

Otis chooses MicrOpay Meridian to elevate its Payroll and HR



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Elizabeth Harrison, Director Human Resources, Otis Elevators Australasia



Otis

A United Technologies Company

Otis is the world's largest manufacturer of elevators, escalators and moving walkways.

The company employs close to 63,000 employees worldwide, with more than 2.1 million Otis elevators in operation across the globe. In Australia, Otis employs approximately 1,400 staff.

Otis is renowned within the industry as an innovative and dynamic player, especially in the development of environmentally sustainable elevator technology.

Since it was established 150 years ago, the company has grown exponentially. Over time, this placed significant pressure on its payroll and HR operations, particularly in regional arms including the Australian business.

Otis needed to upgrade its payroll and HR capabilities in Australasia to manage this growth and ensure future viability of the organisation.

The challenge

Otis had used Sage MicrOpay since 1994 and, while the organisation was happy with the software, it recognised the need to migrate to an upgraded solution that would provide 'best of breed' functionality and scalability to support the thriving business.

Otis' staff work under a variety of workplace arrangements so it is essential that Otis' payroll system is reliable, intuitive and can be easily configured to changing needs.

The Australasian arm of Otis covers both Australia and New Zealand operations with different legislative requirements and industrial instruments. This has traditionally been a difficult challenge for payroll staff to manage. It was agreed internally that a single configurable solution with specific capability to support payroll in both countries would eradicate these types of issues.

Otis was also beginning to think about how its payroll systems could be integrated with the organisation's overall HR function.

“We felt the time was right to move from our DOS-based payroll system to something more aligned to our overall technology platform,” said Elizabeth Harrison, Director Human Resources, Otis Australasia.

“It was important for us to have a system that was modern, secure, scalable and able to integrate with our existing Microsoft Windows environment.”

Otis' requirements for a system that could integrate with its existing business applications and allow for records to be stored permanently also had a legal rationale behind it.

Objective

To upgrade to a 'best of breed' solution that could integrate with existing business applications, as well as integrate with Otis' overall HR function.

Solution

Migrate from MicrOpay Payroll Manager to MicrOpay Meridian which will enable Otis to achieve a much higher level of inter-company communication and employee satisfaction, as well as facilitate more comprehensive reporting and planning.

sage MicrOpay

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SMP02/09



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About Sage MicrOpay

Founded in Australia in 1985, Sage MicrOpay is a leading developer and supplier of payroll and human capital management software solutions and services. Acquired by global software company Sage Group in 2003, the company has an iconic status in the Australian payroll software industry.

Sage MicrOpay's products are designed specifically for Australian companies – a crucial factor which ensures its payroll and HR software meet State and Federal tax and statutory requirements. Sage MicrOpay has offices in NSW, Vic, SA & WA as well as a dedicated distributor in Qld and has over 6,000 clients, across a wide range of industries. More than 30 per cent of Australian businesses with between 50 to 1,000 employees use Sage MicrOpay payroll software.

Sage MicrOpay also provides comprehensive professional services and support, which includes; on-line and telephone support, on-site consulting, specialist recruitment, ongoing education courses, payroll outsourcing and related stationery.

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Otis is a wholly owned subsidiary of a U.S. listed company, UTC, and as such is required to be Sarbanes Oxley compliant. Also the size and diversity of the Australasian business created added complexity. This means its payroll processes in particular need to be able to stand up to regulatory scrutiny with complex and detailed financial records mined and made available at the behest of regulators in timeframes the legacy system couldn't deliver.

Improved and converged functionality

The decision to migrate to MicrOpay Meridian was a complex one. Otis had strict criteria they required the chosen vendor to meet.

Payroll and HR environments are beginning to converge and more organisations are turning to solutions that will help make the employee experience a more positive one as well as assist executives to keep abreast of the needs of their workforce.

Payroll is now very much a part of the HR jigsaw. When faced with changing demands, be they in different parts of the business, different parts of the country or different countries, organisations are increasingly expected to be able to identify and analyse workforce patterns and trends, and align these to the needs of their business.

As a result of this shift, Otis wanted a vendor that would work with them in a collaborative relationship. They were keen to move away from the traditional customer / vendor relationship and create a true business alliance based on trust, openness and a desire to understand the opportunities and challenges for both businesses.

"It was crucial we felt comfortable being led by an established vendor who would understand our business and culture. This was not just a payroll implementation, it was a decision that was going to have repercussions right across our business," said Elizabeth Harrison.

"MicrOpay Meridian impressed us from very early on. We put our brief out to tender and took a detailed look at a number of vendor proposals. The Sage MicrOpay solution was the most compelling as they showed a willingness to work with us, not for us."

"The implementation process is ongoing but we are extremely happy with the level of service and project management from Sage MicrOpay."

"I think it's important to work with people you like and respect and we certainly have that with Sage MicrOpay due to their thoughtful and disciplined approach. We consider Sage MicrOpay a vital part of our team."

The new payroll functionality contained in MicrOpay Meridian will enable Otis to achieve a much higher level of inter-company communication and employee satisfaction.

"Choosing to upgrade to MicrOpay Meridian has been a boost for our organisation and will facilitate more comprehensive reporting and planning which will be a benefit at all levels of the organisation."

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