



CASE STUDY

Anglian Water Group Limited

Background

Anglian Water Group's principal business is water and sewerage services, run by Anglian Water Services. Anglian Water payroll pays 4000 people who serve around six million customers in the East of England and Hartlepool.

In 2010, Anglian Water launched 'Love Every Drop', a campaign to put water at the heart of a sustainable way of living. It set 10 goals with 100 commitments and measures and challenged the public, stakeholders and employees to help it deliver its objectives.

One commitment was to encourage employees to understand how they can lead more sustainable lives and the payroll team at Anglian Water set to work exploring ways they could support this pledge.

Identifying the need for change

One obvious option for the payroll team was to help employees reduce their environmental impact by switching from paper to epayslips. The team however, did not want to impose this change, as they were sensitive to the fact that geographically some employees found it difficult to gain good internet connections and others did not use the internet at work or home. The team therefore needed a flexible solution that could support those who wanted to migrate to epayslips while providing an efficient outsourced printing service for those who still desired paper.

The solution

Anglian Water engaged with Prolog Print Media and began discussions on how to implement a multi-channel paper and epayslip service. Anglian Water then carried out a pilot test with 100 employees over a two-month period. During which time they collated feedback to build in to the service ahead of roll-out.

A company-wide communications campaign, in the 'Love Every Drop' branding, was then delivered by Anglian Water, encouraging staff to opt for epayslips. Workplace posters, postcards, computer pop-ups, articles in the weekly staff bulletin and a competition to win an iPad were all used to encourage the switch from paper. The result was a 50% switch to epayslips, a great result given the challenges of geographic broadband constraints and demographics. All new starters will automatically be given epayslips.

By using Prolog Print Media's Epayslip SaaS solution Anglian Water have been able to use data from their existing payroll system to offer an epayslip to interested employees, while outsourcing residual printed payslips, to remove in-house printing and fulfilment. Employees can now connect at home or work to a secure server, hosted by Prolog Print Media, where they have access to current and historical payslips in one place 24 hours a day 7 days a week.

More than just epayslips

By switching employees from paper to epayslips Anglian Water have reduced their costs, and have also chosen to deliver electronic Total Reward Statements (eTRS) to employees.



Today, Anglian Water can take data from a number of their business systems such as pensions, shares, payroll, for Prolog Print Media to present dynamically as personalised Total Reward Statements. These documents are presented either as PDFs online or printed and despatched to employees as four-page A4 booklets. Both the online and paper TRS carry the 'Love Every Drop' branding to ensure continuity for the employee brand.

For security reasons no eTRS is ever distributed by email. Instead, when a new eTRS is available the Prolog Print Media service automatically emails employees to alert them to go and view their statement. The employee can then login to the secure server from any internet enabled device to access and view their eTRS.

The eTRS is hosted on each employee's existing epayslip account, putting current and historical information in one place, while increasing visibility and awareness of the total reward package available for an individual.

The client's view

"I have nothing but praise for the team at Prolog Print Media who have worked with flexibility and communicated extremely well to help us with the implementation and delivery of epayslips and eTRS. Feedback from employees has been very positive. They like the ease of use, having current and historical information in one place and in many cases are able to review their payslips days ahead of when they actually receive their pay.

Revising the way we work has helped us buy-back hours each month, which we would previously have spent printing and posting payslips. Our time can now focus on responding to employee queries and carrying out other valuable work.

We are keen going forward to bring online further documents for employees and have started work with Prolog Print Media to add eP60s for this tax year."

Penny Chambers, Change Analyst

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