

CASE STUDY

# AC Whalan streamlines payroll processing and saves time and money with Access Definitiv



## Background

In 1939, Arnold Clement Whalan established Whalan & Co Pty Ltd and began trading in Lithgow. Those days, the business supplied grain and dry feed to the local farming community and the mining industry. A mining industry association began here for Whalan & Co Pty Ltd.

AC Whalan has grown into a leading manufacturer of piping systems for mining, industrial, and civil applications. In 1995 they formed Poletech when they installed and commissioned their first Filament Winding machine. They have since been a market leader in this field.

For over 80 years, the company has provided quality fit-for-purpose products, friendly service, locally held stocks, solutions & advice. Combining the company's philosophy and its team of professionals, they offer expertise and skills second to none. This includes numerous pipeline applications, including design, supply, and installation.

Their head office is in Singleton, New South Wales, with additional sites across New South Wales and Queensland.



Company  
**AC Whalan**

Location  
**New South Wales**

Industry  
**Manufacturing & Sales**

Solution  
**Access Definitiv**

For more information, visit:  
**[theaccessgroup.com/en-au](https://theaccessgroup.com/en-au)**  
or contact us at **1300 288 224**



We were reassured that The Access Group uses Access Definitiv for their workforce management. We are pleased to have moved to Access Definitiv to manage our workforce and streamline our payroll processing. //

Lachlan Armstrong – CFO

Challenge	Approach	Results
<ul style="list-style-type: none"> <li>• Payroll management in an accounting solution was challenging due to manual processing requirements.</li> <li>• Payroll processing inefficiencies due to manual data input and calculations.</li> <li>• No holistic workforce management reporting due to disjointed and manual data input.</li> <li>• Employee self-service was lacking, which increased the administrative burden on managers.</li> </ul>	<ul style="list-style-type: none"> <li>• The initial review highlighted that the current payroll solution was unsuitable.</li> <li>• Met with their Access Group Account Manager and had a demonstration of Access Definitiv.</li> <li>• The conclusion was to move to Access Definitiv for payroll processing.</li> </ul>	<ul style="list-style-type: none"> <li>• Payroll processing is streamlined in-house, less labour-intensive, and time-consuming.</li> <li>• Access to real-time reporting from a single data source.</li> <li>• The mobile app allows employees to self-serve.</li> <li>• A single platform for workforce management.</li> </ul>

### What were the challenges?

AC Whalan used Attaché for payroll and accounting but found it time-consuming and administration-intensive because of manual payroll processes. As the company pays its employees weekly, processing, approvals, and reconciliation take considerable time.

Most of the employees are on a salary, so there was not much data to upload. However, some administrative and manual tasks were required before pay runs. Having a holistic workforce view was also a challenge without a single data source.

AC Whalan wanted to:

- Share data efficiently to streamline manual workflows.
- Reduce the administrative burden.
- Increase self-service and improve the employee experience.
- Offer a mobile app.
- Deliver comprehensive reporting in real-time and a single data source.


### The Investigation and Selection

AC Whalan reviewed how they used Attaché for payroll and accounting and determined their future requirements. They met with their Account Manager at The Access Group to review their options. It became apparent that Attaché was not the most suitable solution for their payroll requirements and future workforce management aspirations.

Following an investigation of possible solutions, AC Whalan reviewed Access Definitiv and had a demonstration of its capabilities. This was to ensure that it met their needs and was the right fit for their workforce. AC Whalan was reassured to know that The Access Group uses Access Definitiv to manage their workforce.


Access Definitiv is an all-in-one workforce management solution that eliminates manual processing and saves time. The opportunity to manage leave and timesheets in a fully integrated payroll application ensures less manual intervention. Employees can request leave, view payslips, and maintain their personal information with an app on their mobile phones.



We did not look at other solutions as we already had a good working relationship with The Access Group. Access Definitiv is the right fit for our requirements. 

Lachlan Armstrong – CFO



All employees enjoy the mobile app and self-serve capabilities to clock in and out and view payslips, all from their mobile phones. 

Lachlan Armstrong – CFO

## The Solution

The CFO and Directors of AC Whalan agreed that Access Definitiv was the best choice. Access Definitiv met all the requirements regarding automation, data collection, integration, reporting, security, and improving employee experience. In the next phase, payroll can be automated further with in-built real-time leave management.

AC Whalan switched to an updated payroll solution and gained:

- Payroll solution that automates the process and eliminates errors.
- A user-friendly mobile app to enhance the employee experience.
- Data sharing with business systems that is effective.
- A time-saving solution that reduces administrative burdens.

Implementing Access Definitiv certainly took more time and effort than expected, but it has transformed the payroll process.

## The Result

Payroll processing with Access Definitiv has reduced administration costs and delivered better reporting while automating payroll, data collection, and data sharing. The mobile app has improved employee engagement, and most employees enjoy the self-service experience for payslips and leave requests.

Access Definitiv has already delivered immense value to the business. AC Whalan is evaluating a phased approach to benefit from more features in the future.

- Payroll processing is streamlined in-house, less labour-intensive, and time-consuming.
- Access to real-time reporting from a single data source.
- The mobile app allows employees to self-serve.
- A single platform for workforce management.

The Access Definitiv mobile app provides employees with a better experience, autonomy, and visibility. A single source of data also saves time and money.



Access Definitiv has reduced administration and streamlined payroll processing, saving us time. "

Lachlan Armstrong – CFO



## We are Access

The Access Group is one of the leading providers of business management software to mid-sized organisations in the UK, Ireland, and Asia Pacific. It helps more than 60,000 customers across commercial and not-for-profit sectors become more productive and efficient. Its innovative Access Workspace cloud solutions transform the way business software is used, giving every employee the freedom to do more. Founded in 1991, The Access Group employs approximately 5,000 people, including 900 in the APAC region.