



Hudson achieves far greater accuracy and efficiency in timesheet processing

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Hudson

Since 2006, as many as 2500 Hudson timesheets have been processed by **giant precision** every week. Submitted and authorised by fax or online, the paperless processing system has dramatically increased the accuracy and efficiency of Hudson's timesheet management.

Before implementing the **giant** solution, all timesheet data was entered manually from timesheets received through a fax gateway, which was an extremely time-consuming task. Every week, the pressure was on to process timesheets to meet payroll deadlines – not to mention sorting out the errors that could arise as a result of keying data manually.

Once Hudson had made the decision to go with **giant precision**, moving over to the new system was relatively simple. Information was provided to contractors and clients well in advance, and user guides were sent to every contractor to help them get familiar with the system. To answer any queries from contractors during the launch phase, a dedicated helpline was staffed by both Hudson and **giant** team members.

"It was important to implement a system that was easy to use, because our contractors have a range of computing ability and experience from low to extremely competent," says Phil Clarke, chief operating officer at Hudson.

"The system is intuitive, and most contractors get the hang of it after they've used it once or twice. It's a much better system, and the information it delivers is better too. For many of our customers, it's been a major shift from having masses of timesheets to sign, to using a paperless portal with everything in one place. The great thing is that paperwork no longer gets lost. It's much easier to track rates, authorisation schedules and the next step in the process."

"The reality for many of our clients is that the manager who originally agreed the contractor terms is not necessarily the same person who has to sign off the timesheet. With everything online, they no longer have to hunt down paperwork. The information is to hand and it's accurate. This benefits the client, the contractor and us."

Clarke adds: "The **giant precision** system has enabled us to realise efficiencies in both headcount and timescales. The OCR first-time read rate is over 90% which really speeds things up. With everything processed electronically, accuracy has massively increased – and the opportunity for error has decreased because data is validated at the point of entry by the contractor." As an example, if a temporary worker is paid on a day rate, but attempts to submit the number of hours worked, the system will refuse to accept the data. Any discrepancies in rates or contract duration can be picked up on easily at this stage too.

"We still need to process the timesheets by 10am every Tuesday," explains Clarke. "But it's no longer such a rush because all the data entry is done by the user. It also means that if someone does submit their timesheet a bit late or the payroll deadline falls over a Bank Holiday, we can exercise a little more flexibility with the deadlines."

So less pressure all round? Clarke thinks so. "The solution is extremely reliable. And we have an excellent disaster recovery solution in place with **giant** to make emergency payments. Everyone I've spoken to says it does what it says it will. The system is simple and easy to use. This is what we always aimed for from this software."

about hudson

Hudson is one of the world's leading providers of permanent recruitment, contract professionals, outsourced solutions and talent management services. From single placements to total project solutions, Hudson helps organisations achieve greater organisational performance by assessing, recruiting, developing and engaging the best and brightest people for their businesses.

about giant

Established in 1992, **giant** specialises in providing services to recruitment agencies and temporary workers. The **giant precision** range of agency back office services includes timesheet management, billing, payroll, self-serve web portals, background checking, contract management and BACS disaster recovery.

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