available and there are no longer any discrepancies between our teams," she adds.



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Cristina Popovici

Senior Recruitment Specialist, Lingo24

The right support

With such a diverse workforce, Lingo24 needed to have confidence it would be supported with the tools and app. “The support team is great, very responsive, and easy to communicate with. They have been helpful throughout,” says Carmen.

“I would definitely recommend Sage HR; it’s so intuitive and easy to use. I’m not the most technical person but I easily found my way around the settings, and it was quick to learn about the different features.”



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