The Salvation Army New Zealand

The Challenge

The Salvation Army New Zealand, Fiji & Tonga Territory retains some 3,300 employees and officers. Running seventy disparate payroll systems, there was an urgent need to consolidate these different systems to deliver consistency, centralisation and currency. However, their diverse needs in the delivery of services, and complex legislative compliance requirements could not be met by many contemporary payroll systems.

The Solution

After much consideration, The Salvation Army has entrusted its payroll and human resources management to TechnologyOne's Human Resource & Payroll solution.

TechnologyOne was chosen due to the system's versatility, flexibility and cost effectiveness.

The Outcome

Consolidating seventy small payroll offices using three different computer systems, TechnologyOne's Human Resource & Payroll solution offered The Salvation Army a single state-of-the-art payroll system that meets all its legal and reporting requirements. It is also able to interact with the organisation's human resources database at a number of levels, to better manage the highly complex requirements of The Salvation Army's diverse workforce.

The Salvation Army, New Zealand at a glance

3,300 employees and officers

200 locations

originated in NZ in **1883**

helps more than **140,000** people

The Salvation Army has a long history of evangelical, social and charitable work, bringing the Christian message to the needy by meeting their physical and spiritual needs.

Solution
TechnologyOne Human Resource & Payroll

technology**one**
Transforming business, making life simple

> "Overall it was a very successful project and we are extremely satisfied with the outcome. However the glory can be shared by TechnologyOne due to their commitment to meeting our complex requirements."
>
> Paul Geoghegan, Human Resources Manager

Background

In New Zealand, The Salvation Army provides assistance to the poor and needy in the form of welfare, addiction counselling, accommodation services, employment training, court and prison services, adventure training and agricultural scholarships.

Enormous challenges were presented by earlier payroll systems. Seventy independent payrolls were run using three different payroll systems. With a complete lack of integration, a number of systems were paying only one or two people, while the largest paid more than 950 people. Some pay cycles were weekly and others fortnightly, some people were on wages, while others were on allowances. In the most extreme cases, some people were required to be paid at three different rates for different types of work in a single day. The complexities of statutory and administrative requirements led to a constant need for training for the many payroll operators. It also made for cumbersome, time-consuming reporting tasks.

Human Resources Manager Paul Geoghegan had other ideas. His vision was a state-of-the-art, centralised payroll system that would provide managers with effective, user-friendly pay processes and personnel records at the click of a mouse. Paul also wanted to collect reliable, user-friendly statistics of staff numbers, remuneration costs, labour turnover, remuneration, health and safety, training and superannuation. Finally, the solution needed to be sufficiently adaptable to cater for the present and future changes to New Zealand payroll legislation.

A state-of-the-art, centralised payroll and human resources system

TechnologyOne delivered a Human Resource & Payroll solution that is regarded by staff as being of exceptionally high quality, with a less than one percent error rate. It was delivered under budget, and within a reasonable time frame given the modifications required. The additional cost of staffing the payroll unit has been offset by savings achieved in the field.

The solution meets all The Salvation Army's requirements of a payroll system – one centralised system with a payroll bureau, all pays are now made fortnightly and on month end, and legislative requirements are significantly easier to meet. A tested payroll disaster recovery solution is also in place.

Mr Geoghegan attributes a number of key business outcomes to the implementation of TechnologyOne's Human Resource & Payroll solution, including:

- ✓ Minimised the array of human resources systems in operation and associated risks of using multiple systems
- ✓ Production of timely, relevant, accurate human resources information
- ✓ Access to critical personnel data to inform decision making and effective management
- ✓ Direct and real time access for managers to human resources information
- ✓ Elimination of duplication of effort
- ✓ Replacing local stand-alone systems
- ✓ Better management of personnel costs
- ✓ Centralised bureaus of human resources systems expertise
- ✓ Integration with other business systems in use by The Salvation Army

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