

Wests Ashfield Leagues Club Powers up Payroll



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Regan Stathers, IT Manager, Wests Ashfield Leagues Club

Wests Ashfield Leagues Club is one of the largest registered clubs in Sydney, employing more than 200 staff across areas such as gaming, dining and functions.



The Club's payroll team is responsible for ensuring the accurate and timely payment of salaries to each member of staff and assisting with data processing for HR functions.

“The payroll system is critical to the smooth running of the Wests Ashfield Club. It's responsible for ensuring the team gets paid the right amount at the right time and that has a significant impact on staff satisfaction,” said Tracy Lennon, Payroll Manager.

Ageing Payroll System Drains Time and Patience

In 2006, the Wests Ashfield Leagues payroll team had been using its payroll software for more than 15 years. During that time the software had aged dramatically. As a result the system had developed bugs that complicated the payroll process and had driven up the

total cost of the system's ownership to unsupportable levels.

There were two key issues that drove the Club to search for a replacement system. These were the existing system's inability to store historical data and the difficulty of integrating new technologies with the system.

By the end of the payroll software's tenure with Wests Ashfield it was also simply unable to accurately produce payroll reports. The payroll team had to rely on two separate versions to complete the payroll process. One version was capable of producing accurate figures e.g. matching the number of hours worked by an employee to the correct wage payment, but was incapable of allowing the Club to process the payments. The second version was incapable of producing accurate reports but was capable of processing the payments.

“It sounds ridiculous but this was the level of complication that the software brought to the Club. For every problem we fixed with the old system, two new problems would arise. The payroll process required at least three hours of IT support time ironing out issues as they arose and helping the payroll team transfer the data. It was very frustrating and very time consuming - a stark contrast to the smooth ride we've

experienced with MicrOpay,” said Regan Stathers, IT Manager, Wests Ashfield.

Wests Ashfield Leagues chooses MicrOpay Meridian

Faced with a payroll system that was wasting the valuable time of payroll and IT staff, the Club began to seek a new solution in early 2006. At a basic level the Club wanted to implement a system that could perform both calculations and payment processing simultaneously. However, the new system also needed to be easier to use for the non-technical payroll staff, easier to integrate with the new technology the IT team were keen to introduce, and needed to offer greater reporting capabilities.

After reviewing payroll solutions from several vendors, the Club chose to deploy the latest payroll solution from Sage MicrOpay - Meridian.

“Working with a well established payroll software supplier was really important to me. Sage MicrOpay had a reputation for outstanding service and that really gave me peace of mind when we went through the selection process,” said Regan.

In 2006 the Club installed the MicrOpay Meridian solution.

Micropay Meridian Case Study:

Wests Ashfield Leagues Club

MM09/07

The Micropay Meridian payroll system immediately fixed the basic problems the Club had encountered with the older software, such as inaccurate calculations of wage payments and the need to run two versions of the software to complete the basic payroll process.

The payroll team found the system easier to use than their previous tools and attributed this to Meridian's familiar Windows environment. This meant the payroll staff required far less support from IT in the day to day use of the system, reducing support calls.

"Since rolling out the Meridian solution the payroll team has reduced the time it takes to deliver payroll by two whole days. Also, the IT team receives a massively decreased level of support calls, giving us in the region of two hours time back per day," said Regan.

He added, "The support we've received from Sage Micropay in deploying our new workforce management and payroll system has been really helpful and has made the integration of the software with our other technologies really straightforward. The team is always informative and accurate."

Self Service Kiosk Empowers Employees and Reduces HR Demands

The IT team used their increased free time to bring in additional tools to serve the business. The first addition was that

of an Employee Self Service Portal from Sage Micropay, called ConnX, which provides employees with almost instant access to relevant payroll and HR data via desktop PCs or a kiosk.

"Since deploying Micropay Meridian the IT team has received at least 50% fewer support calls. The time savings made by reducing support calls gave us the opportunity to concentrate on far more fulfilling tasks, for example helping the company make productivity savings via their use of technology such as ConnX, the Sage Micropay Employee Self Service Portal," said Regan.

Wests Ashfield's Employee Self Service kiosk is now used by more than 200 employees to check their wage payments, update payee details, submit leave requests and check for approvals.

"Previously each of these tasks involved liaison with the payroll and HR team. Without Micropay Meridian's ability to seamlessly integrate with the other elements of our Workforce Management system the team would still spend large chunks of their day answering phone call queries about basic matters," said Regan.

He added, "Not only has it allowed us to utilise new technology such as the Employee Self Service kiosk, but it has massively reduced our total cost of ownership for the entire system."

Micropay Meridian Saves Time and Boosts Reporting Accuracy

The Meridian system has also enabled the team to deliver better reports to management. The previous system struggled to store accurate historical reports on wage payments and their matching rosters. It could only keep work roster information until the payroll for that period of work was processed. The new system can store data from each payroll period for an unlimited time frame.

"The team can now easily run off reports to allow comparison and analysis on the data – something the management team were keen to access to ensure employee numbers and pay was optimised to deliver the best margin to the business," Regan said.

"The Micropay payroll system is incredibly stable and that's important to the success of our business and the happiness of our employees. After all, being paid correctly and on time is a reasonable expectation!" he said.



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