easy Log

Anywhere Offices:

Taking the trouble to find the right fit for the customer

It's not just larger customers with big budgets that benefit from easyLog's flexibility and personalised approach. Companies with just a handful of employees get the same service and attention to detail, ensuring they end up with a system that exactly meets their needs – as Anywhere Offices has discovered.

The London-based company operates from a beautiful period building in Greenwich, where it provides a range of fully-serviced office packages, from individual hot-desks to entire multi-occupancy rooms. They also offer clients a central reception area for managing calls and visitors, conference and meeting spaces, IT support services, several kitchens and a cleaning service.

"With only about five staff in the office, including the cleaners, we were looking for a simple time and attendance management system that would be economic for a small company," explains Anywhere Offices managing director Sally Smith.

"We tend to work outside normal office hours, with the cleaners starting at 6am, and I am not always around, so it was important that I could access the system and check what was happening while I was on the move in case of any problems."

Finding the right technology

Sally found easyLog online and enquired about suitable attendance products for Anywhere Offices. After a detailed discussion with easyLog, we recommended our e-Log timesheet management software, which converts staff attendance records into individual timesheets and produces a full range of reports.

We also offered her three clocking options: our Log-In App for smartphones, which is installed on an employee's smartphone and used to scan a QR code to record the date, time and location; our attendance app for tablet PCs, which turns the device into a touch-screen terminal; and our more traditional NFC-Log terminal and proximity tags.

Sally felt that the smartphone app would suit the organisation's way of working best and selected that. But there was another issue to resolve – dealing with the back-office side of the system. With no dedicated IT manager or support staff, Sally was understandably concerned at the prospect of hosting the new software in-house.

So, after discussions with easyLog, she decided to use our managed cloud service – which means we host the software via the cloud on Anywhere Offices' behalf and provide back office support, such as routine back-ups.

"I knew the Log-In App was the right choice and I am really happy with it now we are using it," Sally says.

"It is very easy to set up and operate. After downloading the app, people simply key in a code and it connects their phone to the software on the cloud platform. They then just scan a QR code at reception when they arrive and leave. It's a low-cost option involving no hardware investment because staff use their own smartphones and printing QR codes is virtually free. Plus I can manage the timesheets even when I'm out of the office and I don't have to worry about hosting or IT issues as that's all being handled for me by easyLog."

She also likes the fact that the app captures the geolocation reference wherever it is used and the software can be linked to Google Maps, so it is possible to identify exactly where a clocking was generated. This means that staff can't attempt to cheat the system by photocopying the QR code and using it elsewhere.

All part of the service

As moving to electronic attendance recording was a significant change for her staff, Sally prepared a statement explaining how to use the system and requesting consent for the app to be downloaded on their phones. At her request, we looked it over for her before it was issued and were able to provide a few helpful comments.

Despite some minor teething problems, which we quickly resolved, the system has been part of everyday working life at Anywhere Offices for around seven months – and Sally is still delighted with it. In fact, she is even considering putting a QR code in each office space so she can be sure the cleaners have been to all the rooms.

"I wouldn't hesitate to recommend easyLog. They addressed any concerns I had, both before and after I bought the system, which was very important to me," she says.

"I felt that they were human beings at the end of the phone, not just salespeople or techies. They made the effort to understand what I wanted to get out of the system and then made sure I achieved that."