# elementsuite + BDO
Powerful. Smart. HR Software.

# Travelodge empowers employees across HR, Workforce Management and Payroll with elementsuite and BDO

## Travelodge

**Following a 10½ month comprehensive implementation programme, Travelodge's 13,000 colleagues who work across 580 UK and Ireland hotels are now enjoying the benefits of our HR, Payroll & Workforce Management platform.**

The platform went live on the forecasted date and within budget, and since then Travelodge has seen a significant impact including reduced labour turnover and increased employee engagement.

From forecasting labour demands to minimising over-claimed hours and even enabling total pay validation before the pay run, element**suite** and BDO continue to streamline Travelodge's HR and Workforce Management processes.

### A bird's eye view of how we helped:

- **Contributed to 10% reduction in labour turnover** due to increasing visibility, transparency and a single source of truth that makes employees' and Managers' lives easier

- **Supported 10% increase in average length of service** year-on-year through ease of use and accessibility

- **Empowered employees** with independence to manage rotas, pick up shifts, update personal details, submit absence requests, and more - all from their mobile devices

- **Advanced workforce management** functionality enables hotels to plan their workforce accurately according to their Shape of Day

# Key benefits for Travelodge

- Forecasting provides live inputs for "real-life" labour models

- It's easy to drive compliance, fairness, and localised rules with workforce management functionality

- Managers can validate hours prior to the pay run on a daily and weekly basis

- All-in-one HR makes contracts, absences, eSignatures, and everything in between smooth and simple

- Notifications provide compliance peace of mind

- People directory means everyone can know who's who anytime, anywhere

- One central point of access, seamlessly linking off to everything from Travelodge's LMS to ATS, all through the tile menu

**Alex Keane**

Team Member
Travelodge
Flagship Hotel,
London

🏆 92

**Give Recognition**

> Filter By Job Role ☑
> Filter By Person ☑
> Filter By Type ☑

< > Today

Sep 25 - Dec 17

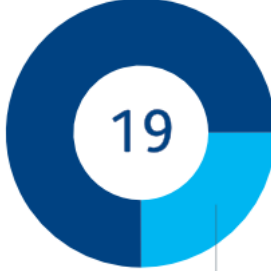| 25 W39 | 26 | 27 | 28 | 29 | 30 | 01 Oct | 02 | 03 | 04 | 05 |

Break
0

Role: Reception ▼

Late | Early Out
Sick | No Show
Called Off

Please Add Comment

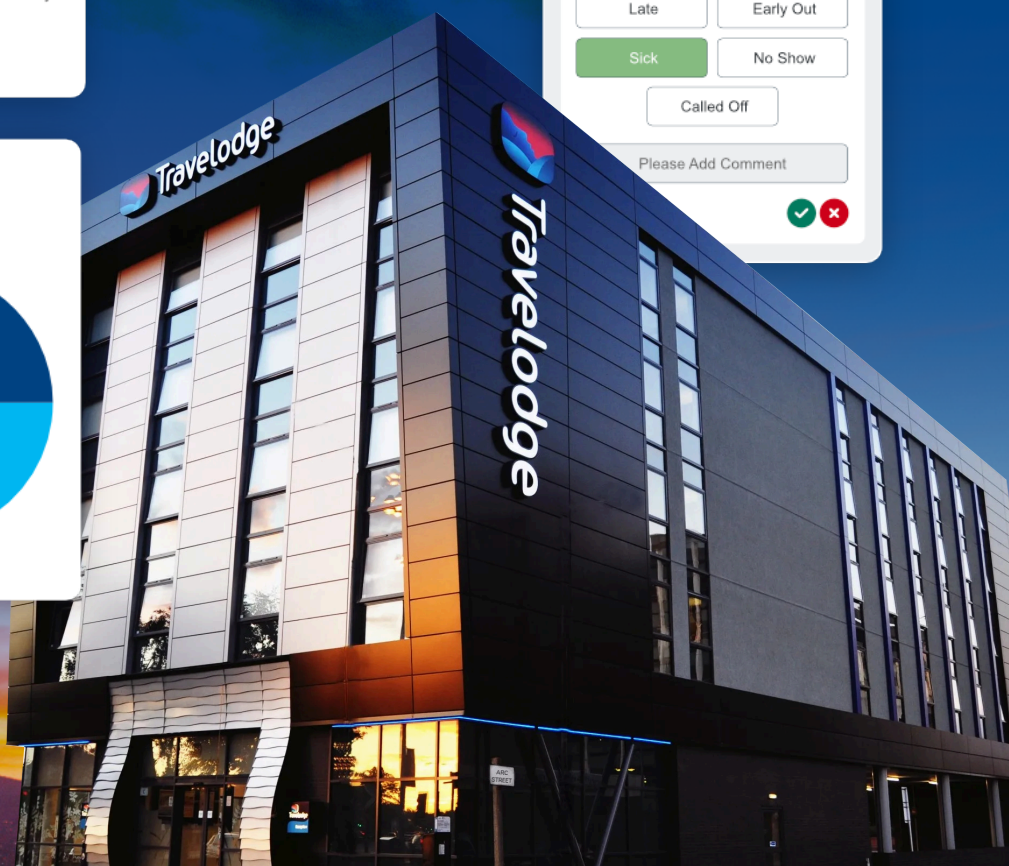Schedule | My Team | Timecard | Web Clock | Availability

