



Scottish Fire and Rescue saves the day with Nintex

Scottish Fire and Rescue Services used the Nintex Platform to digitize and automate their payroll processes.

Organization

Scottish Fire and Rescue Service

Website

www.firescotland.gov.uk

Industry

Government

Country

United Kingdom

Business situation

The process of managing employee and payroll data for the organizations full-time, part-time and volunteer staff was manual and cumbersome. Logging of their hours to the payroll was paper-based and manual. SFRS desired a digitized solution to free up their staff time for more important tasks.

Solution

SFRS worked with Nintex Partner Synergi to build a digitized payroll solution With Nintex Workflow and Nintex Forms. SFRS crew across Scotland now record all hours on a mobile app and the data is validated and sent directly to payroll systems for quick and accurate payment.

Benefits

- Saved 10,000 hours of manual work per year
- Limited Payroll errors
- Improved accuracy and visibility on payroll data
- Improved employee experience
- 24/7 access

Manual data collection slows productivity

Scottish Fire and Rescue Service (SFRS), the world's fourth largest fire and rescue service, is committed to ensuring the safety and wellbeing of the people of Scotland. SFRS delivers front-line services across Scotland responding to fires and other emergency incidents. The organization has a total staff of 8,000.

This includes SFRS's full-time firefighters and staff as well as 3,400 Retained Duty Service (RDS) crew members and volunteer staff to serve the remote and rural communities of Scotland. Most of the SFRS retained and volunteer staff have primary employment in another field, but deliver the same range of emergency service as their full-time colleagues.

The RDS crew members logged their hours of service at the fire station on paper which would then be inputted into a spreadsheet. This data would be used, to determine their pay calculations along with call out fees, bank holiday payments, etc.

This process was replicated, with variations, across each of the 274 stations in Scotland and generated a monthly spreadsheet per station. All tracking, updating, and verification of crew data was manual—resulting in a time-consuming and frustrating process for everyone involved.

The cost of manual and paper processes

“The Nintex based solution fits with our modern desktop strategic plan by enabling quick adoption of mobile cloud-based technologies.”

— **Stuart Chalmers**, ICT business services manager, Scottish Fire and Rescue Service

Each year, station managers, watch managers, and payroll teams spent an estimated total of over 10,000 hours handling more than 3,000 spreadsheets. Additional time was also spent correcting human errors and responding to crew members’ requests about their pay. SFRS needed a solution to improve this process and make their staff more efficient.

SFRS sought help from digital transformation partner, Synergi, to design and build a new timesheet and payroll system for its RDS staff, built on the Nintex Platform on Office 365. The organization was already using Nintex for its community safety enforcement and community engagement processes, and knew the Nintex Platform on Office 365 could provide a solution for its current challenge. Nintex also aligned with SFRS’ move towards mobile cloud solutions.

Easy to adopt and maintain

The solution is a mobile app enabling Watch Managers and Officers in Charge to quickly record hours for their crews in attendance and add any remote crew if needed. Advanced workflows on the Nintex Platform then support the entire RDS timesheet process:

- Validates all of the data captured against the internal systems
- Routes the details to the RDS crew for approval/amendment
- Keeps RDS crew updated and informed on expected monthly pay
- Enables watch managers and officers in charge to submit incidents to station and area managers for final review
- Provides central administrative and payroll teams with full visibility into the calculations and final outputs for approval
- Uses the profile and role data with HR info to accurately calculate pay
- Provides output for integration with the finance systems

“Our firefighters are overwhelmingly positive about the solution because it is very intuitive, saves them precious time and allows them to be paid correctly and on time.”

— **Stuart Chalmers**, ICT business services manager, Scottish Fire and Rescue Service



Improved crew efficiency and experience

Since going live in June 18, the system is already expected to cut over 10,000 manual hours annually, freeing station and payroll managers from tedious excel data manipulation. In addition to avoiding human errors and inaccuracies in payroll calculations, it also eliminates the time and frustration involved in having to correct pay after a payroll run. Management now also have much needed intelligence on RDS payments status and forecast.

The Nintex solution helps improve the visibility of RDS crew as to what pay they can expect, which improves the overall employee experience and helps recruit

future staff. Overall the new solution has greatly improved the timesheet and payroll process for RDS crew, managers and admins, allowing them to spend more time on their core mission.

“Nintex was the perfect platform to build the RDS solution allowing mobile data capture, multi-stage approvals and conditional calculations. It also enabled us to easily train the team at Scottish Fire and Rescue to adopt and maintain the business process as it evolved,” shared Justin Short, CTO at Synergi.

About Nintex

Nintex is the global standard for process management and automation. Today more than 10,000 public and private sector organizations across 90 countries turn to the Nintex Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimizing business processes. Learn more by visiting www.nintex.com and experience how Nintex and its global partner network are shaping the future of Intelligent Process Automation (IPA).

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