



Cloud technology has a silver lining

By Dimitri Sotiropoulos

Retailers can gain real ROI by utilising intuitive technical systems that streamline boring but necessary back office activities such as payroll and human resource management.

There is a pay-off for retailers who embrace the cloud's integrated technology platforms for HR and payroll activities - their business grows.

That is the finding of experts behind the latest technological innovations that help retailers with their day-to-day procedures.

"The interesting thing for us

as a business is that payroll and timesheets are exceptionally boring," argued Jake Phillpot, co-founder of time-and-attendance software provider, Tanda. "They really are, and they're not things that people love to do day to day. So what is really exciting about payroll at the moment is that it's integrating with other technologies and becoming automatic."

Based in the cloud, Tanda automates rosters, does away with paper timesheets, automates award interpretation and integrates with payroll to provide an efficient, cost-saving alternative.

"Payroll's working when you don't hear payroll - when it's out of sight, out of mind," Phillpot told *Inside Retail Magazine*. "If you don't know

“ This frees up vendors to do the thing they are really good at - being retailers. ”

it's happening, it means it's working.”

Tanda has noticed that more and more businesses are moving to cloud-based products, with the streamlining helping to boost their productivity. As cloud products can be easily interconnected, the days are numbered for expensive end-to-end inbuilt systems.

“Other time-and-attendance systems can now connect data directly with your accounting system, directly with your payroll system, directly with your point-of-sales system,” said Phillpot. “This frees up vendors to do the thing they are really good at - being retailers.”

Being able to connect different facets of business through integrated cloud-based systems represents the future of payroll systems. “Our data shows that businesses and industries moving to cloud-based products are experiencing growth. They are employing more people consistently month to month, and

CASE STUDY: Mon Purse

Customisable handbag and luxury leather goods start-up, Mon Purse, has implemented Tanda as part of a move toward using cloud-based technology to streamline procedures.

“With six more stores coming in the next few months, thanks to our partnership with Myer, Tanda will be an essential tool for us as it will scale effortlessly with our business growth,” explains Mon Purse COO, Andrew Shub.

“Tanda has revolutionised the way we manage and pay the casual and part-time team at Mon Purse. The automatic interpretation of the retail award was the deal-maker for us.”

that's been true since we started as a company.”

Streamlining workflow

Ensuring that payroll systems are modernised with an easy-to-navigate user interface is critical to streamlining workflow, according to Fred Van der Tang, GM of payroll systems provider, Ascender.

This involves providing better data that retail businesses actually use, and helps fuel productivity across their workforce.

“Cost compliance and occupational health and safety is important as well. By using integrated human services resources, you can actually stay on top of it and make sure your people are paid correctly.

“That flows into better data and makes it easier for users to make decisions about the future. Our customers extract data and link it to their planning. This ensures they have enough people at the right time.”

Cloud-based technology also

choose the **smart**
retail training system

EXCLUSIVE OFFER for Inside Retail readers:
Book a free training needs analysis with
one of our learning experts!

REDSEED

www.redseed.training/inside-retail



helps retailers save money and improve customer satisfaction.

"There is lots of recruitment ongoing, and lots of people need to come up to speed quickly," Van Der Tang explained. "This is enabled through smart technology."

Improving employee engagement

With the multitude of digital devices and platforms available, technology needs to be intuitive and versatile, and able to be accessed on mobile devices to engage employees.

"The ability to go mobile allows retailers to better manage and interact with their employees, leading to higher employee engagement," said Kevin Brooks, national sales and marketing manager at HR and payroll provider, Frontier Software.

"Examples include submitting and approving leave requests, filling timesheets and detailing expenses. Engaged employees are more productive and more likely to stay within

“Data holds the key to uncovering the workforce trends shaping a retailer’s dynamic environment.”



the company.”

Sourcing and retaining productive and engaged employees is made easier with talent management technology, said Brooks. This can include workforce analytics to identify top performers and predict skill gaps.

"The HR and payroll data captured enables the retailer to better predict their needs now and in the future. We say 'future' because the data holds the key to uncovering the workforce trends shaping a retailer's dynamic environment."

Retail businesses are also looking to cloud-based technology to outsource and manage the recruit-

ment process through integrated platforms. Recruitment platform Expr3ss has developed software that lets businesses tailor the application process.

"We will create a website for [retailers] where their jobs can be posted," said Expr3ss co-founder, Glyn Brokensha. "From there, we can build a benchmark of the sort of person, based on temperament or character, who will fit well. This means we can help speed up the recruitment process and reduce the cost by streamlining it."

Brokensha believes the biggest loss of money for any company from a HR perspective is from employees who leave the company.

"The three in 'Expr3ss' stands for 'can do', 'will do' and 'fit too'. It is relatively easy to identify 'can do' people, but it's difficult to work out who the 'will do' people are, and even more difficult to work out which 'will do' people will fit into an organisation. That's what we do."

CASE STUDY: Spend-less Shoes

Spend-less Shoes GM David Evans said that as a large retailer processing significant volumes of job applications, he has found the Expr3ss platform helpful in managing the task of identifying and retaining staff.

"We're processing about 2500 job applications a week, and previously had absolutely no system nor structure. Our volumes are going up and up all the time, and we just weren't really delivering a professional experience for job hunters.

"Expr3ss allows us to include qualifying questions and to rate a candidate's cultural alignment, which is a massive thing in our business, as it is with most

businesses these days. So we have a benchmarking process to see what makes an ideal candidate."

Evans said the software helps remove the "ad-hoc" management of the recruiting process and contributes to professionalism within a business.

He added that when many job applicants are being processed, if they are not treated the right way there is the potential of also alienating them as potential customers.

"It has to do with the whole professionalism of the process, too. There is a rating system included for what applicants thought of the whole process."