



# Publicis improves client relations with effective absence management

An aCloud TeamSeer case study

## The challenge



Publicis Group UK, with some 450 employees, previously used a paper-based holiday and sickness management system that UK Group HR Manager Beckie Akers, described as dated. To book leave, the staff completed a form which was passed to their line manager for authorisation, then the HR department, where annual leave was co-ordinated.

Many line managers and PAs kept duplicate records, and staff frequently asked how much leave they had left. This was a huge administrative burden.

## The solution








When the TeamSeer system was implemented, the general feeling was one of relief. Staff find it easy and intuitive to use, and the line managers have immediate visibility.

Beckie commented, "TeamSeer's documentation is comprehensive and the system is very intuitive to use, so the front-end users don't need a lot of training." Most of the technical queries are at 'Administrator level' and Beckie Akers describes the TeamSeer support as "fantastic."

*"We're big fans of TeamSeer – they are always extremely helpful and come back to us very quickly."*

## TeamSeer helped Publicis to...

-  Centralise holiday management
-  Improve resource planning
-  Reduce paper forms and admin
-  Automate holidays
-  Manage holidays on the go

## The results



TeamSeer has allowed Publicis to focus on managing its client relationships instead of spending time worrying about internal administration processes.

Publicis also runs an unpaid leave scheme, and TeamSeer has been instrumental in helping people apply online. The HR department can generate reports and manage the scheme much more effectively.

**“In the past we had no visibility”**, said Beckie. “We’re a very client-focused company, but on one occasion we had a situation where an account manager and the deputy were both out of the office, leaving a junior member of staff to hold the fort. Now the risk of this is removed and the planning is so much better as it’s possible to see when other people are out of the office.”

The TeamSeer application is also used to manage sickness and other absences. Publicis is in the early stages of using TeamSeer’s Bradford Factor calculator to address sickness issues.

*“Now our sickness management is so much more targeted and effective because we have access to data we never had before.”*

Beckie Akers,  
HR Manager



## Take control of your absence management

aCloud TeamSeer is a leading absence management software solution used by organisations around the world. It is proven to reduce the admin burden, with HR teams, employees and managers all seeing a reduction in admin time of up to 85%. TeamSeer drastically simplifies absence management and many of our customers see a reduction in employee absence of up to 25%.



Sales:	Write to us:
+44 (0)845 075 6000	aCloud TeamSeer
hello@accesscloud.com	One Aldgate
	London
teamseer.com	EC3N 1RE