roadchef

CASE STUDY | HOSPITALITY

Driving operational excellence: a transformative HR and Payroll project

SILVER CLOUD

Roadchef is one of **Britain's leading roadside service area operators,** welcoming more than 52 million customers every year. Operating 30 motorway service areas across Britain from Norton Canes to Watford Gap, Roadchef features popular brands such as McDonalds, Pret, Costa & LEON and employ circa 4,000 employees.

Silver Cloud initially supported Roadchef with a digital review of their previous HR and payroll provision in addition to providing advice and guidance on their planned migration to a new HCM provider.

Their incumbent provider was subsequently determined to be not fit for purpose therefore the decision to embark on a fresh selection process, with the support of Silver Cloud, was made.

Key objectives for selection were to source a vendor, or vendors, that would help to consolidate the number of disparate systems that were currently being used and enable them to move forward with their people plans without having to endure multiple work-arounds for standard tasks. The heavy reliance on IT resources to manage multiple systems was not sustainable and the Roadchef team was also suffering from an unacceptable number of manual, out of system, paper processes, particularly in relation to checking and signing off payroll, as well as from a poor managed service by their previous payroll provider.

Silver Cloud conducted several discovery workshops with the key internal Roadchef teams to understand the current processes along with their pain points and areas for improvement. After evaluating a number of vendors against their requirements, we invited approximately 8 vendors to take part in an RFP process.

AT A GLANCE

Headcount: 4,000
Industry: Hospitality
Scope: HR and Payroll
Service: Digital Review, Consultancy, Selection & Implementation
Software Solution: Elementsuite & PayCaptain

> It has been great working with Silver Cloud and reassuring to know that we are receiving good advice based on sound experience.
>
> We are really excited to move forward - your team have been fantastic, we are really grateful for their support!
>
> **Laura Bunn**
> Director of HR and Development
> Roadchef

These were ultimately shortlisted down to 3 vendors that met the majority of their must-have requirements, which included:

- A cloud-based HRIS and Payroll solution that can seamlessly work with their other internal systems
- Clear and configurable user access and permissions with self-service capability for both employees and managers
- Enhanced HR data visibility with advanced reporting, query building and dashboard capability
- Easy to use, intuitive and mobile-friendly system

The perfect partnership

The Roadchef team opted to move forward with a powerful vendor partnership in the form of Elementsuite (HRIS) and PayCaptain (payroll). The team loved the simplicity and ease of use of both systems, their innovative processes and user navigation as well as the modern, visual look and feel of both systems.

The above, in addition to the engaging, personable individuals within the Elementsuite and PayCaptain teams, as well as the number of integrations and unexpected add-ons and benefits, including PayCaptain's in-built financial wellbeing tools and employee portal, stood the duo out from the other shortlisted systems.

As Elementsuite and PayCaptain are one of the leaders and challengers among the variety of vendors in the market, Roadchef's long-term partnership with Elementsuite & PayCaptain will future-proof the HR & payroll function and will provide modern ways of working across the practice.

✓ New HRIS, payroll solution and managed payroll
✓ Reduced number of solutions to manage
✓ Intuitive employee experience
✓ Agile, easy to use and future-proofed solutions
✓ Modern look and feel, app-enabled, accessible from anywhere employee solution
✓ Demonstrated partnership between new HRIS and payroll provider
✓ Senior management can view and report on all employees and data as a whole
✓ Aligned processes across all sites and brands with flexibility for bespoke processes per brand where applicable
✓ Extended support from Silver Cloud to ensure smooth implementation and best fit solutions
✓ Benefitting from Silver Cloud's 14+ years of experience of evaluating the whole market

Their joint offering meets Roadchef's functional and non-functional requirements and will provide best of class functionality, adaptability and customisation.

The Silver Cloud team supported Roadchef through their Elementsuite and PayCaptain implementation which went live in February 2024.

In order to drive employee engagement and training throughout the process and ensure a successful system deployment and take-up, we also recommended that Roadchef employ various change strategies and provided the project team with an organisational readiness pack to support them in building their change impact assessments and communications plan.

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