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BIOMETRIC TIME & ATTENDANCE CASE STUDY

Manufacturing



A real-world look at how Idency's Time & Attendance solution transformed operations, streamlined payroll, and improved efficiency for a leading manufacturer.

Case Study: Mademoiselle Desserts

Industry: Food & Beverage Manufacturing
Size: 500 employees across 3 sites



Client Background

Mademoiselle Desserts is a UK-based manufacturer of handmade baked-goods. The company supplies cafes, restaurants, coffee shops, and frozen food distributors across the UK and Europe.

The Challenge:

Manual shift planning was time-consuming and error-prone, often leading to payroll inaccuracies. As the workforce grew across multiple sites, the client needed a scalable biometric Time & Attendance solution to automate time capture, streamline shift management, and integrate with their third-party payroll system.

“Our previous systems made writing shifts difficult, which resulted in inaccurate payroll reports and an extremely tedious weekly process.”

— Natasha

HR Advisor at Mademoiselle Desserts

Initial Enquiry

Following a direct enquiry from the client, Idency initiated a comprehensive discovery phase, engaging closely with HR and operations teams to identify operational bottlenecks. Key requirements emerged:

- Eliminate manual time tracking processes
- Enable scalable multi-site and multi-shift functionality
- Provide seamless integration with third-party payroll
- Deliver clear and reliable reporting, including bonus and pay rate breakdowns

Bespoke Requirements

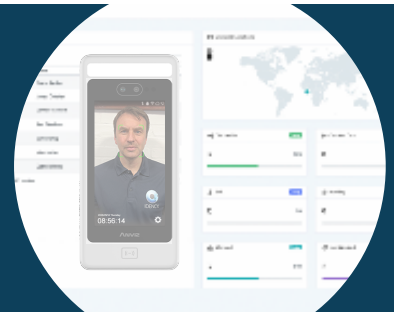
One of the first custom features was a bespoke third-party payroll export. This needed to cover:

- Employee payroll numbers
- Pay rate codes and bonus rate mapping
- Total hours worked per code
- Exported in an importable CSV format

Solution

Following the discovery phase, Idency delivered a tailored solution that directly addressed the client's core challenges. The technology implemented combined user-friendly biometric hardware with flexible, cloud-based software, fully integrated with their existing payroll system. This solution not only met the client's original expectations but also laid the groundwork for long-term efficiency and growth.

Hardware:	Anviz FaceDeep 5 Facial Recognition Terminals
Software:	Go2Clock Cloud-Based T&A Platform
Support:	Idency Remote Support SLA
Integration:	Custom 3rd-Party Payroll Export



Deployment Phases

The implementation was carried out in three well-structured phases to ensure a smooth transition from legacy processes to a fully integrated time & attendance system:

Phase 1: Initial Trial

A single FaceDeep 5 terminal was deployed at one site, alongside a 14-day Go2Clock trial to test functionality and user adoption. Integration with third-party payroll was configured and validated. Idency provided remote setup and support throughout, using feedback to shape key customisation requirements.

Phase 2: Custom Development

Idency collaborated with the client to build tailored features, including payroll exports with payrate codes, bonus rates, and employee IDs. The system was tested using real data to ensure accuracy and compatibility, with ongoing refinements based on client input.

Phase 3: Full Rollout

After successful testing, the solution was rolled out across all sites, with 15 FaceDeep 5 terminals connected to Go2Clock. Idency handled remote training and provided continued support for site admins and users.

"The solution was easy to implement and adopt, even when increasing the number of users. Management now understands and operates the system with minimal input."

— Natasha
HR Advisor
Mademoiselle Desserts

Results

The implementation of Idency's time & attendance system has delivered substantial improvements in efficiency, accuracy, and ease of use across the clients operations:

Time Savings:

Weekly payroll processing time has been reduced by approximately 75%, freeing up valuable time for the HR team to focus on strategic initiatives rather than manual data entry and corrections.

Improved Accuracy:

The automated data capture and direct integration with 3rd-party payroll significantly reduced errors and resulted in more accurate payroll and fewer disputes.

Scalability & Flexibility:

The system proved easy to scale across multiple sites. Additional users and terminals were added without disruption, demonstrating the flexibility and robustness of the solution.

User Adoption:

The intuitive interface and facial recognition terminals made the system easy for staff to adopt, even those with minimal tech experience. Training needs were minimal, and user feedback has been positive.

Ongoing Support

Since implementation, Idency has provided reliable, fast-response support under an ongoing Remote Support SLA. Most queries are resolved within hours, ensuring minimal downtime and continued confidence in the system.

"Excellent. I almost always have a response within hours of a request."

— Natasha, HR Advisor at Mademoiselle Desserts

Conclusion

Through a collaborative approach and a tailored, scalable solution, Idency helped Mademoiselle transform their time & attendance process, cutting payroll admin time by 75% and improving visibility across all sites. The success of this partnership reflects Idency's commitment to practical innovation, ongoing support, and long-term client value.