

SOFTBRICK

WORKFORCE SOFTWARE

SUCCESS STORY

"The Workforce software of Softbrick is a logical solution for retail organisations."

CORRIE ROESSEN OF ENTERTAINMENT COMPANY

FREE RECORD SHOP

**REDUCING PERSONNEL COSTS AND FULL
AUTOMATION OF PLANNING AND REGISTRATION**



Corrie Roessen is Coordinator of Personnel Administration at the Free Record Shop Head Office in the Netherlands. Together with a special selected team, she had to find one software solution for the six different divisions of the Free Record Shop Holding, which wasn't an easy job to fulfil.

The history of Free Record Shop all started with a small shop for gramophone records in 1971. Over thirty years later Free Record Shop has rapidly grown to a multimedia organisation with 370 shops, thanks to its well-thought retail formula. Their 100% entertainment stores are located in The Netherlands, Belgium and Luxemburg. Besides the Free Record Shop brand, the holding also sells the multimedia products in their shops named Van Leest and Fame.

SOFTWARE DEMANDS

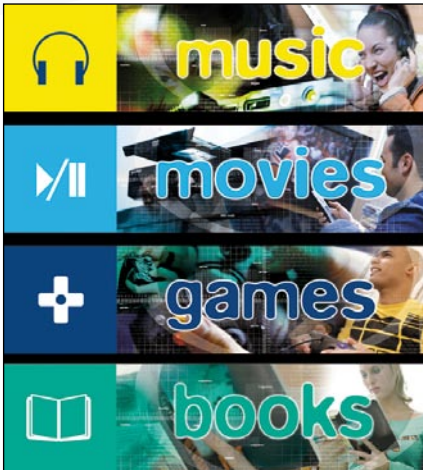
The Free Record Shop Holding consists of six different divisions of which Free Record Shop BV is the largest.

The selection and purchase of a system for planning and time registration was an important matter company wide. "Our case was to choose one software solution for all divisions by which most of the pressure was coming

from our Belgian colleagues because of the large demand for efficient personnel planning." says Corrie.



TESTIMONIAL



Concerning the supplier selection process Corrie says: "These were our challenges: we had six different companies and several legislations, but we could only choose one overall system. The system also had to be user-friendly for our Belgian and Norwegian colleagues too, so the French and English languages were demanded. In the Netherlands we have Free Record Shop and Van Leest, with the same collective labour agreement but with different specific regulations. This all had to be taken in consideration in our new system. Finally, the software solution had to be implemented in a very short period of time."

WHY SOFTBRICK?

The Free Record Shop Holding chose the Workforce software of Softbrick because this appeared to be the best solution for their shops. "Softbrick is a specialized organisation within the retail market and fits perfectly in our situation. Also Softbrick has enough experience with projects they have done in Belgium and they have an office near Antwerp. This can reinforce the synergy between our divisions in The Netherlands and Belgium." says Corrie.

PROJECT PROCESS

After it was clear that Softbrick could cope with all demands of Free Record Shop, the organisation chose the Workforce Management solution for company wide implementation. Next step was to make a project group, containing professionals of the shops of Free Record Shop and Van Leest and Consultants of Softbrick, to get a clear view about the wishes and needs of the company. This resulted to a scenario in which the project goals as well as the planning was described in detail. At the same time



another project group was testing the legislations and collective labour agreements in the system and the first training for the application administrators was planned. One month later all shop managers of the Netherlands, Belgium and Luxembourg were fully trained by Softbrick.

FIRST RESULTS

"After the training we started a company wide test phase. For the end-users this was a period of scanning, testing and using the system without direct consequences such as sending the correct information to the pay roll. After this period we went 'live' and results were really heading the right direction." says Corrie.

BENEFITS

Free Record Shop is working successfully with the Softbrick system for personnel planning and time registration. "Our main targets were to reduce personnel costs and lessen the large paper flow. But also the full automation of the planning and registration and integration with other systems, like salary and point-of-sale system, were important matters for purchasing and implementing the Softbrick Workforce Management solution." says Corrie. The Free Record Shop organisation is very satisfied with the achieved goals and is saving costs enormously since the implementation of Softbrick.



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