

# MYOB PayGlobal

Client Forsyth Barr | Location NZ  
Product MYOB PayGlobal | Industry Financial Services



## Forsyth Barr invests in MYOB PayGlobal

Forsyth Barr is a professional firm providing a full range of investment options including sharebroking, portfolio management, research and investment banking services. Investors have put their trust in the New Zealand owned firm for over 75 years. During this time, the company has grown; so much so, that Forsyth Barr outgrew the payroll system it had been using for many years.

### Problem

#### Payroll system is a bust

To save processing time, Forsyth Barr made the decision in late 2009 to change payroll providers. The payroll provider the firm chose was a relatively new company. Despite this, the provider promised Forsyth Barr the payroll solution would meet all their requirements.

According to Forsyth Barr's Human Resources Manager, Lisa Smith, says "From the very first live pay run, we experienced processing problems. There were issues with the integrity of the data and the system setup. After more than two years and countless attempts to sort the issues with the provider, we had totally lost confidence in them and made the decision to move to another provider."

Forsyth Barr was in desperate need for a payroll system they could rely upon.

### Solution

#### The right investment

Lisa Smith was familiar with MYOB PayGlobal and knew it was an effective system.

"Given our disappointment with the previous payroll implementation, we were extremely cautious in our decision-making process," she says. "We carried out extensive checks on PayGlobal and were very satisfied with all of the feedback received."

Forsyth Barr was impressed with the flexible reporting options and the ability to open payroll data in Excel. They were also pleased that PayGlobal integrated easily with existing accounting software.

#### Service is an asset

The firm was incredibly happy with the level of service provided by the dedicated PayGlobal professionals during every step of the implementation process. "The sales team responded very quickly to all of my queries and provided detailed costings," Lisa says. "Project managers were very well organised, timed everything to perfection and communicated with me regularly. The consultants were also fantastic to deal with. We have a few unique requirements relating to setup, which the team assessed and quickly came up with solutions. And our account manager is great. He communicates regularly and keeps us up-to-date with any product changes."

## Outcome

### High returns

“MYOB PayGlobal has exceeded our expectations,” Lisa concludes. “The implementation was seamless and we came in under budget! Since we implemented the system, every pay has run like clockwork.”

Forsyth Barr has cut its monthly payroll processing by more than 50%. The Self-Service module meant there was no more time wasted on manually entering leave or timesheets into the system. The ability to export general ledger reports for uploading into Forsyth Barr’s existing accounting system also reduced the time committed to payroll month-end procedures.

“MYOB PayGlobal has exceeded our expectations.”

Before	After
+ Existing payroll system full of errors	+ Effective and reliable payroll system was implemented
+ Unreliable data and system set-up	+ 50% reduction in processing time
+ Lost confidence in payroll provider	+ Solution compatible with current accounting software
	+ Gained a trusted and experienced payroll partner