



PayGlobal is a fully integrated HR/Payroll solution and is a one stop shop for managing and reporting on your people.



Nadia Lake
Group Payroll Manager
Compass Group Australia

Compass Group Australia

PayGlobal has provided process improvements, cost savings and a central information repository

Company Size

Compass employs over 11,000 people in approximately 600 sites across Australia and 3,000 across New Zealand.

Challenge

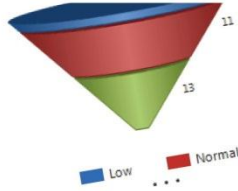
Prior to implementing PayGlobal, Compass's Payroll department managed employees from multiple companies, each with separate databases. Compass also processed Payroll from two departments, based in Sydney and Perth, who were faxed timesheets on a weekly basis from various employee sites across Australia. This admin laborious process not only required several payroll staff to manually enter every timesheet into their separate databases, but often resulted in data entry errors and reporting delays.

Contrasting interpretations of over 100 State and Federal awards, EBAs and AWAs further contributed to payroll disparities. As there wasn't a single platform to interpret award conditions, employees were often subjected to different working conditions at various sites – even if performing an identical role or shift.

Solution

In 2001, Compass initially installed Payroll and Time and Attendance modules, to immediately improve the processing of timesheet information and reconciliation. As all of Compass's sites were already PC and internet-enabled, PayGlobal's simple timesheet entry tool allowed sites in very remote areas to submit their timesheet data with ease.

PayGlobal was also the only solution that could automate the award interpretation for the 100 or more awards, EBAs and AWAs relevant to Compass employees. Eliminating the need for payroll to manually check what award each staff member is associated with and introduce a single, consistent interpretation of all conditions across the entire company.



Company:

Compass Group (Australia) Pty Ltd

Solution:

PayGlobal

Industry:

Hospitality

About Compass:

Compass is one of the country's largest dedicated foodservice companies. Compass operates on contracted client sites that vary from restaurants and sporting stadiums, to staff canteens on mine sites and defence sites. Their operations are now available throughout Australia, New Zealand, Papua New Guinea, East Timor and Asia.

"One of the biggest advantages of choosing PayGlobal was its ability to interpret our various employee award conditions. This alone has saved our payroll department and astronomical number of hours per week in processing."

Satisfied with the solution, in 2005 Compass expanded their PayGlobal software use to include Rostering and HRSS (Human Resources Self-Service). With these additional modules seamlessly integrated into the existing solution, Compass was able to produce accurate staff and budgetary forecasting on a site-by-site and company-wide basis.

Outcome and Benefits

Since implementing PayGlobal, Compass has revolutionised their payroll process and reduced 5 staff, now operating from one office in Perth. Moving forward, Compass has recently employed a System Administration Manager and separated the Payroll Team into Transactional Payroll Processing and Payroll System Development. This way the Payroll System Development team can continue to rollout the Rostering functionality across the entire employee base, who all currently use PGSS to manage their leave application online and eliminating the need to print payslips.

"By expanding HRSS all staff, we will no longer need to print payslips for our employee base of 11,000 people. We predict that this service alone will save us approx \$200K in printing/consumables and postage. It is another reason why PayGlobal is a valuable commodity for Compass Group."

ROI

"PayGlobal has provided process improvements, cost savings and a central information repository that provides easy access to all HR/Payroll related information. These improvements have allowed for a reduction in the number of staff in Payroll and relieved phone traffic from the payroll team, on employee related issues."

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