



TeamSeer help Valideus gain an estimated 52 days per year in reduced administration

An aCloud TeamSeer case study

The challenge



Com Laude provides corporate domain name management to brand owners, law firms and trademark attorneys worldwide. Valideus, Com Laude's sister company, offers strategic consulting and registry management services for applicants engaged in ICANN's New gTLD Program. The companies work with a broad range of global leaders in e-commerce, banking, consultancy, insurance, media, software and telecoms.

Tracking and monitoring absence was particularly inefficient for Com Laude and Valideus, especially as Com Laude has offices in multiple locations around the world. Absence management and holiday planning were disorganised. Leave requests were managed through ad-hoc emails and by updating a spreadsheet for both companies.

The process was very time-consuming. Gary Murton, Head of IT says:

“There was a significant amount of time spent in organising company holidays, ensuring the minimum set of skills and the appropriate resource covers.”

“Due to significant growth over the past 12 months, it was becoming increasingly difficult to determine who was working and who was not, which was starting to affect the management of our daily activities.

For example, senior managers did not have a helicopter view of absences in their teams, and therefore they struggled to ascertain where extra resource was required in advance of a team member being away.”

TeamSeer helped Valideus to...

- ✓ Reduce paper forms and admin
- ✓ Gain staff visibility
- ✓ Improve resource planning
- ✓ Prevent absence clashes
- ✓ Automate holidays

The solution



“We needed to solve the issues: stop wasting time updating spreadsheets that were not always accurate, stop the lack of visibility of who was in the office and who was not, start understanding the reasons behind absence, and finally spend more time on focusing on our core business objectives.”

“Decision-makers are key for our daily activities. It was becoming very difficult for everyone in the company including senior managers, mid management and employees.”

“The most crucial issue for us was resource management. We spent our time ensuring we had adequate cover when someone was sick, absent or on holidays. It meant that we were not necessarily focusing on our core activities and the impact could have been significant.”

Senior management, IT and key stakeholders met and defined the ideal solution. “The main requirements for us were cost, ease of use, robustness, system integration and, most importantly, the visibility of absence and holidays across the company. We considered a few options and decided to choose aCloud TeamSeer in January 2014. It simply met all of our requirements.”

The results



Com Laude and Valideus have seen instant results. As Gary Murton describes: “The most crucial issue for us was resource management.

Processes have been streamlined as employees from both companies have a full view of everyone’s annual leave. Line managers can check that they have enough available staff before approving holidays, and they are no longer spending time answering queries about remaining annual leave from individual employees.”

“Management time working on absence and holidays has reduced drastically, our monitoring is easier and our project and resource planning is more accurate. Thanks to aCloud TeamSeer, we can now share our planning in our weekly meetings. Also, the logging of time worked in lieu and the ability to take this time has been tremendously improved.”

“We have been very happy with the way aCloud TeamSeer has helped us to move our business forward. The customer support has been outstanding, from the tailored configuration to the daily support. The team is responsive to all of our questions, and typically requests are handled on the same day, with no fuss.”

“The implementation of aCloud TeamSeer has enabled Com Laude and Valideus to spend more time focused on our core activities, have full visibility and understanding of staff whereabouts at any time and avoid business and client disruption, as we are able to make sure the appropriate resources are in place in advance.”

“We have improved the way that we manage resources as it is much easier to have visibility and to cover absence. I would estimate the gain in admin time as 1 day per week between managers and admin.”

Gary Murton,
Head of IT

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%.



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