D+1 HOLDING

F&B leader taps Unit4 Prosoft's innovative payroll technology to eliminate complexity and double HR productivity

Customer:

D+1 Holding

Sector/industry:

Food & Beverage

Size:

300 employees in 10 countries

Unit4 solutions:

Prosoft HRMS - Personnel, Leave, Attendance, Payroll and Timesheet moduels

Background

D+1 Holding is founded by a team of Spanish professionals with diverse consulting backgrounds. Their focus is to develop leading F&B brands that will disrupt existing and emerging markets. Headquartered in Singapore, the organization has rapidly expanded to 90 stores in 10 countries in a year.

Their portfolio of brands includes Yolé frozen yogurt, authentic Spanish dining chain Tapas Club and ChuLove, a creative churros cafe.

Business challenges

1. Consolidation difficulties due to multiple entities and brands with cross-employment

   As an organization with multiple brands and entities across several countries, D+1's HR department comprised of three people tasked with overseeing a multiple spectrum of activities, including payroll and employment.

   "An employee can be working some hours at one restaurant, and some hours at another, with many variables. Previously, we had multiple Excel databases and now we have this one single database in Prosoft. It allows us to drill down to the information we need and save lots of time in reporting" says Iñaki de Olazabal, CFO of D+1.

2. Manual, tedious and time-consuming reporting

   With the previous vendor, huge amounts of time was spent on processing payroll as the system was not easily customizable to HR needs. As the multiple entities had different paydays, HR had to process payroll in a staggered manner –preparing payroll for D+1's employees in week 1, and spending week 2 on reports. The same timeline would be repeated for D+1 HQ employees in the following two weeks.

   Manual data-entry into Excel was also required to complete each payroll cycle – something inherently resource-intensive, error-prone, and difficult to scale with business expansion. In addition, there had to be multiple attempts to import and export data.

3. Not able to customize reports as required

   The previous vendor's solutions did not allow report customization across individual brands to measure costs and brand performance. With employees working across multiple brands and outlets, the lack of a centralized database and ability to develop tailored reports led to challenges in measurement and data-reporting. This meant HR had to spend additional time extracting data and addressing inaccuracies before processing payroll.

The solution

Needing to streamline reports and reduce time spent on payroll, D+1 started to review and source for other HR software vendors. They decided to select Unit4 Prosoft HRMS after receiving recommendations from their employees, and hearing similar feedback from other HR professionals. The main reason for selection was due to Prosoft's flexibility and user-friendly interface, and this ultimately helped D+1 reduce overall time spent on payroll. This enabled the HR department to concentrate on more value-added activities to grow the company's operations.

Prosoft's ease of customization also meant that D+1 could better gauge employee performance due to the ability to assess multiple data points through customizable reports.

"I have interviewed many HR professionals and most of them said Prosoft was their favorite," says Iñaki de Olazabal, CFO of D+1.

Unit4's support team was on hand to set up the framework, provide training sessions, and help integrate Prosoft into the organization. Combined with the support of D+1 management and buy-in from D+1 staff, Prosoft's Payroll module quickly became fully operational after two months, with other modules rapidly following suit.

The benefits

- **Ease of data management, insight extraction, and report customization:** With the need to assess individual entities and outlets in order to benchmark performance, D+1 is able to pull out respective points of data for customized reports in order to properly glean insights for multiple uses of measurement

- **Savings of 50% in labour costs:** D+1 reduced the time spent on payroll-related activities, such as manual data input and verification, reducing time spent on payroll tasks from 70 to 30 percent and providing significant cost savings, the equivalent of hiring one full-time personnel

- **Strategic allocation of HR activities:** With time freed up, HR can now focus on other tasks to grow and develop the company, such as employee engagement, recruitment and talent development

- **Streamline payroll calculations and processes for full compliance with local laws and regulations:** With a unified database on Prosoft, D+1 is able to streamline and efficiently analyze employee hours across multiple entities and outlets, allowing easier calculation of taxes, overtime and Central Provident Fund (CPF) deduction in compliance with necessary regulations

- **Efficient migration onto native hardware systems:** D+1 did not need to purchase additional hardware as Prosoft was easily integrated into their existing infrastructure, reducing setup and implementation cost

- **Scale and adapt as the business grows:** Unit4 Prosoft allows D+1 to change schedules, hours, and other parameters according to changes in business models. It also allows them to expand the user base or easily move from on-premise to Cloud at any time

D+1 has currently deployed the following Unit4 Prosoft modules - Personnel, Leave, Attendance, Payroll, and Timesheet.

> " We are very pleased with D+1's automated solutions, and this has allowed us to focus on more value-added activities such as training and recruitment, due to HR spending less time on manually preparing and processing payroll for all our entities. "

Amy Ching,
Human Resources Manager, D+1

> " With Prosoft, the interface is flexible, user-friendly and easy to use. After implementation was fully completed, I have experienced only positive reviews from our staff about the system. "

Iñaki de Olazabal,
Chief Financial Officer, D+1

unit4.com

E info.group@unit4.com