



## IHC turns to MYOB PayGlobal for payroll support

### Overview

With over 50 offices nationwide, IHC New Zealand Incorporated is the largest provider of services to people with intellectual disabilities and their families. IHC assists around 1,500 families with family support services including home support and shared care. Approximately 4,000 adults benefit from its residential services, supported living, vocational programmes and supported employment.

Employing approximately 10,000 people, IHC was unsatisfied with its previous payroll system and decided it was time to implement an in-house payroll solution.

### Problem

#### Unreliable system

In 1996, after an extensive research of eight different payroll solutions, IHC chose Frontier's CHRIS. The reason IHC didn't choose PayGlobal, then known as TimeMaster, was because the product was in the process of changing over from a DOS-based application to Windows. "However we couldn't afford to wait and so went with CHRIS, which was already Windows-based," Wayne says.

CHRIS took 15 months to fully implement. IHC was never happy with the reliability of the system and therefore didn't continue to implement the product.

IHC wanted software suited to a large organisation that had a wide variety of services and frequently changing rosters. It also required a payroll system with flexibility and fluidity, allowing for the correct calculation of annual leave as well as easy-to-produce, detailed reports. These were both aspects that had been lacking in CHRIS.

### Solution

#### Choosing PayGlobal

IHC decided to take another look at what payroll systems were on offer. The organisation discovered that all of the products it had researched in 1996 had not moved any further ahead, except for one – PayGlobal (now MYOB PayGlobal).

"We were looking for a solution that could be truly in-house and one that was leading edge in terms of functionality and flexibility. It was also important for us this time to choose a product that was supported out of New Zealand and PayGlobal fitted the bill," Wayne says.

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### Clean bill of health

IHC implemented PayGlobal in October 2001 and immediately noticed the improvements. Wayne says, "When we did the first pay run we could see where we could save a huge amount of time using PayGlobal. Usually, all of Thursday is spent printing our pay slips as well as printing, compiling and mailing out a series of reports to our managers. The printing of pay slips reduced by 20%.

On top of this, the PayGlobal Report Scheduler allowed us to easily email our payroll reports to managers overnight, saving the time in printing and collating as well as the cost of sending out the reports."

Wayne is also enthusiastic about the User Groups, where MYOB PayGlobal users get together to share experiences and brainstorm for future product development.



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### Unparalleled service

The customer service experience has been excellent. Wayne says, "With MYOB PayGlobal we feel that we can go to them with an idea or suggestion at any time and that they will respond to us immediately. We have already suggested a few enhancements to the software and MYOB PayGlobal have either developed these into their solution or have given us reasonable timeframes for doing so. In the end, these product enhancements not only benefit us, but all MYOB PayGlobal clients, and MYOB PayGlobal understand this."

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Before	After
<ul style="list-style-type: none"><li>&gt; Previous payroll system was unreliable</li><li>&gt; Unable to correctly calculate annual leave</li><li>&gt; Difficult to produce detailed reports.</li></ul>	<ul style="list-style-type: none"><li>&gt; Printing of pay slips reduced by 20%</li><li>&gt; Ability quickly handle roster changes</li><li>&gt; Detailed reporting</li><li>&gt; Excellent customer service</li><li>&gt; Ability to email pay slips reduced consumables.</li></ul>