

# Capital Liquor

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## Significant administrative savings achieved through SKILLED Workstream

Capital Liquor (Capital) is a distributor of alcoholic beverages, and a stand alone subsidiary of CUB, which began operations in 1997, servicing a wide range of customers from restaurants, clubs and hotels to bottle shops and caterers. Now established as one of Victoria's leading liquor distributors, Capital has established itself as the second largest wholesaler in Victoria.

Capital employs 70 people, of which 65 are SKILLED employees, who strive to deliver top quality customer service, to ensure that Capital's internal service levels are exceeded.

SKILLED has worked closely with Capital since September 1999, managing warehouse and administrative flexible labour, functional and supervisory management, and permanent recruitment requirements.

SKILLED manages two rotating rosters and a fixed day shift to ensure work flows are managed

effectively 24 hours per day, 7 days per week. The account management structure has been devised to ensure requirements are fulfilled within 1 hours notice to ensure fluctuating seasonal demands are fulfilled, to ensure that Capital's service client requirements are achieved.

In 2003 Capital conducted a review in order to identify ways in which to achieve greater value from their partnership with SKILLED. Capital wished to reduce their indirect costs and approached SKILLED to source a solution that would:

- Improve invoice accuracy;
- Reduce time to process employee time cards; and
- Provide for restricted access online reporting.

In 2003, SKILLED launched SKILLED Workstream, an Internet based system that enables clients to manage all tasks related to workforce management online. Identifying that SKILLED Workstream would offer Capital the desired efficiencies, SKILLED identified the cost savings that Capital would experience. Based upon that analysis Capital engaged SKILLED Workstream.

To ensure a seamless transition from the traditional clock card

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system to SKILLED Workstream, an implementation plan was developed in conjunction with Capital Liquor. An 8-week trial was conducted, where SKILLED Workstream mirrored the existing system. The trial period provided SKILLED and Capital with an opportunity to confirm the time and cost savings detailed in the initial staff management cost estimation.

Since going live in January 2004, the following savings have been achieved:

- Five hours a week in processing employee time cards;
- SKILLED Payroll has reduced the time taken to process timesheets by 45 minutes and reduced non-essential servicing by 3 hours; and
- Capital can review invoices within 3 days of payroll completion, increasing accounting accuracy.

SKILLED Workstream compliments the management strategy currently employed, enhancing the relationship between the client, SKILLED and the employee through time efficiencies, invoicing and payroll accuracy.