



Harnessing HR technology for competitive advantage using Cezanne Connect at **Renishaw**

Renishaw stands at the forefront of automated metrology. The Group's products provide manufacturers with the ability to machine components accurately and perform post-process inspection of manufactured components to International Standards.



Personnel Manager, Gwyn Jones, together with his team of 10 staff, is responsible for managing the human resources function across the Renishaw Group. This is no mean feat, Renishaw has expanded rapidly in the more than thirty years since the company was formed and now employs around 1,500 staff in the UK and has another 600 plus employees in 20 countries worldwide.

Renishaw uses Cezanne Connect from Cezanne Software to improve the management and flow of mission critical human resource information throughout Renishaw. The system helps the company to understand and harness the strengths of the individual to benefit the business and to support employees in managing their own careers.

A new HR system

Although not a technologist, Gwyn Jones firmly believes in harnessing technology to improve competitive advantage and will exploit whatever technology is available and use it to the full. He realised that Renishaw needed to replace their current HR system, he comments: "The business had grown to such a critical mass and technology had moved on".

He explains: "We had a clear understanding of what we did and didn't want from an HR solution. I definitely wanted an open system which would easily integrate with our payroll and accounting systems as well as the Microsoft Office software used throughout the company. I wanted a stable, proven system that was flexible enough to be customised with minimal fuss and expense to fit our particular business needs and which could also grow with Renishaw and the HR team in the future."

I also wanted more than a simple HR database – additional functionality to help manage our training, recruitment and appraisal programmes was required. The ability to analyse and generate management reports from the data we held was also crucial to improve Renishaw's competitive advantage by understanding and harnessing our people strengths for the benefit of the business."

Although Gwyn definitely saw the introduction of new HR technology as an investment rather than a cost, value for money was still an important factor. Service and support was vital too. "I was determined that the system we chose would be supported by a strong, responsive and knowledgeable team. To me, the people behind the product and the service they provide are just as important as cost and functionality when it comes to value for money."

Gwyn comments: "I was impressed with the scope of Cezanne Connect and the willingness of the people at Cezanne Software to help me find a solution to meet Renishaw's HR requirements.

They visited us, demonstrated the product and arranged meetings with other companies using Cezanne Connect who showed us what they were doing with the product. Cezanne Connect wasn't the cheapest on the market, but it was certainly the best value for money and the closest fit with our business needs."

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Gwyn Jones, Personnel Manager, Renishaw



Tried and tested

The fact that Cezanne Connect is based on tried and tested internet technologies was an important factor for Renishaw. Gwyn continues: “We knew Cezanne Connect would be rock solid, regularly upgraded and would grow with our IT and business developments.” Gwyn was also impressed that Cezanne Connect offered both a solid administrative solution and considerable additional functionality, including employee self-service, talent management, training and development, recruitment, organisational charting, and performance management options.

The report writing and query capabilities were also a vital part of the system as Renishaw produce many of their own reports, as well as making use of the standard management information from Cezanne Connect. Cezanne Software worked alongside Gwyn’s team for a number of weeks to transfer data from the old database to Cezanne Connect and to amend the fields and set up reports and letters within the core system to fit Renishaw’s internal structure and HR methodology. Cezanne Software had already developed an interface between Cezanne Connect and the payroll system used by Renishaw, Logica CMG, which meant the two solutions were quickly and easily integrated. Once initial staff training was completed, the HR team rapidly learnt how to use Cezanne Connect to its full advantage.

Extensive functionality

Renishaw is using Cezanne Connect to store all of their core HR data as well as appraisal and salary records and skills and qualifications data. The company’s recruitment and training programmes are also run through Cezanne Connect. Memos with details of each training course are produced automatically through the system for each attendee and training courses undertaken are logged, so that they can be tracked.

