

PGL Travel



PGL Travel is a market leading provider of activity courses and holidays – whether for schools, for whom they provide educational tours, adventure courses and skiing trips; or for youth groups, family holidays and summer camps for unaccompanied children. PGL has 25 centres across the UK, France and Spain and in the winter organises skiing trips in the USA and Europe.

PGL's IT Director Malcolm Brown had worked with CCL whilst at his previous company, so when PGL wished to undertake a review of their HR and Payroll systems he called on CCL.

The basis of the project was the need for the replacement of PGL's current IT systems, specifically Recruitment, Human Resources and Payroll. CCL was advised that these systems were no longer seen as a long term solution to support the current working practices and, more importantly, the future perceived changes to working practices and increasing legislative and regulatory compliance issues.

PGL required advice and support to assist in the process of specifying and selecting a new computer system to better support the business. As PGL had already established an in-house project team, CCL enabled the Project Manager to precisely tailor the level of consultancy support which was considered necessary at each stage of the project.

CCL began the project by interviewing key members of the PGL project team in order to get a clear picture of the company history, current situation, use and challenges of the existing systems and plans to growth the business.



It was observed that the existing systems were not integrated and therefore somewhat inflexible for the administration of PGL's increasing complexity processing payroll requirements. It was also established that due to existing system inefficiencies, that a large percentage of HR administration was having to be supplemented outside of the system by line managers, each to their own mode of operation, using standard desktop tools and/or paper systems. Within the payroll system, security was not sufficiently granular to match recent changes in standards for data protection.

Using the identified gaps in the existing systems ability to support the current operations in combination with desired operational improvements to move the business forward, CCL consultant Andy Dawson prepared a structured prequalification questionnaire which was sent out to a range of potential suppliers. The responses to the prequalification questionnaire were evaluated by Andy and the PGL team to narrow down to a shortlist of suppliers that were invited to present their proposed solution to PGL.

CCL consultant Andy Dawson provided a detailed brief to the project team and advised them on the best approach to take throughout the selection process. CCL's advice and guidance throughout the project enabled PGL Travel to evaluate and select the most appropriate product for their needs.



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