## My Rota

## My Holiday Allowance

19

Remaining: 6

Travelodge

# Employee empowerment

**With elementsuite, employees can now use self-service functionality to:**

- Manage personal details
- Submit holiday requests
- Provide ED&I and social mobility information
- View contracts and letters
- Access online payslips

> 66
>
> Thanks to the app, I can now have visibility of rotas weeks in advance. This has helped me organise childcare more effectively by arranging schedules beforehand. I feel much more in control and better prepared to manage and balance both my work and home life.
>
> 99
>
> **Employee at Travelodge**

> 66
>
> The self-service functionality with element**suite** has made a real difference to our people processes at Travelodge. With hotels running 24/7, the mobile app is the first place employees look to for information - everything from rotas to holidays to company policies and even payslips. Employees are empowered with visibility to all information required in one simple place.
>
> 99
>
> **Dan Curtis,
> Head of Talent
> Travelodge**

# Boosting Travelodge's colleague retention

Travelodge can now seamlessly share both internal and external news, links, and information, all while maintaining its own branding with customised colours and fonts across the entire system. Links are consolidated in a single location, taking away the need for dual keying and manual data entry.

element**suite** also enables the creation of surveys, quizzes, and polls to gather valuable feedback and engagement insights to continually improve and support staff across the organisation, subsequently improving colleague retention.
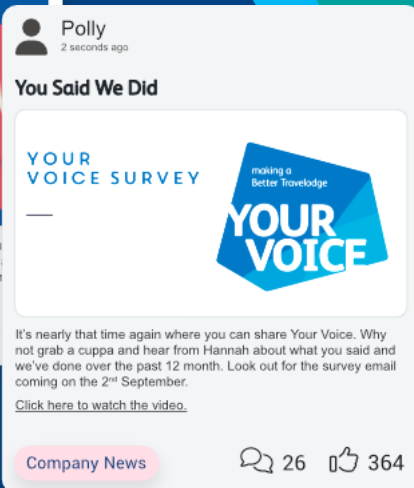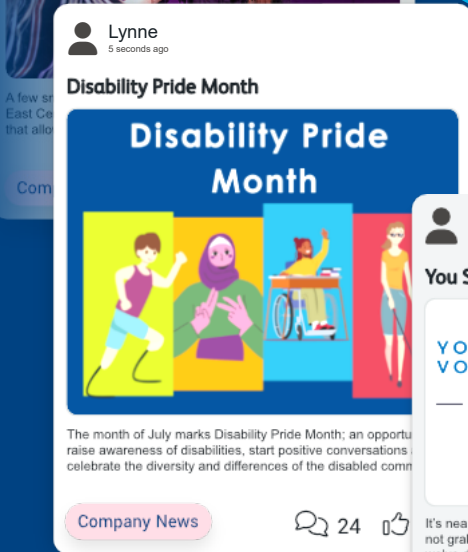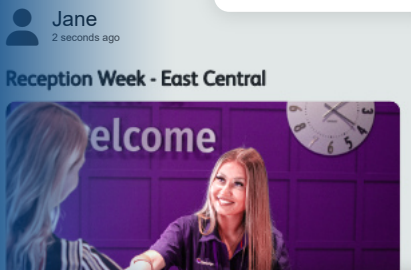
## News & Social