Photographs of each member of staff held on the security system are integrated with Cezanne Connect so that as well as a mini CV, staff can be identified by photo - particularly relevant in a company of over 2,100 employees at appraisal time. Staff grades and pay bands as well as performance ratings agreed at appraisals are held in Cezanne Connect. The system also generates salary review letters for each employee after the outcome from salary modelling, conducted in Lotus Notes, is imported into Cezanne Connect.

Ongoing HR programmes such as Renishaw’s appreciation award and long service award schemes are handled through Cezanne Connect, with letters to award-winning employees generated by the system. Information on maternity leave, new starters, leavers and temporary employees is also held in the system enabling the HR team to have instant access to strategic data on staff retention, company growth and recruitment.



A sophisticated candidate tracking system is also handled by Cezanne Connect. Gwyn explains: "Renishaw typically has 10-15 job openings each month as a result of internal transfers, the creation of new positions or staff leavers. As well as monitoring and tracking CVs received from new candidates, Cezanne Connect generates all the required correspondence at each stage of the recruitment process. Each position is also advertised internally, with job adverts automatically created through Cezanne Connect."

He continues: "A list of all applicants and the status of each application – whether they have attended an interview, whether a job offer has been made and if a regret letter has been sent, for example - is also held on the system. Cezanne Connect makes what can be a time-consuming but highly important procedure, simple, straightforward and easy to manage. And because applicant and employee administration are both handled by the same system, when applicants become employees the data does not have to be re-entered."

Improved competitive advantage

As well as helping Renishaw's HR department manage a whole range of routine tasks and improve administrative efficiency, Cezanne Connect supports decision-making within the HR department and the wider management team. Gwyn comments: "The HR team can run queries, search the database by any field or sort data by any number of criteria so we can analyse the information we hold and compare trends over time. And because it's easy to convert the data into a spreadsheet or graph, even the most complex information becomes simple to interpret. We have to produce a whole range of monthly reports for the Board, including headcount, appraisal and leaver analyses and reports on new hires and promotions. We can do these all simply and easily in Cezanne Connect to really use our HR information to benefit the company."

When the company underwent a major re-organisation, Gwyn decided to introduce another Cezanne Software solution, HRCharter™, an organisation charting system which links seamlessly with Cezanne Connect. Gwyn comments: "We had a specific need at the time for management and departmental organisation charts to show graphically how the new structure would work. HRCharter is extremely useful, particularly at a senior level, for this kind of occasion."

The future

Renishaw's next initiative is to introduce employee self-service to support annual leave requests and recording of employee absence. Cezanne Software will work with Renishaw's HR team to understand their current process and identify how this can be implemented within Cezanne Connect. Inbuilt workflow means that the system can be set up to automatically route requests and approvals to the right people at the right time, significantly reducing administration and ensuring that key activities aren't overlooked.

International expansion

However, the key objective is the ability to roll the system out to Renishaw's international subsidiaries. The company has already discussed its requirements with Cezanne Software who will be working closely with Renishaw's IT and HR teams throughout the installation and transfer period. According to Gwyn: "We need to bring our international subsidiaries into line with UK HR policies and management - the only way to do this successfully is to ensure they also use Cezanne Connect instead of the mix of systems they are using at the moment. Dublin is already using Cezanne Connect and other offices will follow in the months ahead."



Service & support

Gwyn is confident about the introduction of the Cezanne Connect and the long-term development of the system mainly because of his confidence in the support team at Cezanne Software. He explains: "The Cezanne Software support team always has a positive, professional and realistic attitude with a high level of understanding of both the technology and the demands from an HR point of view.

Major upgrades like our move to the web native version of Cezanne's software are handled with the same efficiency and conscientiousness as small day to day requests for help over the phone. If we ask a question they don't know the answer to, they usually get back to us later that day, which means a query rarely becomes a problem. The service we receive from Cezanne Software together with the reliability, functionality and future scope of Cezanne Connect means we are entirely satisfied with our choice of HR system."

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