

Evolving HR at Grays

Grays eCommerce Group (ASX:GEG) is Australia's largest listed eCommerce group with more than 400 staff across 15 locations in Australia and New Zealand. The talent mix includes Business Development Managers, Valuers, Project staff, office staff and warehouse staff.

The Grays eCommerce Group comprises the well known GraysOnline, but also includes Grays Asset Services, Grays Mining and Grays Agri.

Rapid Growth

When Grays experienced rapid growth in 2012 their employee numbers increased significantly and they realised a more comprehensive Human Resources Solution was required. They implemented ConnX eHR along with a new payroll system later that year.



“Since its implementation in 2012, we have found ConnX to be a simple and intuitive system that suits our business perfectly”

Mark Cox
Executive General Manager People & Culture
Grays eCommerce Group

“From day one we found that the accuracy of employee records improved significantly”, said Mark Cox, Executive General Manager, People and Culture. Having employee information in one central location improved efficiency and increased Grays’ internal service levels. Staff members were able to access their pay advice, leave history and leave balances from one place.

“All managers have access to ConnX and are able to help their team members with enquiries and leave requests. This has significantly reduced phone enquiries to the human resources and payroll teams”, said Cox.

Going Mobile

Grays employees are becoming increasingly mobile. Many staff members work in different locations and in some cases staff have been relying on a shared workstation or their managers to access ConnX. Our Sales people are on the road meeting new clients and don't always have access to their desktop computers. "We have made the decision to implement the mobile version of ConnX. This means that our people will be able to access their information and apply for leave from their mobile devices 24/7", said Cox.

The enhanced accessibility will further improve service levels at Grays and ensure that employees have the information they need at their fingertips when they need it. "Generation Y is used to on-demand information delivery, and systems such as ConnX help us to attract and retain younger workers", said Cox.

"ConnX is the most powerful and cost effective solution I have used, I would recommend it to other organisations"

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Reporting

Storing employee information is not enough for the HR team at Grays. HR team members need to be able to collate, organise and analyse the data they capture. The reports available within ConnX provide the multi-dimensional view of employee data they need to make informed workforce decisions. "The reporting is very comprehensive within ConnX, many have drill down capabilities, which helps HR and managers to not only identify trends but also perform root cause analysis", said Cox.



Support

Grays recently participated in the early release program offered by ConnX. This meant that Grays HR team members were able to try out the new features in the sandpit area of ConnX and provide feedback to the developers. "The support provided by ConnX is fantastic; the help desk people and consultants are always eager to answer our questions or solve any issues we have", said Cox.

A strategic approach

Previously, the HR function at Grays was very transactional – producing payroll, processing timesheets and inputting leave requests.

Implementing ConnX has supported Grays' vision to adopt a more progressive and strategic approach to human capital management. "ConnX has automated many functions and delivered efficiencies for Grays, which has provided us with more time to focus on progressive HR initiatives", said Cox.

Summary

Grays has been using ConnX for some time now and it continues to provide a superior solution for Grays' HR requirements. "I have worked in HR for many years, and used some of the larger more expensive systems, but I continue to be impressed with the agility of ConnX. For the price, it's the most powerful and cost effective solution I have used. I would recommend it to other organisations", said Cox.