Social | Events | Documents | Surveys

**Jane**
2 seconds ago
Reception Week - East Central
**Welcome**
A few s...
East Ce...
that allo...

Com...

**Lynne**
5 seconds ago
Disability Pride Month
**Disability Pride Month**
The month of July marks Disability Pride Month; an opportu...
raise awareness of disabilities, start positive conversations ...
celebrate the diversity and differences of the disabled comm...

Company News          💬 24   👍

Company News   Aspire
Better Me   Sleepy Hollow

**Polly**
2 seconds ago
You Said We Did
**YOUR VOICE SURVEY**   making a Better Travelodge   **YOUR VOICE**
It's nearly that time again where you can share Your Voice. Why not grab a cuppa and hear from Hannah about what you said and we've done over the past 12 month. Look out for the survey email coming on the 2nd September.
Click here to watch the video.

Company News          💬 26   👍 364

# Contribution to average length of service increasing by

## 10% year-on-year

Since its launch, Travelodge's 'News & Social' page on elementsuite has had:

**5,000+** posts

**4,953** comments

**49,905** likes

# Managing Travelodge's entire employee lifecycle

Travelodge now handles all things HR from one centralised platform. With all data in one place, Travelodge could say goodbye to double data entries, to manually keeping track of employee certifications, and to cross-checking crucial compliance factors against labour schedules. Everything is done in one simple place. Whether a new contract needs signing, a manager wants to approve an absence request, or an employee wants to validate worked hours on a daily basis, Travelodge's people can now do it all through one universal, mobile-friendly platform.

With element**suite**, Travelodge employees can easily click on the 'Belong' tile to access all ED&I content, preventing the need to click off to a different tab for ED&I content. This gives employees the space to share their feedback on working for Travelodge and gives the entire organisation clear insights on fairness policies.

**Average page views per month:**

## 2.5 million+

"

As a new starter, the tile menu serves as one of your first impressions of Travelodge as an organisation. From the outset new employees are introduced to Travelodge's commitment to (ED&I) through prominent features like Black History Month, Pride, and a range of other initiatives.
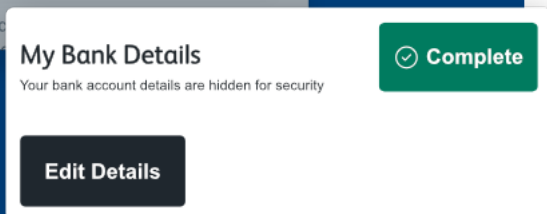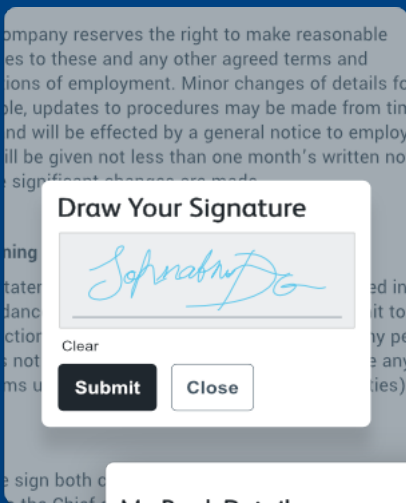
"

