



ramco

**NEW ZEALAND'S LARGEST
TELECOMMUNICATION &
DIGITAL SERVICES COMPANY
TRUSTS RAMCO**

BACKGROUND

Sometime in 2018, New Zealand's largest telecommunications and digital services company realised that though they assisted their clients to digitally transform their own employees' experience with payroll was anything but digital. This leading telephone and mobile network in the ANZ region, with services across broadband, entertainment media and cloud computing, were faced with the predicament of modernising payroll. And so the journey started in 2019 to digitise their operations and drive payroll modernisation, and they chose Ramco HR & Payroll.



KEY BUSINESS NEEDS



Provide superior employee experience and empower them through automated payroll application



Accurate and compliant payroll technology



Eliminate manual efforts that use up the employees' time and skills



Replace a 15-year-old legacy payroll application with a modern, comprehensive, compliant cloud payroll platform with intuitive mobile apps

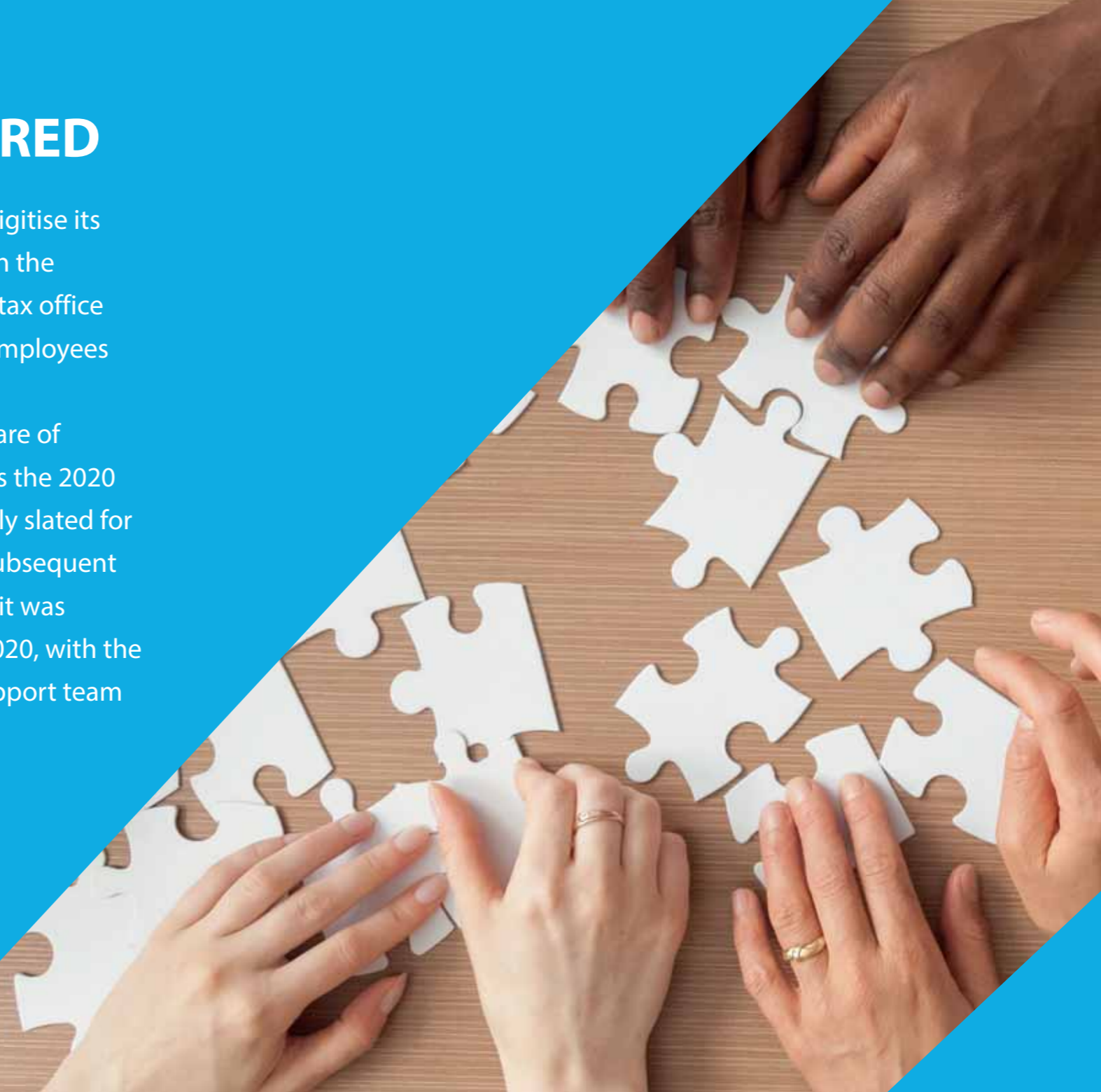


Resolve data issues that were caused by the legacy systems which provided inaccurate data at times

