

# NG Bailey & Co Ltd.

## Company description

The NG Bailey Organisation is one of the UK's largest independent firms. From its headquarters in Ilkley, West Yorkshire, the company employs over 4,200 people across more than 20 UK locations and generates annual sales exceeding £400 million. Companies in the group include: NG Bailey & Co, one of Europe's leading mechanical and electrical and building services engineering contractors; Bailey Maintenance, who provide planned, preventive maintenance and small project work; and Bailey Teswaine, the group's ICT specialist.

## Sector

Engineering and construction

## Product

Business Alert Manager

## Challenge

To improve the efficiency with which the HR department ensures that people management activities are carried out.

## Solution

The introduction of NorthgateArinso's Business Alert Manager reporting tool.

## Benefits

- A more efficient way to generate reminders about necessary actions for employees.
- Less chance that important activity will be missed, such as absence management actions and attendance at vital training courses.
- Less time required to generate reports.

## Background

The HR department at NG Bailey were looking for a new, more efficient way of generating reminders to people across the business about the actions needed on various policies and procedures. Under the existing approach, in many cases people had to make a request for information, either on a one-off basis or to trigger diary reminders. A more sophisticated approach with a greater degree of automation was needed.

## Solution

NorthgateArinso's 'Business Alert Manager' reporting tool was chosen to deliver the efficiency that NG Bailey were looking for. Although Business Alert Manager can be used in conjunction with virtually any type of HR software, in this case it would work alongside NorthgateArinso's Empower system which NG Bailey have been using for some time.

Although Business Alert Manager has a range of uses and functionality, NG Bailey decided to focus on the email alert generation capability, at least during the first period of using the tool.

A large range of different alert types can be generated, in line with the requirements of each organisation that uses it. In NG Bailey's case, alerts were originally set up to bring greater efficiency in these areas:

### Absence management

Automatic 'return to work' alerts are sent to managers when an employee returns from sickness or other absence. These alerts remind managers of the action they need to take, such

as carrying out a return to work interview and informing HR of any significant issues. Emails are also sent to employees returning to work, for example to remind them when they need to complete a sickness form.

### Performance monitoring

Alerts are sent to line managers to remind them which employees are coming up for appraisals or pay reviews.

### Training

Keeping track of the training status of over 4,000 employees needs some form of automation and Business Alert Manager has proved to be a useful tool. It's especially important that the company keeps everyone on course with their training schedule due to the nature of the work they do. For example, Bailey Rail has a strong emphasis on training as it is vital that employees always have the necessary permits to show they have received sufficient training to meet health and safety standards.



# "What our customer said"

"We have had feedback from people who appreciate getting information at the right time, rather than having to generate the information themselves."

**Project Leader**  
**NG Bailey & Co Ltd.**

Business Alert Manager is therefore used to trigger alerts to the training team when employees are approaching their permit renewal date so that the necessary training can be arranged in plenty of time. Emails are also sent to remind staff that they are booked onto forthcoming training courses.

## Long service reminders

NG Bailey rewards staff with a gold watch after 25 years. It is now simple to make sure that this always happens on time as a simple trigger linked to a start date generates an alert to the department that arranges the award.

## Trend analysis

In addition to the generation of alerts, the HR team and line managers also use Business Alert Manager to produce reports and trend analysis. Analysis on a range of subjects can be done for individuals, departments, divisions or business units. For example, a 'Monday and Friday sickness' analysis counts the number of times an individual has taken sickness on a Monday or Friday for either a single day or both days. Also, a department annual sickness analysis is triggered when the total is 5% or more, allowing the HR department and line managers to investigate further and address any issues.

## Benefits

Andrea Kovacs, Project Leader at NG Bailey, is happy that the efficiency improvements she was seeking have been achieved:

"Business Alert Manager has helped us to be much more efficient. For line managers and employees, they can get on with their jobs without having to remember all the various dates and actions within each HR procedure: the email alerts tell them what they need to do and when they need to do it. We have had feedback from people who appreciate getting information at the right time, rather than having to generate the information themselves."

The efficiency improvements are being felt in the HR department also, as Andrea explains:

"We know that once we set up the alert criteria it works in the background so we don't have to take time out to make sure that certain communications are happening. Also, the fact that Business Alert Manager makes it easier for managers to generate reports means we spend less time on what was essentially a manual activity."

Andrea also points out another benefit:

"Most of our employees don't need to log on to the HR system every day, so they were especially likely to lose track of their responsibilities under certain procedures. They now receive the reminders even if they don't use the HR system."

## Conclusion

Business Alert Manager has already brought efficiency and service delivery improvements to NG Bailey, and this is with just a relatively small percentage of the system's functionality being accessed. For the future, Andrea Kovacs is looking to make better use of the system, including adding attachments to the email alerts where suitable and using alerts during the recruitment process. In the longer term, she is also interested in the ability to run data integrity checks to make sure that compulsory actions are being carried out, such as the electronic filing of appraisal forms.

## For more information

With the skills, experience and market knowledge of NorthgateArinso behind you, you too can be well placed to translate the HR challenges your organisation is facing into powerful opportunities.

For an initial discussion about your requirements, call us on 0800 035 0545. Email: [hrsolutions@northgearinso.com](mailto:hrsolutions@northgearinso.com) or visit [www.northgearinso.com/uk](http://www.northgearinso.com/uk).



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