CLEAN
LINEN & WORKWEAR

"We could not have achieved this level of management information with anything else"

Established in 1906, CLEAN is one of the UK's leading independent laundry companies providing linen and workwear rental services. With more than 1,500 employees, they operate in nine UK locations and have 10 subsidiaries.

EXECUTIVE SUMMARY

CLEAN streamlined their payroll process by implementing Infinet Cloud Payroll, a native NetSuite application. Since implementation they have seen a 50% increase in staff productivity, a 65% reduction in monthly effort to complete the payroll process and gained real-time access to valuable management insight.

CHALLENGES

Complexity - 80% of their workforce is waged (paid hourly) and 20% are salaried. In addition, a recent acquisition meant that they have a set of employees grouped into a TUPE (Transfer of Undertakings) agreement where two different rulesets for overtime, pensions and leave had to be applied.

Disparate Systems - Two systems were used – Carval and Sage – to calculate pay, neither of which integrated with their Finance system.

Multiple T&A Inputs - Time and attendance of hourly staff is recorded by a hand scanner system; one instance for the CLEAN employees and one for the staff in the TUPE agreement.

Multiple Pay Frequencies and Pay Dates - Staff were paid both weekly and monthly. Additionally, the waged staff were paid using two disparate systems and each had a different pay date - a Thursday and a Friday.

Payslip Distribution - The legacy systems did not have the ability to send payslips via email.
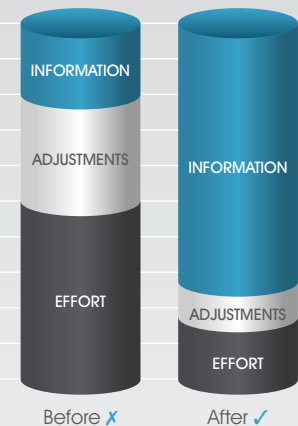
The problems this caused

Using two separate systems left CLEAN unable to produce accurate and up to date reports, due to the overhead of combining two sets of data.

Data entry and input to the system took much longer than necessary as two of everything needed to be reviewed, checked, transposed, imported and processed.

Payslips were printed on formatted paper, folded and placed into envelopes and then manually delivered to CLEAN's various sites. This was incredibly time intensive and costly to the company.

What was the main catalyst for change?

CLEAN implemented NetSuite to manage their wider business and they required a solution that would give them real-time reporting of their payroll data as well as solving the underlying challenges within the payroll department.

INFORMATION
ADJUSTMENTS
EFFORT

INFORMATION
ADJUSTMENTS
EFFORT

Before ✗   After ✓

Less effort. Less errors. Deeper insight

"

The previous payroll system was very complicated; there was little to no visibility of time to be paid prior to commencing the pay process. The payroll team spent the majority of their time collating the data and we had no insight into our biggest business cost.
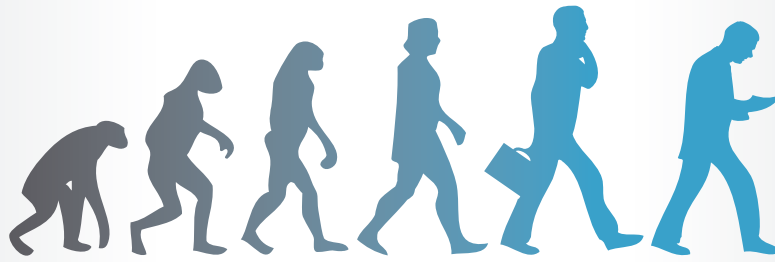
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Chris Jarvis
Finance Director

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ORACLE
NETSUITE

Native SuiteApp

RESULTS

Streamlined payroll process

CLEAN is now able to use a single solution to manage payroll. After the initial implementation they merged the two weekly payrolls into a single group so this is currently carried out over two days per week, rather than three.

The TUPE employees were handled seamlessly and, subsequently, payroll is now completed by two members of staff, instead of four, and takes less than two days to process the weekly payroll. The monthly payroll takes a further day which has increased operational efficiency by 65%.

Automated journals and cost allocations

Going from manually imported and reconciled journals to the granular, data-rich journals that Infinet creates for CLEAN as part of the standard process has resulted in time savings across the business, especially in the finance department. Journals are posted instantly and accurately and give much greater insight in to one of the largest costs in the business, this level of GL automation is a key benefit of using Infinet Cloud Payroll for NetSuite.

Improved reporting

CLEAN benefits fully from the real-time reporting provided by NetSuite. Both before and after payment they have visibility into all facets of their payroll activities. Using the scheduled reports feature reports are generated and sent automatically to management and any new report requests can be generated very quickly since the data is readily available in a single solution. Infinet's expertise in this area was particularly useful.

Electronic payslips

The majority of payslips are now delivered electronically, reducing the time and cost to the company as well as reducing the environmental impact. Infinet developed a solution during implementation to cater for those who cannot receive them electronically and this works extremely well.

> "We wholeheartedly endorse Infinet Cloud for their solution and their service."

VERDICT

Infinet Cloud Payroll is a fully featured and flexible solution. With their help we have simplified a complex payroll process which has allowed us to utilise NetSuite's comprehensive reporting capabilities. This has added huge value to our use of the system.

50% reduction in payroll staff

The project was handled and planned really well. Infinet worked through any issues that arose and the system went live on time.

Matt Tate
Chief Technical Officer

Questions?

If you'd like to find out more about our solution, please feel free to contact us.

Enquire

View a demo

See how our payroll and leave management works.

Enquire

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