**Neena Patel,
Inclusion & Wellbeing Manager
at Travelodge**
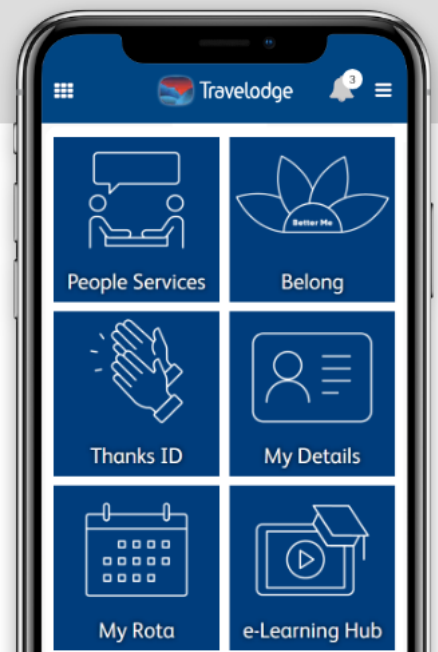
# HR – It's all in one simple place

**Travelodge's employees are empowered with a new ability to:**

- Easily book absences with a simple click

- Finalise contracts using the eSignature tool

- Retrieve various documents, such as contracts and company manuals

- Access and validate payslips effortlessly

With all this and lots more, employees at Travelodge are given a newfound independence to handle numerous tasks, reducing time-consuming admin for both employees and HR Managers – not only making life easier, but, crucially, increasing productivity and colleague retention.

For HR Managers, element**suite** provides a reporting suite, with query builder, report viewer, and information-rich, real-time dashboards, giving a comprehensive view of the entire organisation.

The system also facilitates easy integrations with element**suite**'s integration builder.

**Including:**

- ⊘ **eploy integration (recruit)**

- ⊘ **Learning Pool (LMS)**

- ⊘ **Good Data (BI)**

- ⊘ **Hive (employee surveys)**

# Advanced Workforce Management – maximising operational efficiency

Prior to implementation of element**suite**, Travelodge was using Excel models to drive forecast data, taking up significant time through manual data-inputting. Now, element**suite**'s 'shape of day' aligns staff allocation with demand and budget and employs this information for auto-scheduling – swiftly generating employee schedules based on contracted hours and availability. The system calculates staffing needs at 15-minute intervals using site-specific data and optimises labour costs through automated analysis of actual results.
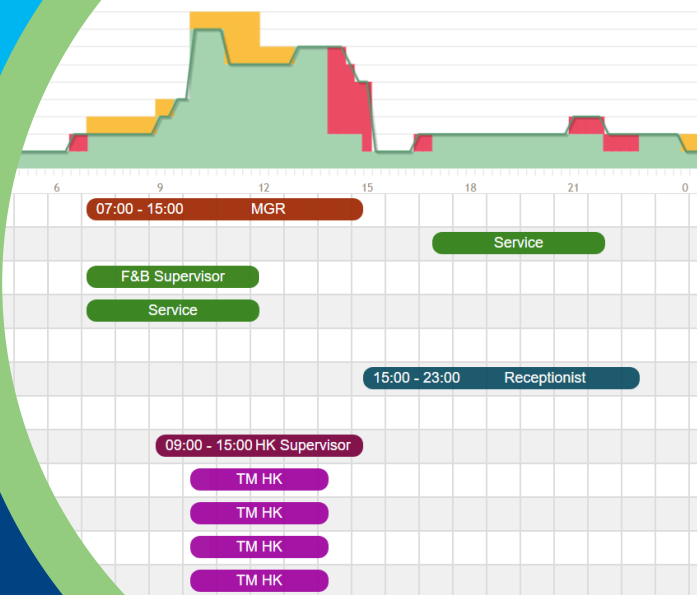
## element**suite**'s rotas and timecards now enable Travelodge hotels to:

- Plan workforce according to shape of day
- Provide ease of clocking-in and -out
- Enable Managers to submit timecards on a daily basis
- Have clear visibility of shifts assigned



> The Workforce Management team at element**suite** have worked shoulder-to-shoulder in excellent partnership with Travelodge – both during and long after the implementation process. This ensures that we always have the best-in-class workforce management functionality. Whenever external factors have had any impact on our WFM capability, the team have been proactive in finding fast and smooth solutions.
>
> The expert knowledge of the team has enabled us to maximise operational efficiency with 'Shape of Day', forecasting (including seasonal impacts), and more. For employees, the self-service functionality, such as picking up uncovered shifts across multiple locations, saves time and helps productivity of employees as well as Managers.

