



UNIT4



# ISETAN (SINGAPORE) LIMITED

**Leading Japanese departmental store unlocks productivity and staff mobility with Unit4 Prosoft**

**Industry:**

Retail

**Location:**

Singapore

**Scope:**

Annual revenue of S\$276.571 million (2017)

**Solution:**

Unit4 Prosoft

Leading retail services group Isetan enhances staff experience amidst the competitive retail scene by offering flexible working arrangements, streamlining the staff review process, and improving staff administrative processes with Unit4's Prosoft.



## Background

Isetan is a leading Japanese departmental store well known for its excellent service, commitment to quality, and industry-leading buys that exemplify the best of Japanese retail. Headquartered in Tokyo, Isetan expanded to Singapore in 1970 and launched its first overseas departmental store two years later with the opening of Isetan Havelock. With a local presence that spans almost five decades, Isetan has become a household name and is currently serving Singaporean customers at five retail locations across the island.

With accolades spanning from the departmental fashion industry to charitable contributions in both health and education sectors, Isetan Singapore has established itself as a forerunner and innovator in the local departmental store market. The company understands the need to constantly evolve and introduce agility to its operation amidst changing consumer behaviours and rising labour costs. In parallel with ongoing efforts to strengthen its online presence, the company is also looking at improving internal operations and staff experience with advanced resource management tools.

## The challenge

The nature of retail hiring – often challenged by labour shortage and high turnover rate – has placed tremendous pressure on the Human Resource (HR) team at Isetan Singapore to manage a large team of retail staff at the branches on top of the headquarters personnel. The HR team was frequently tied up in complex and time-consuming tasks including manual attendance tracking and payroll computations due to staff movements between the different stores and the implementation of flexi-working hours.

**Attendance tracking for retail staff** involved HR personnel manually reviewing hundreds of time cards every month to check on staff punctuality and record the number of working hours for payroll calculation. The task was repeated for all retail staff across the five store locations, requiring many manhours, was prone to human errors, and did not add value to the business.

## Challenges in keeping the central HR system updated,

accurately reflecting the staff allocation at each store, was another concern for the HR team due to the fluid staff movements between the branches that facilitate in-store events and service on-peak hours. Dedicated HR staff at the different stores are required to submit frequent updates to the central HR team. This process required a large amount of coordination and information was not always updated in real time, thus making it difficult for the HR team to provide timely business insights to the various internal stakeholders.

## The solution

The company engaged Unit4 to identify the areas within the different internal administrative processes that could be improved with the introduction of advanced HR technology. Leveraging Unit4's technical support, Isetan Singapore implemented Prosoft – an advanced HR management system and payroll software that supports HR personnel in speeding up administrative tasks, improving staff experience, and generating timely business insights.

## The impact

After the implementation of Unit4's Prosoft, Isetan Singapore has been enjoying the benefits of a more streamlined, agile, and effective HR system for the past 15 years. By working closely with the expert IT team at Unit4, during the implementation stage in 2003 as well as for ongoing system maintenance, Isetan Singapore could confidently rely on a suite of advanced solutions specifically catered to their unique business and HR needs.

**Prosoft's highly integrated system** is a key feature that complements Isetan Singapore's operational model and empowers the company to continue to offer flexi-working hours to staff. Data on retail staff attendance and punctuality are automatically captured by the punch card machines at the various stores and sent to a

centralised portal, where HR staff can access information and generate comprehensive reports on resource allocation at any point in time. This information is also regularly shared with the respective branch managers, enabling them to provide timely staff feedback and training.

**Digitalisation of processes** is another advantage that Prosoft offers in terms of enhancing staff mobility and the overall productivity at Isetan Singapore. The system enables the HR team to track staff allocation and working hours at the various branches in real time and generate accurate payroll calculations within one day, based on the latest data. HR staff can also make the necessary modifications to the central database with ease, thanks to the software's user-friendly interface.

“ For the last 15 years, we have been working closely with Unit4 to address our operational challenges and improve staff productivity, and this has been a very valuable partnership. The implementation of Prosoft allows us to move away from the legacy HR approach and embrace digitalisation, as we strive to become more agile as an organisation.”

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Sharon Tan,  
Senior Executive, Payroll and Human Resources,  
Isetan Singapore