



Payroll, Rostering, & HRIS Replacement Assessment & Recommendation

“The (AMO) team really understood what we were trying to solve for, recognised the internal operational constraints and delivered on our requirements with extraordinary detail and pace. At all times, managing competing stakeholders needs with respect and creating a really easy and open working relationship. Highly recommend for projects, governance and change management work of varied complexity.”

~ Country Director

KEY RESULTS



4 WEEKS

Our expedited review process only took 4 weeks to complete!



40

Independent high-profile vendors were assessed for suitability.



25% ↓

The chosen solution came in at 25% under proposed budget.



ACCEPTED

The analysis and recommendation received overwhelmingly positive feedback and was accepted with no further changes.

COMPANY OVERVIEW



This organisation is a chain of health clubs in South Africa, Botswana, Namibia, Italy, Australia, Singapore, Thailand, and the UK. The chain has continuously grown, having recorded 350,000 members in 2002. The Australia arm has seen significant growth and now has 11 clubs.

THE PROBLEM



This organisation's branch in Australia underwent significant growth over 18 months that impacted their business with specific focus on the following areas:

- **Rostering:** complex roosting requirements for varying employee types (full-time, part-time, class-based contractors, etc. as well as time and attendance logging)
- **Payroll:** including employee/manager self-service for storing previous pay slips and updating payment details, pay runs, etc.
- **HR Services:** covering employment lifecycle, eLearning, career, and performance management functions

Whilst existing and predominantly manual processes worked, they were becoming lengthier and overburdening as the organisation grew.

OUR CHALLENGE

- Review existing challenges around payroll, roosting and HRIS processes to identify gaps and opportunities
- Undertake a market scan of leading providers, assess and provide a shortlist of pre-screened providers and undertake a capability alignment exercise

PROJECT OVERVIEW



For the project, we were asked to provide:

Organisation

Market Analysis

Assessment

Review



THE SOLUTION



Using an adapted version of the AMO Way®, we commenced a detailed assessment of functional and non-functional requirements of the prospective solution, as this would later be used to scan the market for options and develop an assessment scope for Vendors. Our assessment additionally looked at the internal processes and constraints that may prohibit this organisation from selecting a particular solution as well as other global instances in use in other regions. We provided a final shortlist of 11 prospective technology providers that would meet one or more of the organisation's needs. After successful demonstration of each of the vendors and performing a couple of additional inquiries/receiving additional sales presentations, etc. with key information, we were able to perform a final analysis.



THE OUTPUTS



- Overview of the Functional and Pricing Scoring System (used to score Vendors)
- The final shortlist based on their scores for each function
- Justification for final shortlisting for each vendor as well as justification for recommended descoping
- Value to Cost matrix (visual representation of vendor shortlist)
- Pros and Cons identified in each platform
- Recap of the initial requirements
- Pros and Cons identified for each vendor platform
- Cost profiles for the shortlisted vendors (detailed licensing, operational, support, implementation, etc.)
- Considerations, Risks and Issues likely to occur as part of the project
- Recommended approach and next steps for kicking off the next phase of the project

THE RESULT



Virgin Active Australia team proceeded to use the recommendations and guidance provided by AMO to move forward with their desired solution. As a result, they were able to identify cost saving opportunities and a clear and stable path for them to move forward with their growth strategy, leveraging our outputs as a key enabler to their success.

1

Clear Strategy & Advice

Feedback from the client was that the analysis and recommendation was clear and gave direction on next steps and swiftly approved.

2

Executive Endorsement

Received recognition and endorsement by C-Level and other executives on strategy and roadmap

3

Adoption

We were advised shortly after acceptance that they moved forward with our recommendation.