cascade
human resources & payroll software

Meadowhall Shopping Centre

Meadowhall is Yorkshire's premier shopping centre and it is an unquestionable regional and national success story. Since opening in 1990, the Centre has continued to show strong growth and deliver top commercial results. The entire Meadowhall site, including car parks, covers an area of 2000 acres within Sheffield's Lower Don Valley. Within Meadowhall, you can find over 270 stores, restaurants, fast food kiosks and an 11-screen Warner Village Cinema. Meadowhall is within a 60 minute drive time of a staggering 7,500,000 people-that's equivalent to 1 in 8 of the population of Great Britain. With extended trading hours, and around 300 employees, it is not surprising that they seek to create and implement quality IT systems in support of their HR activities.

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Employing in excess of 300 employees over the site in many roles from cleaners to senior management, Meadowhall prides itself on its quality customer service. Over the years, Meadowhall has received numerous national and international awards for excellence in many areas. The organisation recognises that motivated, trained and well-managed staff can only achieve this quality service. For this reason, Meadowhall employs a human resource management team, which looks after everything from attendance through to appraisal and employee development.

Meadowhall had in place a bespoke Microsoft Access management system, which the HR team found difficult to use, out of date and limited to its ability to deliver information in the formats required easily.

John Lynch of Meadowhall commented:

"The system we had was very basic. It held minimal personnel details and training was virtually non-existent. If I wanted to run a management report I had to go through IT who would then transfer it onto an Excel spreadsheet. Basic reports took hours to produce. Any development had to be done by the original developer and that would take about 4 weeks. The HR team were not able to manage their time effectively, as, in most cases, they were spending, what felt like, 5 minutes logging into an employee's record and spending an hour on a basic management report. With Cascade HR we do not have these problems. All reports are compiled within a matter of minutes and we can screen design any field ourselves."

Meadowhall had a series of demonstrations from potential suppliers, including Cascade. Although, as an Investor in People, Meadowhall were looking for a complete HR system, training was one of the key issues and major concerns. All the software systems held the same personnel details, but when it came to the training side, they found that the companies did not even entertain the idea of a training module. It was only Cascade that could help them.

After conducting their initial search, Meadowhall drew up a detailed 'problem' specification sheet and also a draft requirements criteria sheet. This included items such as watertight security, easily maintainable data, entry of equal opportunities information, absence entry, set-up of training needs for each individual and an auto reminder email to check everything had been set up for training, meetings etc. The facility to print full data to comply with the Data Protection Act was also important, as individual employees made frequent requests for information.

All 4-core modules were purchased, consisting of personnel, training, recruitment and the intranet.

John commented:

"In the past, every issue related remotely to HR had to come through ourselves, now the line managers can authorise holidays, input any absence, in fact, anything that we authorise them to deal with."

Initially, Meadowhall piloted the intranet within the IT team but the personnel system ran from day one. Once any little issues had been ironed out, the intranet was rolled out operationally one team at a time.

""The HR team are very impressed with the system. All of our staff uses the intranet module, and that has changed the image of HR. Before people used to think we were sticklers, but now that line managers can view and manage their employee data, we can concentrate on our other projects and leave them to it!"

The implementation and training was adapted to Meadowhall's requirements. They had a lot of on-going projects and so the training was delivered at various times over a period of 7 months.

"We were very busy during the time that we purchased the system. We could not do all of our training at once, and so we broke it up. Cascade were helpful

throughout this period, and adapted well to our needs. Like most HR departments, we do not have spare hours every day to play with a new system, however, Cascade HR is not difficult to learn and we have grasped it easily. Even the IT department have not had any major complaints!"

Meadowhall has been utilising the system now for just over 8 months.

"We have found Cascade's staff to be helpful, polite, patient and flexible in their approach from the initial contact up until our last request for assistance."

As a summary, John added:

"We are still navigating the more advanced features of the software, but believe it has fulfilled all of our current requirements. For the future, we are happy in the knowledge that the system will develop and grow for ourselves and we look forward to continuing our relationship with Cascade HR.

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Contacting Us

To find out how we can help you implement HR systems appropriate to your business needs or to discuss our range of products and services please call us on **0113 255 4115.** Alternatively write to us at the address below or contact us via e-mail at alan.jones@Cascadehr.co.uk

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Cascade strive to update and improve their software continuously. As a result this document should be used for guidance only and does not form part of any contract.
Further information on Meadowhall Shopping Centre can be found at www.meadowhall.co.uk