Background

Parkview Retail Limited started as a father and son partnership in 2001 with their original East Street, Southampton store. They sought to provide Southampton residents and visitors with high-quality products, with customer service paramount when considering business goals. Their current three stores are located throughout Southampton city centre.

Partner Success Story

Parkview Retail

parkviewretail.com

The Challenge

Before PARiM, Parkview Retail used three separate systems: a paid system for storing employee data, spreadsheets for rotas printed out for staff and a separate system for holiday management. Parkview Retail's Director Richard Inglis described the scheduling work: "In retail, the rotas look pretty at the start of the week. By the end of the week, they have pen marks and crossed-out names. Someone's name is marked "early", and someone else's is marked "sick". We'd have to turn that into our payroll, and it was a messy process."

Parkview Retail was looking for a solution to provide both scheduling and holiday management options, which was crucial for managing part-time and temporary staff. "We need to be making sure that if you work an extra 40 hours, you're getting that extra 40 hours worth of holidays," Richard added.

"Our scheduling costs dropped from £3,500 per year per store to £1,500 per store."

– **Richard Inglis**, Director

The Solution

Parkview Retail now uses PARiM as a document management system for storing all staff data – Contracts, Pensions, Emergency Contact Details, Training documents and licences. Every staff member also has the latest version of the Employee Handbook available via their PARiM Staff Portal. As a convenience store selling alcohol, employees need personal alcohol licences. "When the need arises, I can look up any member and their personal licence number on PARiM," said Richard.

With PARiM, there is also no more manual holiday management involved. "If I've got someone that starts full time but goes to one shift a week, I can change the rotas and holidays are calculated automatically." With this streamlined scheduling process, Parkview Retail went from 50 staff down to 32, as there was no need for separate schedulers and store managers.

Parkview calculated the costs of data entry, scheduling process, communication, holiday management and payroll tweaking to quantify the savings PARiM offered. "Our scheduling costs dropped from £3,500 per year per store to £1,500 per store," Richard said.