ByBox future-proofs its HR processes with Smart Start by Jigsaw Cloud

ByBox is an international supply chain management company with an intelligent field service management solution, Edge3. The software helps field service teams gain end-to-end visibility and control over their entire supply chain. ByBox also provides facilities that work alongside its software, including contactless lockers and warehouse distribution for critical service parts. Based in the UK, the company has around 400 employees and is quickly growing its international client base.

Big growth ambitions limited by outdated HR technology

ByBox is a fast-growing company with ambitions to grow into a global brand, but its previous HR system couldn't offer the capabilities the company needed for international expansion and performance management. The system couldn't automate tasks at scale, and it was missing essential features including reporting and the ability to capture figures like salaries and sales in different currencies. In addition, ByBox wanted to introduce a more strategic approach to employee development to support its growing teams. The company's employee base consists of diverse roles, including warehouse workers, software developers, and system analysts. This complex combination made it challenging to manage career progression using standardised, paper-based processes.

Why Jigsaw Cloud?

ByBox wanted to use SAP SuccessFactors due to the platform's reliability, comprehensive set of advanced capabilities, and intuitiveness. Also, ByBox already had SAP's Business By Design in place for its ERP system and its team knew SAP SuccessFactors would integrate effectively. After consulting with Jigsaw Cloud, the company chose Jigsaw's Smart Start – an out-of-the-box pre-packaged solution based on SAP SuccessFactors, designed for smaller budgets and faster deployments. "Jigsaw showed us SuccessFactors in action, and we knew it was right for our company, but we wanted to start with just the essential modules," explained Atif. "Smart Start was the perfect solution, it met immediate needs, but gave us room to scale as our company grows."

A seamless migration during COVID-19

ByBox started its project in February 2020, only to be interrupted one month later by the UK's national COVID-19 lockdown. The company's HR Implementation team was reduced to just three people, but Jigsaw Cloud was confident the project could continue. "Jigsaw Cloud quickly stepped in and took over the project management responsibilities for us," says Atif. "Jigsaw's consultants broke the workshops down into smaller online sessions and adjusted deployment timelines to meet our needs, it was a seamless process."

> "Previously, performance management and appraisals were handled separately by each department, which made it difficult to ensure everyone has consistent, achievable objectives. We knew we'd need a more robust performance management solution if we wanted to continue growing."
>
> Atif Hashmi - Management Information, Systems & Benefits Administration Manager

ByBox and Jigsaw Cloud implemented Smart Start with two core modules in place today.

SuccessFactors Employee Central: 2020

ByBox now uses Employee Central to manage key HR processes like sickness reports and annual leave booking. The module acts as a single source-of-truth in the company, offering the HR team clear visibility of every department, and managers easy access to the employee data they need. Employee Central gives ByBox easy reporting capabilities too. Previously, the HR team would need to export data from their HR system into an Excel document to create reports, but now, the team can quickly create detailed reports within the same environment. The HR team also uses the module to automate tasks and transactions, reducing administrative burden and improving HR efficiency.

SuccessFactors Performance and Goals: 2020

ByBox uses Performance and Goals to create a standardised approach towards performance management across every department, from the warehouse to the analyst team. The business can set employee and team goals aligned with company-wide objectives, offering clear career progression for every role and helping managers keep their teams on track. Like Employee Central, Performance and Goals offers built-inreporting, making it easier for the company's HR team to share performance updates with senior-level staff. With clear visibility of individual department performance, ByBox can make more strategic decisions based on real-time data.

A scalable HXM platform for a growing company

ByBox used Jigsaw Cloud's Smart Start solution to successfully transition from paper-based processes and disparate data to an efficient, cloud-based HR experience. "Smart Start has some convenient import and export capabilities that made the data migration process easier, and the Jigsaw team was on-hand for support throughout the entire process," says Atif. "Jigsaw's support meant we were able to continue the migration remotely, evenwhile our Project Manager was furloughed through part of the project."

The Performance and Goals module has already transformed how ByBox manages its departments. **"I love the SMART Objectives feature in the Performance and Goals module,"** Atif explains. **"It ensures that every goal is achievable and relevant to company objectives, and helps managers design genuinely valuable progression plans."**

And it's not just ByBox's managers who are seeing the benefits of the new platform. It's also helping to streamline HR processes for every employee. **"It's really helpful having all our documents in the same place, without the need for an external document chamber. If an employee needs an essential form, like a policy document on holidays or data protection, it's easy to find on the homepage,"** says Atif.

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Get in touch

No matter what logistical challenges you face, Jigsaw Cloud can help you implement SAP SuccessFactors across your organisation.

Call us on **+44 (0) 20 3432 3351,** or email us at **info@jigsaw-cloud.com** to find out more.