**Mike Zwager,**
**Workforce Planning Manager at Travelodge**

Travelodge employees can easily swap shifts and pick up assignments while Managers retain control, supporting the management and control of statutory sick pay. Multi-site shifts enhance employee flexibility and retention, and accurate attendance tracking is achieved with real-time clocking-in and -out data, helping to reduce over-claimed hours.

**The rota system efficiently:**

- ✓ Handles planned and unplanned absences

- ✓ Calculates overtime and shift premiums

- ✓ Offers robust financial control with thorough yet easy-to-view reports

Additionally, users can tailor forecasting and reporting to suit their specific business practices, making Travelodge's workforce management system a comprehensive, user-friendly, cost-saving solution.

> " It is now incredibly easy for Team Members to pick up uncovered shifts, even across different hotels - this flexibility has really helped job satisfaction and, in turn, colleague stability at Travelodge. The ability to forecast labour demand has also helped us as a business to avoid under and over staffing, significantly enhancing efficiency "

**George Harron,
Lead Workforce Planning Advisor
at Travelodge**



| | | |
|---|---|---|
| Rota v Target | -8.75 hrs | -63.00 |
| Covers Per Labour Hour | 2.22 | 3 |
| Adjusted Forecast | £6,543 | |
| Total Rota Hours | 130.0 | |

| Team Member | Friday 14/04/2023 | Saturday 17/04/2023 |
|---|---|---|
| Sam Smith | 08:00 - 16:00 Front of House | 08:00 - 16:00 Front of House |
| Marie Linehan | 08:00 - 16:00 Front of House | 17:30 - 23:00 Front of House |
| Eddie Lin | 08:00 - 16:00 Supervisor | 08:00 - 16:00 Supervisor |
| Amelia Opewe | 08:00 - 16:00 Manager | 08:00 - 16:00 Manager |
| Saima San | 17:30 - 23:00 Front of House | 17:30 - 23:00 Front of House |
| Anne Bowe | x | x |
| Emily Brown | x | 08:00 - 16:00 Front of House |
| Johnny Poon | 17:30 - 23:00 Supervisor | 17:30 - 23:00 Supervisor |
| Charlie McDonnell | 17:30 - 23:00 Manager | 17:30 - 23:00 Manager |
| Peter Kerry | 20:30 - 23:00 Cleaner | 20:30 - 23:00 Cleaner |

Travelodge

Schedule | My Team | Timecard | Web Clock | Availability

**ROTA**

FILTERS

**THIS WEEK**

| M | T | W | T | F | S | S |
|---|---|---|---|---|---|---|
| 04 HOL | 05 OFF | 06 OFF | 07 OFF | 08 ON | 09 ON | 10 OFF |

**THIS WEEK**

08:00 - 16:00 FOH (Sam Smith)

08:00 - 16:00 FOH (Marie Linehan)

**REQUEST SWAP**

08:00 - 16:00 Supervisor (Eddie Lin)

17:30 - 23:00 Supervisor (Johnny Poon)

08:00 - 16:00 Manager (Amelia Opewe)

17:30 - 23:00 Manager (Charlie McDonnell)

20:30 - 23:00 Cleaner (Peter Kerry)

# Making Managers' lives easier

**Managers can now save time spent contacting other departments for support through increased independence, and spend more time coaching their teams.**

- Process new starters and leavers

- Enter contractual changes

- Provide additional roles to work in other departments in locations

- Initiate transfers

- Post hourly paid vacancies

- Manage, view, and approve absences

> "Our improved ability to forecast labour demand has helped us maintain appropriate staffing levels, avoiding both understaffing and overstaffing. Team Members now have the flexibility to cover unfilled shifts, even across different hotels. This change has had a positive effect on job satisfaction and improved staff retention.

