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Followmont Transport opts for a true all-in-one workforce management solution

Followmont Transport started as a family-owned business in 1984, initially delivering magazines from a small office in Stones Corner, Brisbane, Queensland. Today, the business express delivers goods all over QLD and NSW, with 1,000+ vehicles and a network of linehaul and local contractors. They specialise in time-sensitive deliveries, including moving cartons, pallets, fresh produce, and special projects, including full loads to rural and regional areas.

Overview

Followmont Transport has a team of almost 1000 employees across 23 company-owned regional depots and a network of local contractors. Their head office is based in Queensland.

Payroll processing, time and attendance were managed in separate applications with a little integration. Due to the separate systems, there was often a requirement to import and export data between systems, adding administration to payroll processing.

Payroll and time and attendance are the current features of Access Definitiv that are used with an outlook to incorporate onboarding.

Company
Followmont Transport

Location
Queensland

Industry
Transport

Solution
Access Definitiv

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> Access Definitiv has allowed us to make some enhancements to our processes during and after implementation to streamline processing and save time.

Lizzie Davis, Payroll & HR System Manager

The Challenges

There are nearly 1000 employees across 23 regional depots to manage and process payroll for. Payroll, time and attendance and HR are all separate systems with some integrations. MicroPay is used for payroll processing, Riteq for managing time and attendance and Oracle HCM for Human resources management, including onboarding.

Ceridian has acquired Riteq, and due to the decommissioning of Internet Explorer, all customers that use Riteq for time and attendance have been asked to move to the Ceridian product suite. Ceridian's product offering was not the best fit for Followmont Transport.

Managing leave and absences was challenging as the employees had no self-serve option or access to their personal data. Payslips were sent to employees via email with a code to access them.

Followmont Transport needed to:

- Find an alternative to manage payroll, time and attendance and integrate with Oracle HCM.
- Limit data duplications and integrations.
- Reduce administration and data handling.
- Offer an intuitive time and attendance solution with facial recognition.
- Offer a better employee experience with a mobile app for leave management and payslip access.
- Deliver a one-platform approach for all managers and employees with a single data source.

> "
> The single source of data in Access Definitiv is extremely valuable to Followmont Transport as we now have access to data in real-time; this was a non-negotiable when we were looking for a new system.
>
> Lizzie Davis, Payroll & HR System Manager
> "

The Investigation and Selection

Followmont Transport went out to market via a tender process, with requirements for both time and attendance and a payroll solution. A shortlist of vendors that offered an all-in-one workforce management solution was researched, and these vendors were approached.

The all-in-one software requirement is to eliminate data duplication, limit integration requirements, and have a single data source from time and attendance to payroll processing – eliminating importing and exporting data, manual handling, and additional administration.

Also, they wanted to offer a better employee experience with self-serve for leave application and approval, employee access to leave balances, and payslips delivered in-app and accessible on the on-the-go.

The Solution

Access Definitiv is the right all-in-one solution for Followmont Transport, as it has streamlined payroll processing, time and attendance and offers a better manager and employee experience.

The integration of Noahface with Access Definitiv allows employees to seamlessly clock in and out by walking past an iPad.

Followmont Transport switched to an all-in-one solution and gained:

- A payroll solution with streamlined payroll processing and integrated timesheet data.
- Time and attendance tracking with facial recognition seamlessly linked to payroll for processing, which reduces administration.
- The mobile app allows employees to access personal data self-service has increased employee engagement.
- Comprehensive real-time reporting from a single data source.
- Opportunity to streamline onboarding in the future.

Access Definitiv is a true all-in-one solution for payroll processing, time and attendance tracking, reporting, security, and employee self-service this is the best fit for Followmont Transport.

The Result

Access Definitiv has helped streamline payroll processing and reduced administration costs. The single data source makes data collection, sharing, and reporting easier. Payslips and leave requests are now self-serviced by employees using the mobile app, improving employee engagement and are less of a burden for managers.

There is no doubt that Access Definitiv has already delivered immense value to Followmont Transport. The next step is to review the onboarding module so employees can manage and access their personal records like bank accounts and addresses.

- Payroll processing is streamlined and less labour-intensive with a single data source.
- Data access is easier for managers.

- Real-time data from a single data source makes reporting easier.
- Employee self-service is a better experience. Payslips, leave requests, and leave accruals are readily available on the go.
- Improved internal processes mean less administration and data handling.
- The opportunity to phase in features allows time to digest and manage change effectively.

The Access Definitiv mobile app gives employees a better experience, autonomy, and visibility. Having one source of data also saves time and money. Followmont Transport will review the onboarding feature to eliminate double data handling and streamline the employee experience.

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