

CASE STUDY

A workforce management solution that ticks more than the payroll box



Background

Enzen is a leading global provider of consulting, technology, engineering, and innovative solutions to leading businesses, not-for-profit, government and non-governmental organisations with a primary focus on the utility sector. We aim to make energy and water accessible, affordable, and sustainable for all. Enzen Australia is in South Australia and employs approximately one hundred people.

Limited reporting, slow turnaround times, reliance on a third party, multiple sources of information and high costs are the main reasons Enzen Australia started looking for a better way to manage its payroll and workforce.

The challenge was to find a solution that met the payroll needs and integrated with the requirements of people and culture to deliver a holistic and single data source for people management.

Enzen Australian reviewed a number of solutions over a 3-month research phase. The Australian Payroll Association listed Definitiv as a software solution; Enzen Australia engaged in a demonstration of Access Definitiv. Reviewers included the CEO, People & Culture head, and finance team to ensure Definitiv met the requirements.

Bringing payroll and workforce management together, in-house and on one platform, has streamlined Enzen Australia's people management process and eliminated data handoffs.

Enzen Australia has improved the employee experience for all employees by automating the onboarding process for new employees. A single software solution for payroll and people management provides a central repository for all people management data. With less data handling and no third parties requesting data, the in-house operation runs smoothly.



Company

Enzen Australia

Location

South Australia

Industry

Energy and Water Services

Solution

Definitiv

For more information, visit:

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Challenge	Solution	Results
<ul style="list-style-type: none"> • Implement in-house payroll • Reduce payroll processing time • Streamline onboarding for new employees to save time • Secure employee-sensitive data • Centralise data for reporting 	<ul style="list-style-type: none"> • Workforce management solution in-house including payroll • Onboarding via an intuitive app • Mobile app for employees to deliver a better experience and engagement • Cost-effective holistic solution • Single data source for all employee data 	<ul style="list-style-type: none"> • Integrated and streamlined payroll and workforce management software solution • Intuitive onboarding via a mobile app • Self-serve for all employees via a mobile app • Safe and secure data in the cloud • Permission-based access for administrator – payroll and people and culture • Cost-saving solution

The challenge

A new employee's onboarding process is time-consuming, administration-intensive, and requires accuracy to ensure the company is compliant. The entire onboarding process took more than a day. To meet the next pay run, the payroll third party needed to receive the data collected at onboarding within a certain timeframe.

New employee data, such as banking, superannuation, and tax details, was manually shared with the third party, which is a risk factor for any business.

Payroll outsourcing for Enzen Australia was labour and time-intensive, with excessive costs and slow turnaround times.

Enzen Australia sought to:

- Implement an in-house payroll and people management solution.
- Replace manual workflows with efficient, standardised data and processes.
- Streamline payroll processing to reduce time and effort.
- Automate onboarding and deliver an engaging employee experience.
- Increase the security of employee data.
- Centralise data for a single source of truth.

Through the demonstration of Definitiv, Enzen Australia could reimagine its people management to address the requirements of a completely new workforce management strategy.



The mobile app has improved employee experience, provided autonomy and visibility for the business, and enabled cost and time savings for onboarding new employees.

Tara Cooper, Head of People & Culture



With Definitiv, you get more than payroll services; you get a more holistic HR solution, including onboarding, compliance and document storage like job descriptions and contracts.

Tara Cooper, Head of People & Culture



The solution

Definitiv's single source of truth and reporting capabilities led Enzen Australia to choose it over other alternatives. Definitiv is a cloud-based people management platform for medium to large and complex enterprises. Payroll processing is accurate and compliant; the Definitiv Onboarding solution includes real-time payroll data collection from banking, superannuation, and tax information. The data is cleverly collected using the Definitiv app, engaging employees from day one, saving time, and delivering accurate data and reporting.

Implementing Definitiv as the in-house workforce management and payroll solution for Enzen Australia has:

- The self-service app has improved employee experience and engagement.
- Processing payroll in-house has reduced costs and processing time, and all employee data is secure and readily available.
- All employees access the mobile app to record time and attendance and leave requests more intuitively and efficiently, delivering accurate data for payroll processing.
- New employee onboarding is efficient and streamlined, new employees engage before day one on the job, and accurate and secure data is readily available for their first pay run.
- There is now a single source of truth for all employee data across the business.


Overall, Enzen Australia's requirements have been met with Definitiv as it is an accessible, user-friendly cost-effective solution that manages more than just payroll processing.



Onboarding with Definitiv is significantly faster, increases engagement among new employees, and does not waste their time or my time seeking missing documents. 

Katrina Edwards, Head of People & Culture



The system is user-friendly and easy to use. All HR-related information is stored in one place, eliminating the need to store information in multiple locations. 

Katrina Edwards, Head of People & Culture





The result

With Definitiv as its workforce management solution, Enzen Australia gained several benefits.

- In-house streamlined payroll processing. Payroll processing is less labour-intensive and time-consuming.
- Real-time reporting from a single data source of all employees that multiple departments can use.
- With the mobile app, all employees can self-serve.
- The new onboarding process has decreased onboarding time by eliminating paper-based processes and delivering an experience that results in a more engaged workforce.
- Data security and data sharing challenges have been resolved.



Cost savings for the business in people and payroll management. In the first year, Enzen Australia saved **\$14k**, and in subsequent years the savings are predicted to be approximately **\$25k per year**.

It is simple to perform the end-of-pay process with multiple reports available in both PDF and Excel formats.

Katrina Edwards, Head of People & Culture

Definitiv has delivered on employee experience with the mobile app, provided autonomy and visibility for the business, and a single source of data for reporting, efficiency, and cost and time savings.



We are Access

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