

“It’s really intuitive, like a social media platform.”

People First improves communications, brings workforce closer together.



Customer:
The Plan Group



Number of employees:
80



Sector:
Insurance



Solution supplied:
People First HR and Talent Management software, as well as Recruitment and Onboarding



MHR



About The Plan Group

The Plan Group is a family-owned insurance intermediary that delivers high-quality cover from market-leading insurers in niche commercial and personal lines insurance.

They are listed in the UK’s top 50 brokers, employ 80 people across offices in Redhill and Bridgend and write in excess of £25 million in Gross Written Premium (GWP).

They became a People First customer in 2019.

What they were looking for

With employees at different locations The Plan Group was looking for an HR solution that would support and help deliver effective internal communication. Emails sent out from HR were no longer getting the required messages across.

They wanted one central source of company information and something that employees would genuinely engage with – something where people could share company news.

The Plan Group 

“It’s great if you’ve got people across different sites or hybrid workers. It keeps everyone connected.”

Susie Wilson
Head of HR and Risk
The Plan Group

Results and benefits

- Improved internal communication
- Recognitions function popular with the workforce
- Self-service functionality – has saved time and improved accuracy
- Widespread use helped build “community” during lockdown
- The “social media feel” is popular with employees
- Increased employee engagement and greater take-up for CSR and employee volunteer days

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Challenge

The Plan Group wanted an HR solution that would help:

- Senior management communicate more effectively with the workforce
- Support HR’s workplace-wide communications
- Engage remote and hybrid employees
- Reduce internal comms emails
- See who is working in the office or remotely at a glance on any given day

Solution

Prior to People First, The Plan Group used a rudimentary system that managed payroll and absence records only – there was no HR component.

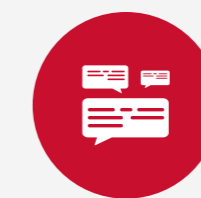
After a smooth implementation, The Plan Group knew that People First would improve company-wide communications – from the company’s MD sharing news, to vital information coming from the HR department, to employees recognising the work of colleagues.

Self-service would be key for their teams.

They’re looking forward to using the enhanced check-ins function.



“People First facilitated the setting up of ‘motivational Monday’, ‘transformational Tuesday’, ‘wellbeing Wednesday’ and so on – which helped teambuilding during Covid.” – Susie Wilson.



“The social feed on People First helps my team to share ideas.”



New employees use People First from induction.



“It’s straightforward and really easy to use.”