

Proceed Solutions surprised and delighted at UhUb's slick launch process

Proceed Solutions started their journey with UhUb in November 2021 when they needed to find a training platform that provided consistent records. They wanted to give all employees, in particular those that were site based, the opportunity to have a standard basic level of training in addition to the usual hands-on site training. Proceed were also keen to have a development tool that enabled employees to progress within the business. They quickly realised UhUb was the best fit, as it allowed the senior team to identify those employees who want to progress and enabled them to deploy education and tools to assist in that.

In December 2021 Proceed implemented UhUb with a launch that exceeded their expectations. Previous software launches had created a series of challenges and they were keen to avoid similar issues. Leading up to the launch UhUb worked very closely with the team and created clear steps with launch timings to ensure everyone was on board. A key benefit was the level of

management and expertise demonstrated by UhUb. Previous software and system launches used up a lot of resources within Proceed, at all levels, but this was mitigated by UhUb. Once Proceed had provided UhUb with the data, the level of control, speed and ease with which the application was launched surprised the business.

One of the key challenges was ensuring that hundreds of employees were engaged, whether they do 2 hours or 45 hours a week and there was nervousness that take up would be minimal. Proceed were aware of the struggle to get employees involved and simply open up emails and messages however this was not the case with the UhUb launch. The management team felt it was the clever UhUb messaging that made the difference, as they were quick, informative and delivered to all in the same moment. This provided a clear step by step route to successful engagement.

“The prompts at various stages on the lead up to the launch were really important. We didn't have that with the Time and Attendance launch and this was a lot slicker in terms of getting the message out to the masses”
Tom Richards, Commercial Director Proceed Solutions

The implementation of the UhUb platform has led to dramatic, demonstrable improvements in training levels. Proceed can now deploy a layer of standardised training throughout the business, upon which to build, all with live data reporting which Proceed have fully embraced.

They have been able to introduce incentives for reaching the top of the leader board, which has created motivation and a competitiveness across sites. A big surprise and unseen benefit is at the top of the leader board are those least expected to be there. The 'quieter' employees have begun to use UhUb 'as a voice' and this has resulted in additional hours being awarded to employees who clearly want to progress. They have been

seen, recognised, and rewarded.

Demonstrating consistency was a key objective for implementing UhUb, in particular during client tenders and review meetings. Training is now correctly and uniformly delivered as UhUb has helped to remove any variations that occurs through individual 1-2-1 training. Proceed are now able to show this consistency across the business which clients have appreciated and are very enthusiastic about. The live reports and leader boards have proved a powerful tool which can be shared in review meetings and clients can see exactly how their cleaning agents are performing.

“UhUb has definitely been value for money! Not just from a commercial aspect but its given us much greater visibility of our employees training records in a consistent format. Our employees are more engaged, and we can demonstrate training right across the business and to our clients. Proceed has grown significantly in the last 12 months and the introduction of UhUb has been a significant contributing factor” Tom Richards, Commercial Director Proceed Solutions