

A Calabrio implementation that really paid off



Home Group replaced outdated systems with Calabrio's cloud-based system. Scheduling got easier, staff had more control, and efficiency jumped. Savings topped £16,000 a month. One year on, the benefits keep growing. A great example of what teamwork and tech can do.

Home Group's workforce management system was outdated, clunky, and no longer fit for purpose. It made scheduling a headache, created inefficiencies, and left both employees and customers frustrated. They wanted a modern, cloud-based solution. This solution should streamline operations, offer better insight into workforce performance, and, importantly, enhance the experience for both employees and customers.

Finding the right partner was key. They didn't just want software; they needed a team. This team would work with them, understand their needs, and help them use the technology effectively. That's where **Business Systems** came in. From the very first conversations, it was clear this wasn't just a transaction. BSL took the time to listen, understand Home Group's unique challenges, and build a plan that would work for them.

The implementation of Calabrio WFM happened fast—just eight weeks from start to finish. In the middle of one of their busiest periods, Home Group made the leap, moving away from manual processes and an outdated system. The results were immediate. Call answer rates improved by 12%, efficiency gains hit 20%, and they achieved a return on investment within six months. For a non-profit, those savings—over £16,000 a month—made a real difference.

But beyond the numbers, something bigger happened. Employees suddenly had more control. They could see their shifts, manage their breaks, and book holidays easily through an app. Managers had real-time insights into staffing levels, making decision-making smoother.

That success wasn't accidental. Home Group and BSL collaborated closely. They held daily project stand-ups, ran training sessions for Home Group's team, and kept communication open. BSL wasn't just a supplier; they became an extension of the team. When

challenges cropped up, they tackled them together. The partnership made it happen. They overcame resistance to change. They ensured the system was user-friendly. They also integrated teams from complaints, coaching, IT service desks, and leasehold operations.

Other organisations can take a lot from this. The right technology is important, but it's how you implement it and who you work with that makes the real difference. Home Group didn't just buy a new system; they invested in a way of working that put people first. They focused on collaboration, training, and communication. And they chose a partner that did the same.

Now, a year on, the impact keeps growing. More teams have come on board, efficiency continues to improve, and employees are more engaged. Home Group and BSL aren't stopping here. They're constantly learning, adapting, and exploring what's next. That's what makes this partnership work—it's not about a one-time project, but a commitment to making things better, together.

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