



OTIS

Otis and Sage MicrOpay take payroll and human resources to a new level

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Elizabeth Harrison,
Director, Human Resources, Otis Elevators

Otis Elevator Company is the world’s largest manufacturer and maintainer of people-moving products including elevators, escalators and moving walkways. With headquarters in Farmington, Connecticut, Otis employs 60,000 people, offers products and services in more than 200 countries and territories and maintains 1.7 million elevators and escalators worldwide. In Australasia, Otis employs approximately 1,000 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 more than 150 years ago, the company has grown exponentially. This placed significant pressure on the payroll and Human Resources capabilities of its Australasian business to support operations in all Australian States and Territories and New Zealand.

Otis needed to upgrade its payroll and employee information capabilities to manage this growth and ensure its employees are free to focus on service delivery to external customers rather than on time consuming manual personnel and payroll processes.

The challenge

Otis had used Sage MicrOpay’s Payroll Manager since 1994. The company was using different versions of the software in its 5 payroll departments across Australia and New Zealand.

The time consuming manual processes that surrounded the different payrolls was frustrating for both employees and managers and out of step with Otis’ commitment to technology leveraged process improvement. To provide a solid and smart foundation for the management of employee information and to improve payroll management and processing efficiency, Otis decided to upgrade its payroll software across the entire business.

To meet company and legislative reporting requirements, such as Sarbanes-Oxley, Otis required a solution that enabled centralised management and reporting of the entire payroll function across its Australia and New Zealand business.

Given the different and often conflicting payroll and Human Resources requirements of the two countries, the solution needed to be highly customisable.

Otis also required a payroll system that could be integrated with the organisation’s existing and planned Human Resources and business applications, enabling employee records to be centrally stored and accessed and facilitating the development of on-line workflows for key processes.

The solution

As an international organisation, Otis engages in a robust tender process before signing with suppliers. After reviewing outsourced and in-house payroll solutions from a variety of different vendors, Otis selected Sage MicrOpay’s Meridian payroll solution.

It deployed Sage MicrOpay’s Meridian payroll software with several additional modules, including New Zealand Payroll, General Ledger, Report Writer and Employee Self Service.



Otis was keen to move away from the traditional customer/vendor relationship and create a true partnership based on shared culture, trust, openness and a desire to grow with the business.

“With MicrOpay, from the outset there was a sense we were starting on a voyage together,” said Elizabeth Harrison, Director Human Resources, Otis Elevators.

“MicrOpay’s Meridian solution was an easy choice. The user interface is extraordinarily easy to use for both payroll and casual system users alike and the in-built reporting functionality is very detailed.

But it was the quality of MicrOpay’s implementation methodology and training, their people and their service that made them really stand out from the pack.

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According to Elizabeth, it was crucial Otis felt comfortable being led by an established vendor who would understand its 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.

Seamless implementation and service excellence

The implementation of a new business system must be managed carefully to ensure the business receives it well and disruption across the organisation is minimised.

“MicrOpay’s project management skills and expertise during the implementation, particularly when we were short of a project manager, were outstanding,” said Elizabeth.

MicrOpay provided comprehensive training to Otis staff, ensuring everyone was comfortable with the software and confident they could use it.

“The ongoing support has been excellent. Everyone at the support desk is well briefed on our particular needs. The time invested by MicrOpay to understand our business and our unique requirements has been impressive and the service first class.

“We really enjoy being MicrOpay clients.”

Advanced reporting and easy-to-use interface

The easy to use interface and reporting systems mean for the first time Otis’s Human Resources and Commercial Managers can easily access and comprehend critical payroll data, enabling more efficient workforce management.

“It’s a modular system that can be configured to meet the information requirements of a range of different users. You no longer have to be a payroll specialist to access and comprehend payroll data,” said Elizabeth.

Otis’s Human Resources team members now have immediate access to up-to-date payroll data for all employees in both countries, such as salary and leave histories as well as service and age profiles. This enables them to efficiently and proactively manage employee compensation and benefits, identify and address trends and patterns in leave taking, and proactively support workforce planning to address age and service trends, effectively positioning the organisation to meet changing business requirements.

“MicrOpay Meridian provides us with the tools to facilitate more comprehensive reporting and planning that will benefit all levels of the organisation. At the end of the day, Otis is in the business of delivering exceptional customer service to our construction and maintenance customers. MicrOpay Meridian has allowed us to remove many manual processes that consumed time and energy that is now much better spent on those customers.”