

# Case study

## Government of Samoa



### The Challenge

Following reforms, the Government of Samoa decided the Public Service Commission needed to transform the way it operated.

Previously, each Ministry had its own system for managing Human Resource functions, which mostly were manually recorded, providing colossal problems in terms of efficiency, accuracy and procurement.

A centralised Human Resource system was critical for the Government of Samoa to gain consistency, achieve cost savings and make the Human Resource function simpler to manage.

### The Solution

TechnologyOne was engaged to implement a fully integrated, enterprise-wide solution across all 16 Offices. This was the largest implementation of TechnologyOne's Human Resource & Payroll (HRP) solution.

The Government of Samoa chose TechnologyOne due to long-term security guaranteed through having one vendor that offered a centralised, sustainable Human Resource system.

### The Outcome

TechnologyOne Human Resource & Payroll has enabled the Public Service Commission to perform its monitoring and evaluation role with ease by replacing shadow systems and making all online records and data available 24/7, providing transparency across all departments.

By having all HR information in a central system, efficient and effective service is provided to all stakeholders, and costs associated with maintenance and infrastructure have been reduced. TechnologyOne's enterprise-wide solution has assisted the Government of Samoa in realising its vision of centralising shared solutions and ICT governance.

### Government of Samoa at a glance

13 Ministries

3 Constitutional Authorities

2800<sup>sq</sup> kilometres

180,000 population

Over 6,000 employees

The Government of Samoa has 13 Ministries and 3 Constitutional Authorities, which oversee an area of 2800km<sup>2</sup> and a population of more than 180,000 people. Its Public Service Commission is the central agency for Human Resource Management and Professional Development in the Public Service.

### Solution

TechnologyOne Human Resource & Payroll

“The solution also provides up-to-date and reliable data, which allows us to make informed government-wide decisions quickly at the press of a button. It is now easier to manage compliance and streamline our auditing capabilities,” Mr Talatalaga Mata’u, Commission IT Manager.

### Software key to organisational unification

Whilst the Ministry of Finance already used TechnologyOne’s Financials and Payroll systems, the biggest challenge that the Government of Samoa faced was data cleansing before transitioning each legacy system across.

“Our main task was to transfer up-to-date data from paper records to the new electronic system and ensure we took advantage of its capabilities to enhance processes and procedures,” said Talatalaga Mata’u, Commission IT Manager at the Government of Samoa Public Service.

With strong commitment and buy-in of all users and management throughout the entire project phases, the Government was able to achieve the seemingly impossible. It has already realised many benefits and sees huge potential down the track.

### Key benefits and moving forward

The Government of Samoa has seen massive time savings after implementing TechnologyOne Human Resource & Payroll solution. As a result they have been able to up-skill staff to manage larger scale projects, and implement a unified performance appraisal system and better resource management.

“At a department level, we can now provide quick and efficient reporting, with specific alerts in place for each activity requiring immediate attention, and all position details and personnel information is managed in one central, online system,” Mr Mata’u said.

The Government of Samoa is now moving towards what other developed countries are using in terms of using technology to centralise and share systems, and increase transparency.

TechnologyOne has recently announced its enterprise suite is now available on the cloud, opening up endless opportunities for other organisations in isolated regions.

### About TechnologyOne

TechnologyOne (ASX:TNE) is one of Australia’s largest publicly listed software companies, with offices across six countries including each state and territory of Australia, as well as New Zealand, the South Pacific, Asia and the United Kingdom. For 25 years, we have been providing powerful and deeply integrated enterprise software solutions that are used every day by more than 1000 leading corporations, government departments and statutory authorities.

TechnologyOne’s mission is to provide our customers with solutions that transform their business and make their working life simple. We do this by embracing new technologies, building innovative products and delivering outstanding services. Our philosophy is to ensure simplicity for our customers by providing deeply integrated enterprise software that is incredibly easy to use, yet powerful. We are focused on participating in only seven key markets; government, local government, financial services, education, health and community services, utilities and managed services. With our commitment to these key markets we develop, market, sell, implement and support preconfigured enterprise software solutions with the TechnologyOne difference - the Power of One - One Vision. One Vendor. One Experience.

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