

CASE STUDY / HOSPITALITY & LEISURE

Managing time, attendance and payroll data for **more than 200 employees**



About Bainland Lodge Retreats

Set within 45 acres in Woodhall Spa, Lincolnshire, Bainland Lodge Retreats is a family-run luxury lodge retreat that has been welcoming guests for two generations.

The park offers luxury lodges and villas with private hot tubs, a spa and indoor pool, on-site dining at The Nest, and facilities for corporate, wellness and conferencing events.

Bainland at a Glance



45 acres

Luxury lodge retreat



200+

Employees



Since 2019

Chronicle customer



Fob + Mobile

Clocking methods



Reliable records for a growing workforce

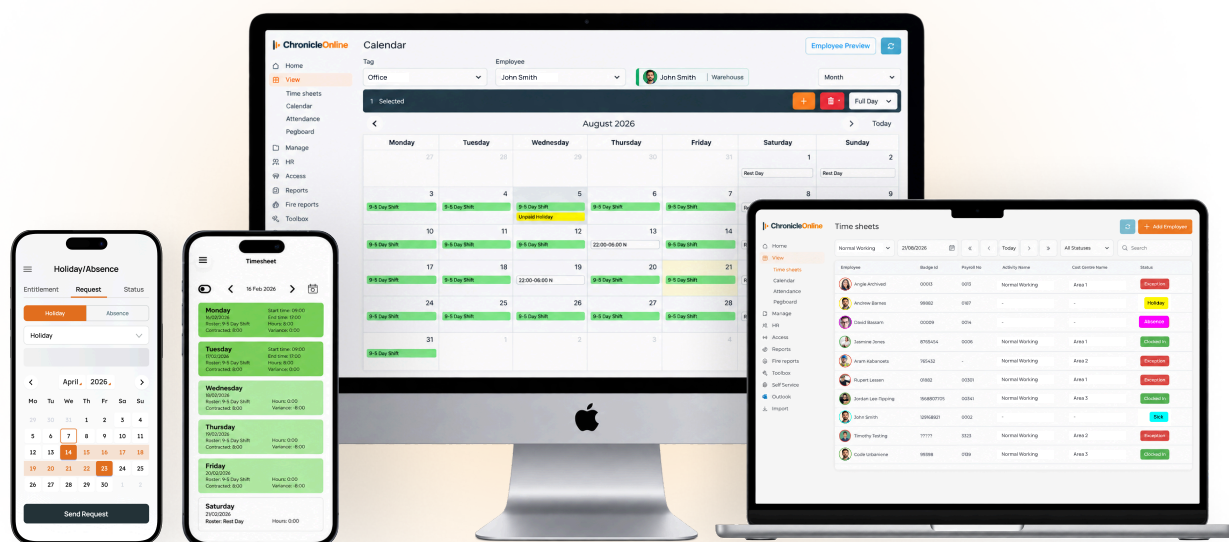
Behind the guest experience is a large and varied workforce spanning housekeeping, grounds, spa, hospitality and administration. With more than 200 employees working across different roles, departments and shift patterns, Bainland needed a dependable way to manage attendance and workforce information across the business.

Manual Process

When Bainland first engaged Chronicle they had a workforce of 129 and growing. They were capturing working hours and absence using manual timesheets, which then had to be collated, checked and sent to payroll. Bainland needed a system that could accurately record when employees were working, give staff an easier way to manage their own holiday requests, and provide finance with reliable information for payroll.

Flexibility to Grow

The solution also needed to support different types of employees. Some staff work from fixed locations around the park, while others are more mobile and need greater flexibility in how they record their attendance. As the business continued to evolve, Bainland also wanted a workforce management platform that could adapt and grow with it rather than impose a rigid way of working.



“ Chronicle takes away the old manual processes, where we relied on an honour system when capturing employees working hours, and often overpaid people. Now we have accurate data for payroll, and save time through automated timesheets and holiday approval processes”

Aaron Smith

Finance Manager, Bainland Lodge Retreats

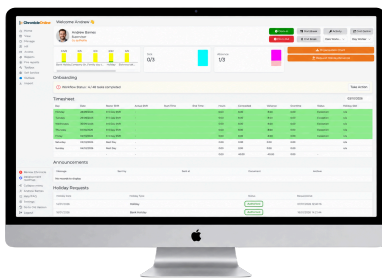
One platform. Built around the way Bainland works.

Since 2019, Bainland has used Chronicle for time and attendance, employee self-service and payroll reporting. A central platform gives managers and administrators greater visibility while reducing manual administration.



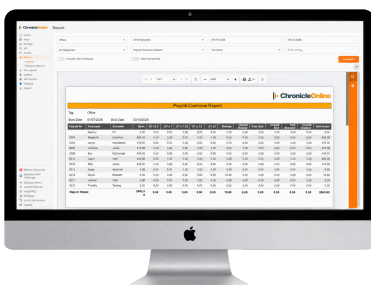
01 Flexible time & attendance

Employees clock in and out at Chronicle IT11 fob terminals positioned at key locations around the park. Those working away from a fixed terminal use Chronicle's mobile app. Both methods feed the same system, giving managers up-to-date attendance information across departments.



