



# The Very Group uses UKG to automate time and attendance, and maximise fulfilment efficiency.

The Very Group sells over 1,000 famous brands and delivers 48 million products to over four million customers every year.

Employees: 4,000  
Industry: Retail

## Top Challenge

With more than £1.8bn in annual sales, The Very Group is the UK's fourth largest online retailer. Its fulfilment operation has a workforce of up to 4,000 employees, spread across three warehousing and return centres. The retailer was heavily reliant on accurate self-recording of worked hours and manual data input to calculate payroll and productivity bonuses, which was time consuming, prone to errors and lacked true visibility of actual hours worked.

## Solutions

The UKG time and attendance solution was implemented across the entire fulfilment operation at The Very Group to automate, optimise and simplify the management of employees.

## Results

With its UKG time and attendance solution, The Very Group now has visibility of employee resources, enabling closer control of labour costs. By eliminating repetitive manual processes, the administrative burden placed on managers has been reduced. Analysis of workforce data (combined with warehouse management data) enables better resource planning to address peaks and troughs in throughput, ensuring the workforce isn't overstretched and orders aren't delayed. The UKG solution also helps to maintain an engaged, productive and highly motivated workforce.

**“With UKG we have an accurate means of calculating pay, resulting in less payroll queries and providing us with robust controls over our overtime and absence levels.”**



## Key Benefits

- **Employee data enables tighter control of labour costs and better resource planning**
- **Payroll for 4,000 employees accurately reported and delivered on time**

Kay Owen, Head of Operations Services

## Challenges

A manual process of variance and productivity log sheets to calculate payroll costs was very time-consuming. Productivity bonuses that were heavily reliant upon accurate self-recording and manual data input were prone to human error. Avoiding bottlenecks to meet strict internal service level agreements and provide market-leading delivery options.

## Solutions

The Very Group needed a solution that could:

- Accurately record hours worked
- Automate time and attendance to eliminate payroll errors and reduce time spent on payroll administration
- Improve scheduling of staff based on forecasted throughput, to avoid bottlenecks, meet strict internal SLAs and provide market-leading delivery options to customers

**“We can now tailor our resource plans around our customer ordering profiles.”**

Kay Owen, Head of Operations Services

## Results

Visibility of staff resources that allows managers to effectively control labour costs more closely

Reduced the administrative burden placed on managers by eliminating repetitive manual processes

Data analysis enables better resource planning in advance ensuring the existing workforce isn't overstretched

Easy identification of candidates for bonus scheme which enables the maintenance of an engaged, productive and highly motivated workforce.

