

Case Study



The Client

The Martin James Network comprises a group of companies and entrepreneurs who are translating their Network's vision and purpose into reality through humanising technology, training and technical solutions, all of which assist professionals to contribute to a better, more inclusive society where individuals are valued, and communities grow and thrive cohesively. The Network has three main pillars of families, culture and communities and the companies within these pillars operate in the following sectors:

- Technology
- Foster Care
- Hospitality
- Pharma AI
- Fire Safety Training
- Charitable Foundations
- International Foster Care Services
- Expert Tax Advice Service
- Helping organisations build better connected work environments to improve mental health

The HR Challenge

Martin James Network workforce comprises 23 companies and 1100 employees who are serviced by a shared HR service. The variety of ER issues is complicated by different contractual requirements across the companies and TUPE protected terms and conditions and policies and procedures. Complexity arises as follows:

- ER issues are sector-specific
- geographical remote working
- varying line management confidence

The Solution

The HR Shared Service Team of the Martin James Network ran a pilot of caseflowhr over a 6 month period. The results speak for themselves.

Graphics showing:

1. 39% reduction in time to resolve ER cases
2. 45% increase in HR confidence in handling ER cases
3. 80% decrease in use of manual systems and spreadsheets
4. 100% increase in standardisation of templates
5. 95% automation in date calculation in family-friendly cases.

Client Testimonial

"I would recommend caseflowhr wholeheartedly. It translates the complexities of ER cases into simple pathways and provides one handy place to track and record all case details. I have worked in a variety of sectors using manual systems. I wish I had had Caseflowhr years ago, not only for individual cases but for Reporting and Analytics. Managing ER is so much easier. I have all I need at the press of a button".