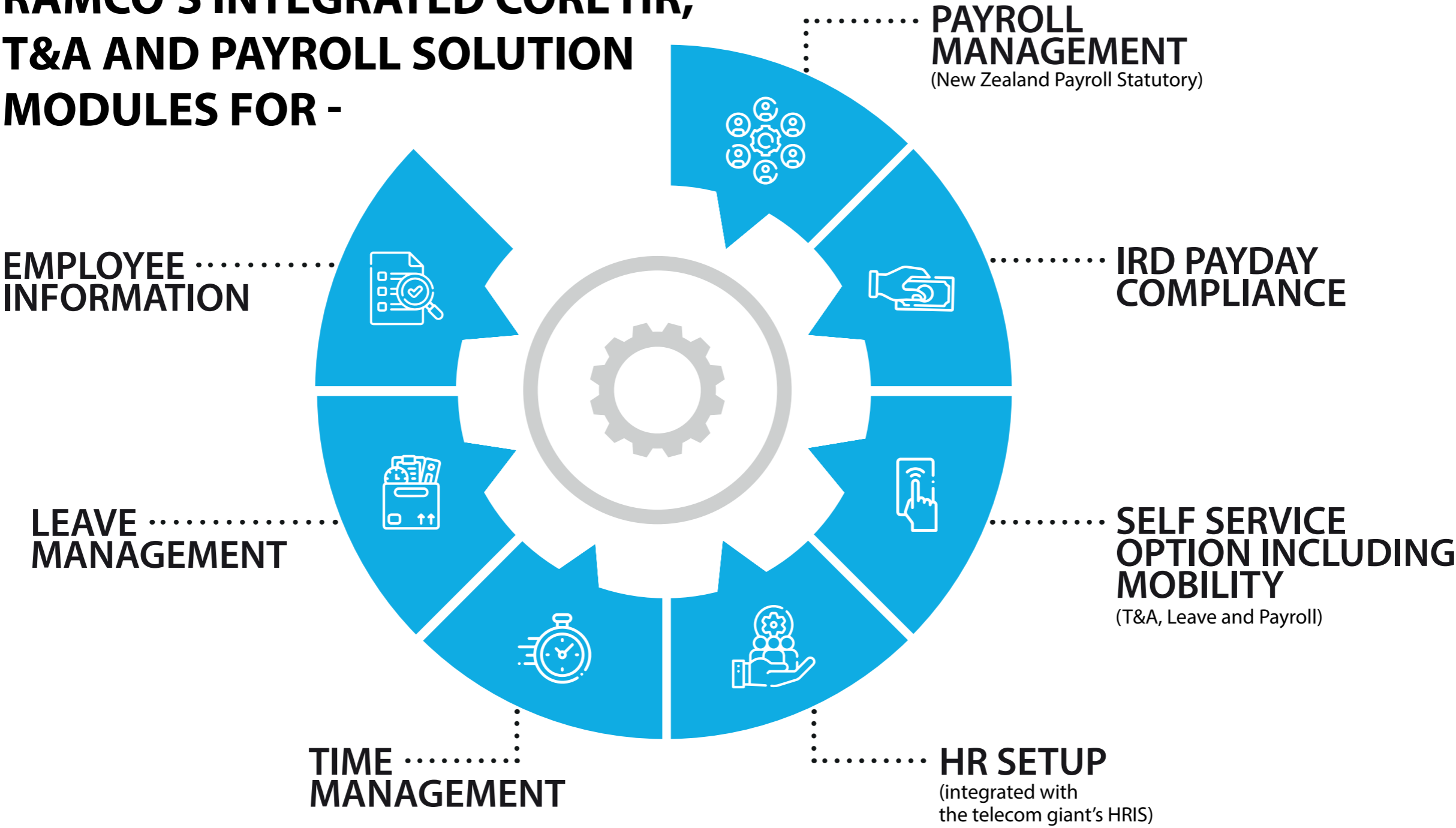
SOLUTION OFFERED

Ramco helped the telecom giant digitise its payroll operations and comply with the region's payroll statutory and new tax office filing requirements for its 5,000+ employees spread across ANZ.

The implementation had its fair share of challenges, chief among which was the 2020 pandemic outbreak. Though initially slated for April 2020, the outbreak and the subsequent lockdown delayed the go-live. But it was successfully achieved by August 2020, with the project handover to the Global Support team by November 2020.



RAMCO'S INTEGRATED CORE HR, T&A AND PAYROLL SOLUTION MODULES FOR -



Telecom giant's HRIS remains the source of truth for the organisation's master data and employee information. That is now integrated with Ramco's solution to update the organisation's master data and employee information details which are required for T&A and Payroll processing.

Acknowledging the benefits of the solution, we have taken a considerable amount of burden off our payroll team and they can now develop their knowledge, participate in different functions across payroll team rather than just doing data entry and processing.



KEY BUSINESS BENEFITS

The actual time to produce pay was slashed from 3 to less than 2 days.



One stop solution for Time & Attendance and Payroll. Previously this was either manual for some or a separate system. This provided a much more coherent flow of data and significantly decreased the time to do each transaction by over 50%.



Provided a real time fully synchronised data flow from SAP HR to Ramco. Each new hire or update would take only seconds to be updated in Ramco. This provided them with a lot of comfort in knowing the payroll was fully synchronised.



Increased employee efficiency through ESS. Previously self-service was limited to certain functions and did not provide a good user experience. By having an intuitive easy to use ESS and MSS, the user experience and quality of data improved.



Overall automation of transactions such as Purchase Leave and Leave Encashment (and many others). Previously these were mostly manual steps and calculations, these became almost fully automated, significantly reducing the effort by the payroll staff and decreasing payroll preparation time by 30%.



The solution available on desktop systems as well as mobile devices offers access to functions like overtime booking, payslip information, etc. among employees anywhere, anytime.



Ramco HR & Payroll helped in upgrading the in-house legacy systems to a modern, automated and innovative Payroll technology, which also resulted in the creation of clean data.





Ramco has provided an outstanding user experience for the employees – be it with the desktop applications or the mobile apps. Employees now can access information like payslip details or book overtime anytime, and anywhere. We are also glad that we have a payroll product that is moving with the times, innovative, and making changes based on customer needs.

- Testimony by Payroll Technology Lead



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<https://www.ramco.com/products/payroll/>

