

Tai Hing launches IPL HRIS To Promote HR Management Efficiency and Group Business Development

"Tai Hing has expanded its workforce considerably in these past two years, with the introduction of IPL HRIS, as well as the HRIS-Attendance and iAttendance modules, payroll processing time has been reduced and accuracy improved."

Christine Li Lai-yee
Deputy Director, Human Resources
Tai Hing Catering Group



Company Profile

Tai Hing Catering Group is one of the largest restaurant chains in Hong Kong, with 9 major brands operating at around 60 branches in Hong Kong and Mainland. The company currently employs over 1,700 staff in Hong Kong.

Business Overview

Christine Li Lai-yee, Tai Hing's Human Resources Deputy Director, said, "The mobility of workers in Hong Kong's catering industry has always been high. Given the variety of subsidies and the complexity in such payroll computation, the HR system poses its challenges.

In the past, even with the aid of computers, the group required several weeks to complete the payroll process. Christine sought to come up with a payroll management system that will fit the needs of Hong Kong's catering industry. In 2009, she came across IPL HRIS and upon review, considered it appropriate for the requirements of the company. In mid-2010, foreseeing the provision of minimum wage rates in Hong Kong, plans were made to put into place the two systems: HRIS-Attendance and iAttendance, in lieu of manual timesheets used in the old days. By the end of 2010, the company has launched the systems in half-year successfully.

Professional Team to Understand Clients' Needs

"Given the IPL team's high professionalism and its competency in compiling comprehensive clientele requirement documents before actual deployment, with detailed execution and scenario assumptions, the implementation was highly successful. Colleagues from IPL offered their technical expertise and helped us to analyse the trends in HR development, such as the onset of minimum wages. Their advice has been tremendously helpful in meeting our future needs."

Christine also appreciated the flexibility offered by the system design, its customised itemisation and calculation methods, which address

the variety and complexity of payroll used in Hong Kong's catering industry. More importantly, the system allows Tai Hing to adopt automation in payroll calculation.

The successful launch of Phase I in 2009, combined with consideration of minimum wage rate and its impact, led to Phase II in 2010, with HRIS-Attendance and iAttendance modules added.

HR Management Advances

Tai Hing used to collect timesheet records from branches each month, which involved substantial logistics before and after. The computation, lasting for weeks, was subject to human errors. The group has seen an increase in workforce from 800 to 1,700 from 2008 to 2011. With the launch of HRIS, the HR division had only recruited few staff members. The payroll processing time has been dramatically reduced, saving on the costs in delivering timesheets from outlets to the HR Department. This also improved the accuracy in records. Furthermore, the senior management can now real-time inspect progress across branches.

Online Trend

"As recommended by our industry peers, I also highly encourage other companies in the sector to adopt IPL HRIS, setting a common consensus in the industry." Christine would give a score of 8 out of 10 to IPL, affirming its outstanding achievement.

With minimum wage levels coming into effect in Hong Kong in 2011, the daily and monthly wages adopted by many businesses have changed to hourly wages. Tai Hing has also followed and will work with IPL to re-adjust the payroll management system. The company plans to promote HRIS to its Mainland branches. In the long term, HRIS is set to reduce the payroll management work, helping HR Department to implement more macro changes in line with the group's strategic development. ■