**Sofia Costa,
Area Operations Manager
at Travelodge**

# Pay

## Employee and manager pay validation before the pay run

> Delivering such a large-scale, HR, workforce management and payroll project – successfully and on time- is a huge achievement for all parties involved.
>
> The success of this project is down to all of the team at Travelodge, as well as the teams at element**suite** and BDO.
>
> Travelodge has been fantastic to work with and I look forward to our continued collaboration.

**Maria Mason,
Partner at BDO UK LLP**

As well as geo-fencing technology, which reduces over-claimed hours and supports cost management at Travelodge, the system facilitates the viewing and approval of worked hours, enabling total validation at source before the pay run.

Employees can view and validate hours on a daily and weekly basis from element**suite**'s records of worked hours, before passing them on to the manager to approve, helping reduce payroll queries. Live timecard data being published to employees on a daily basis and against specific roles and sites has proven hugely beneficial.

After the pay run, employees can gain online access to payslips, P45s, and P60s, and the platform allows for the management of bonus schemes, wage bandings, auto-uplifts, employee benefits, and compensation reviews.

# A project in partnership

From smooth and seamless data migration to easy change management, the implementation of element**suite** and BDO was simplified for Travelodge.

Change management process at Travelodge proved remarkably smooth, with 40 individuals initially trained by element**suite**, who subsequently passed on their knowledge to Travelodge employees. This cascading training approach was instrumental in disseminating essential skills throughout the organisation, and the integration of engaging roadshows and online training surgeries played a pivotal role in maintaining a fluid and efficient implementation process, fostering a positive atmosphere among employees.

"

The data migration process ran smoothly, and was a big achievement on both sides, which laid the foundations for a seamless implementation process thereafter. The support throughout the implementation project was unwavering and the system going live at the exact date forecasted at the start (12th April) is truly a testament to the hard work of the project teams. We look forward to our ongoing collaboration with element**suite** and BDO.

"

**Dan Curtis,**
**Head of Talent at Travelodge**

"

The element**suite** system represents more than just a technological upgrade, it's a transformation in how we manage, engage with, and support our most valuable asset: our people. With enhanced capabilities in recruitment, payroll, workforce planning, and employee development, we now have a system that empowers us to work smarter and more efficiently.

Looking ahead, this system will not only streamline our daily tasks, but will also lay the groundwork for future growth and innovation as we harness the power of AI to benefit our people in ways we can't yet imagine. It's a tool that will help us attract, retain, and develop the best talent, ensuring that Travelodge continues our journey to Being The Brilliant Base for our Customers and our Colleagues.

"

**Hannah Thomson, Chief People**
**Officer at Travelodge**

"

By fostering a robust and transparent partnership, and with the focus and collaboration of the combined element**suite**, BDO, and Travelodge project team, together we achieved our planned implementation deadline. This has now enabled Travelodge to fully operationalise it's new centralised, comprehensive HR, Workforce Management, and Payroll platform, to achieve significant business benefits. With one unified platform, Travelodge is better equipped to optimise its processes and drive productivity gains, and this has positioned Travelodge for further future benefits, as the element**suite** and BDO platform matures, and data insights become actionable. We look forward to working in partnership with Travelodge to roll out additional product features to realise these benefits – including ELLA, our AI Assistant, along with automated workflow, and enhanced reporting and data analytics features.

"

**Steve Elcock, CEO of**
**elementsuite**

# HR, Workforce Management and Pay implementation timeline:

**23** May

**Project kick-off**

**Completed in 10.5 months**

Forecasted go-live date: **12** April

**12** April

**Actual go-live**

## Travelodge has:

**24,000**
average logins per day

**12 million+**
logins in the first 12 months of going live

**83%**
of users login via mobile app

# element**suite**

## Powerful. Smart. HR Software.

element**suite** is a full-suite, AI enabled HR and Workforce Management software that ushers in a new era of innovation and efficiency with an all-in-one platform that covers the entire employee lifecycle. element**suite** offers enterprise organisations like Travelodge a seamless, modern, and comprehensive solution for all HR and Workforce Management needs, from handling recruitment and onboarding to generating labour forecasts and creating personalised reports, all on one mobile-friendly platform. With element**suite**, everything is in one place.