



the
welcome
people

Partner success story

The Welcome People

www.thewelcomepeople.com

Reinventing visitor welcome since 2011

The Welcome People serves Business Improvement Districts across the United Kingdom. Helping with their street operations, facility management, arrival experience and security needs.

Business Improvement Districts or BIDs are areas where businesses are charged a levy to fund projects that better the environment for everyone: from helping visitors find their way to ensuring cleanliness and much more.

The Welcome People offers BIDs exceptionally qualified staff as well as vital accountability and transparency by reporting what staff members are doing and what is happening in the area at any given moment via their own unique in-house software.

This is something most outsourcing companies are very reluctant to do as they are not sure what their staff may be up to. Furthermore, most BID budgets are only a drop in the bucket for larger vendors offering the level of detail BIDs want may not be a priority.

“With PARiM we have a true partnership. As we expand to new verticals PARiM has met and exceeded our needs every time.”

Calvin LaCock, Partner and Founder of The Welcome People

Challenges prior to using PARiM

When The Welcome People started trading back in 2011, employee scheduling with spreadsheets took four to five days every month. Having to manually calculate the number of worked hours to input to the payroll system and tracking lapsing qualifications, both crucial for operations, were very difficult tasks and adding to the struggles, holidays were tracked separately from schedules. **“Ultimately it was just a painful experience”.**

Benefits and advantages over other solutions

With PARiM, scheduling has become a more effortless experience. Calvin adds: “What is absolutely fantastic is the ease of replicating shifts across 18 months with 2-on-2-off shift patterns. Due to limitations with other scheduling systems it was difficult to manage holidays months ahead. With PARiM that is easy and if someone leaves the organisation it is simple to quickly reallocate the shifts.”

Adding to the above, automatic qualification expiry tracking and HR data collection with notes besides every staff profile or shift, and it is no surprise that in 7+ years PARiM has grown to be the de-facto HR reporting tool and in Calvin’s words **“our second, virtual office”.**

Partnership as an investment that pays dividends

While PARiM saves substantial man-hours every month by making pay calculations effortless, the true ROI comes from a partner that thinks like you. Both Calvin and Antonio D’Alterio, the Operations Director, agree that their relationship with PARiM is a partnership. Calvin illustrates the relationship: **“PARiM is like us – a disruptor. Both of us focus on building the best service in class.”** and for Antonio: **“PARiM has been shaped in a way that companies need on an operational level and that is brilliant.”**