

Customer Case Study

▶ AUCKLAND UNIVERSITY OF TECHNOLOGY (AUT)



COUNTRY:	New Zealand
REGION:	Auckland
INDUSTRY:	Education
EMPLOYEES:	2,800+
MODULES:	HR + Payroll + Rostering + Self-Service + T&A



- Increased accuracy through automated payroll processing
- In-depth reports for informed HR decision-making
- Functionality and flexibility at an affordable cost
- Responsive customer service aids payroll processing



AUT is a leader in the tertiary education sector and one of New Zealand's newest universities. Its branding is 'The University For The Changing World.' AUT likes to 'practice what it preaches' so chose PayGlobal because of its ability to adapt and keep pace with the dynamic payroll and human resources environment.



Customer Case Study

▶ | AUCKLAND UNIVERSITY OF TECHNOLOGY (AUT)



AUT has over 2,800 full- and part-time staff assisting 26,000 students every year. It has complex leave and contractual conditions. It was using the Prophecy Payroll System but needed a process that allowed it to obtain more HR information for decision-making.

Jean Avery, previous HR Manager, said “The main reason we decided to look for an alternative solution was so that we could obtain more human resources information for informed decision-making. Our previous system did not provide us with the flexibility that we needed to take us forward into the future.”

AUT had a tight budget for complex requirements. It was interested in partnering with a provider which had industry experience. AUT wanted a solution that was easily modified, could integrate with third-party software, and had user-friendly reporting tools, a single integrated database, and an intuitive user interface.



Being a tertiary institution, the next step for AUT was to follow the traditional process of advertising and asking providers to show their interest by responding to a Request for Information. It received over 30 applications and went through a thorough evaluation process to arrive at what it saw as the top three providers.

Ultimately, AUT selected PayGlobal for its functionality, flexibility and price as well as its ability to carry the university into the future.

In particular, PayGlobal proved that it had the ability to automatically manage AUT’s extremely complex leave and contractual conditions, which are prevalent in the education sector.

AUT was originally only looking for a combined payroll and HR system. Upon reviewing PayGlobal, AUT decided that PayGlobal Time and Attendance (T&A) and Self-Service would also be of great benefit.

T&A would help it effectively manage the waged employees who worked flexible hours. Self-Service would allow employees to access and make changes to their own information whilst also providing managers with better management information, thereby enhancing their skills.

Implementation was done in stages so AUT could spread its cost and had more time for complementary processes to be developed.



Customer Case Study

▶ | AUCKLAND UNIVERSITY OF TECHNOLOGY (AUT)



BUSINESS
RESULTS +
RETURN

AUT says it quickly found major benefits in the form of time savings, increased accuracy through automated payroll processing, access to a wealth of information to make more informed managerial decisions, and being implemented within budget. This was vital because universities have limited budgets. The responsive customer service aids payroll processing as when there is a problem, it doesn't hold up admin staff for too long.

“In terms of the customer service that I have received from PayGlobal and continue to receive, I'd have to say that I really couldn't fault it. They're very, very responsive and I've received all the help I could possibly ask from a provider,” Jean says.

AUT and PayGlobal continue to work together to develop this innovative tool to effectively manage people within its organisation.

“I feel very confident that we can go to PayGlobal at any stage to talk through our future plans and know that we'll be working together in partnership to see these through to fruition,” Jean says.