



CASE STUDY:

Hughes Electrical Limited



FMP's secure, flexible & scalable cloud-based HR system, Amity, was the natural next step for Hughes Electrical Ltd.

**"Second to none support has kept us with
FMP for over 20 years."**

Amanda Morton, Hughes

Get in touch
fmpglobal.co.uk | 01293 789940

Two decades of collaboration

Hughes Electrical Ltd was founded in Lowestoft, Suffolk in 1921. Nearly 100 years since its conception, it remains a true family business and is now run by the third generation of Hughes.

The business has worked with FMP Global for over 20 years now, after introducing FMP's Teamspirit HR software in 1998.

The decision was made due to Hughes' unique HR and payroll requirements and very individual way of doing things, such as commission and allowance processing. Hughes needed highly targeted and personalised configuration to take the burden off of staff.

With the help of the FMP helpdesk and developers, and FMP's customisable system, unique challenges that Hughes came up against were able to be solved.

Amanda Morton, Payroll and HR administrator, explained that "Hughes used to have an unusual commission system based on points which related to the number of hours a person worked and where they were worked. We used to use spreadsheets for these calculations, which took 5 working days a month. A consultant worked with us for around three weeks automating this amongst other processes, reducing this task to just 20 minutes. We wouldn't have been able to purchase that out of the box!"

A new, cloud-based journey

In recent years, FMP have integrated Teamspirit into their new, cloud-based HR software, Amity. It provides a platform that centralises employee data and a wide range of HR processes into a single, easy to use application, complete with payroll functionality too.



"We used to have an unusual commission system...we used to use a spreadsheet for this, which took 5 working days a month. FMP dedicated 3 weeks to working on this and got it automated, reducing this task to just 20 minutes."

Amanda Morton, HR & Payroll Manager, Hughes

In February 2018 Hughes made a new acquisition, for which the payroll would need to be run in-house from April. They decided that this was a good time to see what Amity had to offer. With GDPR fast approaching and aspirations of going paperless in the future, Amity being totally secure and online made sense for many reasons.

Before making the move to Amity it wasn't important for Hughes to shop around, as they were simply very pleased with the service they have always received from FMP Global. Amanda said, "Our HR director looked at some other solutions three or four years ago, but we agreed that FMP is the best option if we want to continue doing our own customisation to suit our business needs. We don't fit a mould, and FMP can accommodate for that."

Continual growth and development

The implementation of Amity has provided the opportunity for Hughes to tweak how they do things in the HR and payroll team, as they decided there were some areas that they wanted to be self-sufficient in again. For example, Amity has given them control over their BACS payments and their statutory requirements; something that seemed the obvious way forward to the team.

Introducing Amity at Hughes wasn't about getting everything over and done with in a day - the business and its HR needs are constantly changing and developing, and Amity will provide a system that adapts and grows alongside them and their requirements.

In terms of the payroll functionality on Amity, Amanda said that, "The statutory payroll processing and reports are all out of the box – we are working on customising the input to payroll and the HR side of things to suit Hughes."

"The payroll functionality on Amity works perfectly already - no problems whatsoever."





"The Helpdesk is always really supportive of all our needs. We throw things at them with no warning and they always come up trumps!"

Looking to the future

It's relatively early days in Hughes' journey with Amity, but they already have plans and ambitions for where it can take them. Soon all employees will have access to their payslips online and will be able to book hours into an attendance system.

Customisation is taking place so that some people will be able to do this themselves, whereas others will have someone responsible for theirs. The plan is that rotas will be able to be imported directly into the attendance section of the system and paper usage will be reduced across the company.

Amanda's team is in a high pressure environment, as there are 5 of them in the office and each of them works on payroll

and HR simultaneously – there is no divide; everyone does a bit of everything. Amity will allow for many of their tasks to be automated, saving them time and improving efficiencies.

Similarly to their experience with Teamspirit, the functionality of their Amity system will be constantly developed and evolved over time by FMP to suit their specific needs



“We have conversations between us, come up with things as a team and develop it together. The support level is second to none.”

Second to none support

When asked what has kept the relationship between FMP and Hughes so strong for over 20 years when there are so many other HR and payroll options available, Amanda explained that it was down to the outstanding helpdesk team as much as the product; “The Helpdesk is always really supportive of all our needs. We throw things at them with no warning and they always come up trumps! For example, in 2011 we took over a company that went into liquidation on the 23rd March. We had until the end of April to pay 100 people on a new payroll. The Helpdesk sorted it out straight away. Usually this would have taken 6 months to set up, but they did it in less than 1 month by coming up with a custom solution for us.”

Amanda finished by saying that, “FMP feels like a part of our team. The Helpdesk has worked with us for many years and always manages to sort out our problems – and very quickly, when required. The sales team is excellent and always tells us about new things that are available. And the development guys work with us on everything. It’s never us saying ‘We need this’ and FMP just saying ‘Yes’ or ‘No’; we have conversations between us, come up with things as a team and develop it together.”



Suites 5 & 6, Gatwick House
Peeks Brook Lane, Horley
Surrey RH6 9ST
United Kingdom

Phone | 01293 789940
Email | contact@fmpglobal.com
Click | fmpglobal.co.uk