

Empowering and uniting employees with a centralised HCM & Payroll solution

A leading speciality bakery manufacturer, Finsbury Food Group produce a range of cakes, bread and bakery snacks for leading high-street restaurant chains, hotels and pubs, as well as celebration cakes and speciality breads under license for well-known brands.

Operating across the UK and Europe, including France, Benelux, Norway, Switzerland and Ireland, Finsbury have also started supplying Middle Eastern territories.

With 3,000 employees across nine sites in the UK, Finsbury Food Group selected Silver Cloud to undertake the implementation of their Dayforce HCM platform.

They had been in the process of finalising the implementation of their payroll system when they were notified that the system was coming to end of life so the need arose for them to replace their existing HCM and Payroll system in order to:

- Replace their end-of-life payroll system
- Benefit from a centralised HR system across their multiple businesses
- Empower employees with self-service

Transforming an HR function and mitigating manual processes

With an acquisition-based business model, the Group needed a centralised system that could be easily managed as well as seamlessly onboard new staff across multiple locations.

Many processes (including talent and compensation modelling) were being manually handled in Excel, and recruitment & onboarding processes were completely paper based, Finsbury needed a digitised, unified HR system that not only mitigated risk, provided automation and removed administrative tasks, but also provided employees with a much improved employee experience - including self-service - to take control of their HCM activities.

AT A GLANCE

Headcount:

3,000 across 9 UK sites

Industry: Food Production

Scope: HR, Payroll, T&A and Talent

Service: Implementation

Software Solution: dayforce



This was a very exciting project for Finsbury Food Group as we started out on our journey of implementing a full HR & Payroll System throughout the group. The project team worked well together and the Silver Cloud Implementation team made sure we were supported every step of the way.

Karen Jack

HR Business Partner
Finsbury Food Group

Integrating with core business systems

Working closely with the Group Head of IT, our specialist Dayforce consultants held discovery sessions to establish the core business systems that the new HCM needed to integrate with and the nature of these.


There were four inbound integrations and two outbound integrations needed which included:

✓ INBOUND

ELF Time & Attendance and SHL Screening

✓ OUTBOUND

Workplace Org, Workplace Jobs, General Ledger and Pensions



Finsbury was in the process of migrating their final three sites to their current T&A system, ELF, therefore the decision was made to integrate Dayforce to this in order to minimise any disruption to employees.

WORKING IN PARTNERSHIP

As a [Dayforce SI Partner](#), we have extensive experience of the Dayforce system, and work closely with Dayforce to support their clients with all aspects of their implementation. Silver Cloud were brought in by Dayforce as the chosen delivery partner for this project and supported both Dayforce and the client throughout the process.

Silver Cloud engaged with key stakeholders to understand their requirements, pain points and expectations out of the Dayforce implementation and the software itself.

Transitioning to a scalable HCM and payroll solution

Finsbury conducted their own selection process during which they approached 10-12 vendors before shortlisting the final three for product demonstrations.

Their key needs were to have a single system, to automate manual processes, reduce manual keying, improve employee experience & self-service, as well as empower manager ownership. Another key factor was the platform's ability to both signpost other systems and act as a company-wide communication tool.

Dayforce were selected to showcase their HCM and its capabilities. At this point in the selection process, Silver Cloud were formally introduced to the key stakeholders at Finsbury Food Group and supported the initial demo to answer any additional questions on the implementation process and other related considerations, including delivery expectations, phasing and timescales as well as due diligence.

Dayforce were successfully selected as the preferred supplier and Silver Cloud as the implementation partner.

MODULES IMPLEMENTED

Finsbury opted to license three core areas of the Dayforce solution, HR, Payroll and Talent which included the below modules:

- Core HR
- Payroll (incl. pension auto enrolment)
- Education Pro
- Document management
- Dashboards
- Recruiting (incl. onboarding)
- Learning
- Compensation management
- Performance management
- Engagement
- Succession planning
- WFM (not in full scope but working in the background to allow Dayforce to calculate the average holiday pay via an import from ELF)

Phased implementation

The time pressures of an end-of-life payroll system were key to the phasing of the implementation.

Silver Cloud held discovery calls, provided discovery workbooks, solution options and data consultancy and worked with the client to provide advice and guidance on the best approach for implementing Dayforce.

Following Dayforce's **Initiate - Model - Refine - Experience - (Go Live)** methodology, it was decided that the project was to be split into 2 phases: phase 1 being the deployment of all HR and payroll modules and phase 2 being the remaining talent modules with an estimated 8-12 months deployment for phase 1 and 6 months for phase 2.

This approach allowed a thorough implementation and would ensure that payroll was live before the legacy system was switched off.

At the beginning of February 2023, a test system was provided with all configuration and payroll 'soft launched' for testing. In March 2023, all HR and payroll modules were live, 10 months after the project was kicked off.

Phase 2 of implementing the talent modules went live in September 2023!

The immediate benefits

Finsbury Food Group and their employees saw immediate benefits; a consolidation of systems proved a more efficient solution and significantly improved their reporting capabilities. Entitlements are now easily tracked and all 13 different sets of payroll rules are set up and running smoothly with no need for intervention.



Finsbury Food Group were a pleasure to work with. They were very actively involved, hands-on, proactive and positive which made for a successful and enjoyable implementation.

Beth Leadbeater
Dayforce Project Manager,
Silver Cloud HR

LOOKING TO THE FUTURE

"This project has been a success. We are now reviewing other modules offerings from Dayforce to compliment what we already have."

Karen Jack
HR Business Partner
Finsbury Food Group

Dayforce was selected for its ability to centralise all HR functions and empower employees through the use of self-service. Dayforce also offered a single solution approach and demonstrated that it was able to solve specific business challenges.