

OCS Gains Full Visibility of Absence with Honeydew

From fragmented data to real-time awareness across national teams.

For over 10 years, Honeydew and OCS have been working in partnership. Honeydew's Day-1 Absence Reporting service was introduced to OCS at the recommendation of a senior manager who had previously worked on absence management with Honeydew Managing Director, Malene Nielsen.

OCS is an international company delivering a comprehensive range of facilities management services including security, cleaning, catering and mechanical and electrical services.

"[Before Honeydew] absence was a really unmapped thing for us in our business."

In 2012, Day-1 Absence Management launched with OCS London Security teams, followed by Healthcare & Education contracts from 2013 onwards. More recently, several OCS Government sector contracts have embraced the Day-1 service, in a phased rollout of approximately 1,000-2,000 employees at a time.

In July 2023, a cohort of 1,700 OCS Government sector staff were given access to the Day-1 service. Honeydew interviewed Amber Tichband, HR Transformation Lead, about implementing the service and the journey thus far.

The latest group is a national contract split into different regions under area managers. Obtaining any meaningful absence data was a difficult task to accomplish with inconsistent and incomplete local absence data sets. There was a need to make operational efficiencies and to have an accurate picture of employee absence across the different sites, not to mention reducing high agency costs.

"We did not have full detailed visibility and transparency of our absence levels and reasons at a regional and national level. This made it difficult to offer additional support to employees, which is fundamentally our absence management policy."

24/7 absence reporting and live data

The service comes complete with Engage absence management software, that provides the necessary tools for the HR team and area managers to gain an understanding and awareness of absence reasons, trends i.e. full visibility of live absence data - as it happens!

For a highly operational business, like OCS, two key parts of the service are the 24/7 absence reporting line to support out-of-hours coverage and the instant notifications that go out to all the right stakeholders.

In great hands throughout rollout

OCS HR and Honeydew teams worked closely together to launch the service successfully.

"From a go-live perspective, I don't think I could have asked for it to go any more perfectly."

Implementing a new system can be a challenging project for any business of any size. OCS management relied on the experience, expertise and guidance of the Honeydew team and have deemed the implementation a success. For the HR team the challenge was not just implementing a new system but implementing a culture change.

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- Real-time visibility of absence data across all regions and contracts
- Consistent, 24/7 absence reporting supporting large-scale operations
- Accurate, centralised data enabling proactive HR action and policy compliance
- Smooth implementation with ongoing support from Honeydew's experienced team