02 Employee self-service

Staff submit holiday requests directly through Chronicle, while managers retain visibility and approval control. This reduces leave administration and the back-and-forth associated with paper forms, spreadsheets and email.



03 Payroll-ready reporting

Bainland worked with Chronicle to create a bespoke report around its payroll requirements. Attendance information reaches the finance team in the required format, reducing manual data manipulation before each payroll run and helping minimise errors.



Bainland has been a great example of how Chronicle can adapt to the way a business actually operates. I worked with the team from the original sale through implementation and training, and the requirement was never just about clocking people in and out. It was about giving them reliable attendance data, making things easier for employees and managers, and getting the right information into payroll without unnecessary administration. It's great to see the system still supporting the business years later as Bainland has continued to grow and evolve."

Rupert Lassen

Managing Director, Chronicle Computing

A dependable foundation for **the years ahead**

Today, Chronicle supports more than 200 Bainland employees with reliable workforce information held in one place.



Reliable attendance data

Fixed fob terminals and mobile clocking capture attendance across the business.



Less leave administration

Employee self-service simplifies holiday requests and absence management.



A simpler route to payroll

A bespoke payroll report brings attendance data into the format finance needs.



Greater visibility

Managers and administrators can access workforce information centrally.



Flexibility across roles

Different departments use the clocking method that works best for them.



Long-term support

A platform that has continued to support Bainland and its changing needs since 2019.

Continuity as **team changes**

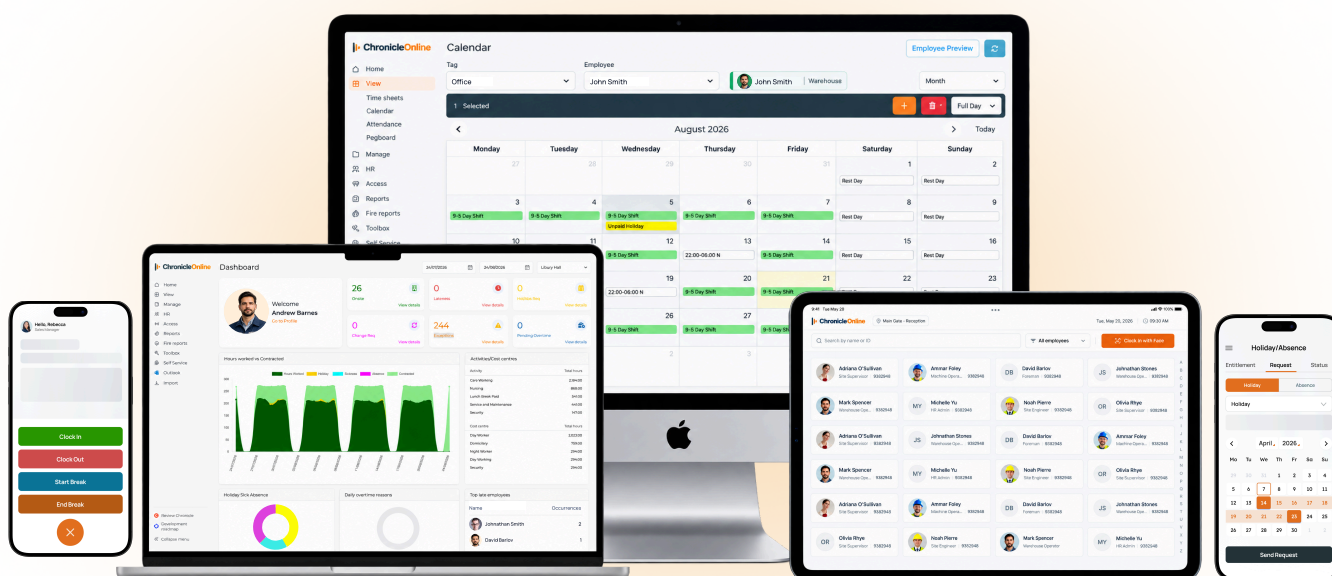
As Bainland has grown and different employees have taken responsibility for administering Chronicle, the business has periodically used training services to bring new users up to speed. This helps maintain continuity and effective use of the platform as the team changes.

See how Chronicle could support your workforce. [Book a Demo](#)

About Chronicle Computing

Chronicle Computing is a UK-based provider of cloud workforce management software covering time and attendance, HR, scheduling and access control. Hosted on Microsoft Azure, Chronicle Online is accessible on desktop, tablet and smartphone, with real-time visibility of clocking, holiday, sickness and absence information.

Chronicle supports SMEs and larger multi-site businesses across hospitality and leisure, manufacturing, construction and distribution. A dedicated implementation and project management team supports customers from initial configuration through go-live and ongoing use.



Address and Company Details

Chronicle Computing Ltd Unit 52,
Shrivenham 100 Business Park Majors Road,
Watchfield SN6 8TY

Company Number: 11391179
VAT Number: 321821534
DPA Number: ZA450388



HM Government
G-Cloud
Supplier

