

CASE STUDY

IN SUMMARY

Moorepay helped an award-winning home automation specialist adapt to HR challenges brought about by the COVID-19 pandemic.

Making payroll & HR easy

Design Innovation is an award-winning home automation specialist. Their systems provide lighting control, heating control, audio & video distribution, curtain & blind control, alarms and CCTV for homes and offices.

Based in Nottingham, their expert team install their systems across the UK.

MOOREPAY CASE STUDY:

DESIGN INNOVATION LTD

"THE SERVICE I'VE RECEIVED [FROM MOOREPAY] HAS BEEN ABOVE AND BEYOND WHAT I ANTICIPATED. I HAVE RECEIVED GREATER SUPPORT THAN I WOULD HAVE GUESSED, WHICH HAS BEEN VERY VALUABLE AND VERY MUCH APPRECIATED."

The impact of COVID-19 on SMEs in the UK has been immense.

Before the pandemic hit the UK, 80% of SMEs reported stable or growing revenue. However, in October 2020, 80% reported their revenue was instead declining, predicting that this would have a knock-on impact on growth, recruitment, retention, and sustainability.

Fortunately, in this difficult and unpredictable period, Design Innovation sustained their business much better than they expected.

During the first national lockdown, they were able to use the government's Coronavirus Job Retention Scheme to cover the

salaries of 67% of their engineers who were furloughed. Once lockdown was lifted, half of the furloughed staff returned to the workplace and the company returned to business as usual. However, the pandemic left them with other challenges to overcome.

Luckily, in those instances Moorepay was able to help.

Design Innovation came to Moorepay for support with a few concerns in 2020, most notably a change in employee contracts and managing an employee whilst on furlough.

Employers and employees have had to rapidly adapt to changing working routines as well as new legislation in response to

COVID-19. Because of this, working relationships, expectations, and communication methods have also undergone a lot of change as well.

Due to these challenges, Design Innovation needed support with a furloughed member of staff who required additional attention and communication regarding his employee contract and more recently, holiday entitlement surrounding furlough. As a fairly new topic in HR, these kinds of discussions need to be handled with care and diligence.

Having used Moorepay's HR Employment Law package since 2014, Design Innovation contacted the Moorepay 24/7/365 advice line to gain advice on the matter.



¹ <https://www.mckinsey.com/industries/public-and-social-sector/our-insights/how-the-covid-19-crisis-is-affecting-uk-small-and-medium-size-enterprises#>

0845 184 4615

www.moorepay.co.uk

in Join Moorepay f /moorepay t @moorepay

moorepay
A Zellis Company

MOOREPAY CASE STUDY:

DESIGN INNOVATION LTD

"AS A SMALL BUSINESS, WE'RE NOT BIG ENOUGH TO HAVE OUR OWN HR DEPARTMENT OR SPECIALIST INTERNALLY, SO IT'S GREAT TO HAVE SUPPORT AND ADVICE FROM A HR EXPERT."

David Bradshaw, Design Innovation's Managing Director, said "Elaine [his account manager] has been extremely helpful with my member of staff. She gave me verbal advice over the phone, and helped by proofreading my emails to the employee, recommending amendments, and giving me final confirmation to send.

"It was reassuring and very valuable to know what I was saying was correct and that I wasn't setting myself up for a 'fall'."



David Bradshaw,
Managing Director of Design Innovation

As an advice line first and foremost, Moorepay's HR employment law package gives our customers access to a dedicated account manager to advise on any matters at hand.

In addition, Moorepay's HR customers are covered by Moorepay's professional indemnity insurance. David said that the knowledge they were covered by Moorepay's insurance was immensely reassuring. "Knowing we wouldn't have to cover the potentially huge costs of a tribunal hearing if communications with an employee did fail gave me the confidence to tackle the issue."

As a growing business, Design Innovation also had to change their employee contracts to reflect the change in circumstances regarding the company vans.

"I think of our package as giving us the means to get in touch with Moorepay whenever I have questions in regards to HR full stop... Whenever I need a bit of HR help I think 'Elaine was very helpful last time, I'll give her a call'.

"I call her up on her mobile and she's always happy to help out. It's advantageous that she's assigned to us so that when I call her, she's familiar with us, she knows the situation, and can give better advice because of that."

Instead of just advice, David was surprised that instead, Elaine re-wrote the employee contracts for

him in their entirety. All David had to do was issue them to his employees.

BENEFITS

- Updating employment contracts
- Managing challenging communications with employee
- General HR advice

Many small to medium sized businesses, like Design Innovation, do not have the need to invest in a HR department or dedicated employee to manage their staff and any issues that do arise. In this case, Moorepay acted as an extension of their business to support them with expert HR advice.

Discussing our service, David said:

"The service I've received [from Moorepay] has been above and beyond what I anticipated. I have received greater support than I would have guessed which has been very valuable and very much appreciated."

LEARN MORE
CALL 0845 184 4615

0845 184 4615

www.moorepay.co.uk

in Join Moorepay f /moorepay t @moorepay

moorepay
A Zellis Company