

SUCCESS STORY

# The switch to Access Definitiv improves employee experience and business system compatibility for Westlawn Finance



## Background

Since 1964, Westlawn Group has provided financial services to customers in Northern NSW. The company offers a variety of financial products, services, and advice. Across nine branches in the Northern Rivers region of New South Wales, the Westlawn Group employs approximately 100 people.

Due to internal hardware changes, Westlawn could no longer use Access MicroPay for payroll processing. Access Definitiv was found to be a good fit for Westlawn's requirements by the IT and payroll teams and presented to the CFO and CEO for approval. Westlawn chose Access Definitiv because it offered automation, data collection, integration, data sharing, and a mobile employee experience.

# Westlawn

Company

**Westlawn Finance**

Location

**New South Wales**

Industry

**Financial Services**

Solution

**Access Definitiv**

For more information, visit:

[www.theaccessgroup.com/en-au](http://www.theaccessgroup.com/en-au)

or contact us at **1300 288 224**



The first presentation of Access Definitiv was done with professionalism and answered all our questions to put us at ease to move over to a new solution.

Saminda Essex, Financial Accountant



Challenge	Solution	Results
<ul style="list-style-type: none"> <li>• The current payroll solution is incompatible with business hardware updates.</li> <li>• Implement an affordable, business-compatible payroll solution.</li> <li>• Work with a vendor that offered a comprehensive migration and change management plan.</li> <li>• Offer a better employee experience with a mobile app for self-service.</li> <li>• Implement a new payroll solution that has data-sharing capabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Migration to an intuitive, cost-effective workforce management solution.</li> <li>• Integrated payroll solution compatible with business hardware.</li> <li>• User-friendly mobile app for employee self-service.</li> <li>• Intuitive timesheets and leave application processing.</li> <li>• Cost-effective solution.</li> <li>• Consultative setup and change management</li> </ul>	<ul style="list-style-type: none"> <li>• Implemented a Workforce management solution with integrated payroll and is business hardware compatible.</li> <li>• Delivered a mobile app that is used by all employees and managers to manage timesheets, leave requests, and approvals.</li> <li>• Time efficiency in processing payroll with the better data flow.</li> <li>• Automatic calculation of adjustments - e.g., salary increases back-dated to an earlier date, and the calculation is automatic.</li> <li>• Flexible and scalable solution to suit business needs.</li> <li>• Import journal postings into the general ledger for data integrity and easy sharing – reducing administration.</li> </ul>

### The challenge

Westlawn's challenge was finding and implementing a new payroll solution compatible with the business hardware updates. In addition to being affordable, the new solution would have to be business-compatible and offer a better employee experience.

#### Westlawn sought to:

- Implement a cost-effective solution that integrates with other business systems.
- Improve employee communication and experience with a mobile app.
- Better manage timesheets and leave management.
- Replace manual workflows with efficient data sharing.
- Manage change and adoption within the company for a seamless workflow.
- Save costs by eliminating rework and administration.

Also, a key factor in the choice was collaborating with a vendor that provided well-planned and managed implementation.

### The solution

Westlawn's IT and payroll team researched a new payroll solution, and Access Definitiv met all the requirements. Access Definitiv offers automation, data collection, integration and a better employee experience with the mobile app. Payroll automation is enabled with timesheet and leave management built into the system offering real-time data.

#### Westlawn swapped to a new payroll solution and gained:

- User-friendly mobile app for better employee experience and self-service to minimise administration.
- Efficient and intuitive timesheet and leave application processing.
- Effective data sharing with business systems.
- A consultative implementation and change management.



At a similar cost we were paying before, with Access Definitiv, we now have a better solution for our employees with increased technology, support, and maintenance benefits.

Saminda Essex, Financial Accountant





## The result

Overall, Access Definitiv has delivered a cost-effective workforce management solution that offers a better solution for employees with increased technology, support, integration, and maintenance benefits.

- Payroll processing has been streamlined with the integration of time and attendance, leave, and absence records; the processing is less labour-intensive.
- Employees can complete timesheets, request leave, and update personal information using the mobile app.
- Managers can approve leave and check employee information via the mobile app.
- Having a seamless user experience and sharing data across business platforms saves time.

Investing in Access Definitiv has automated payroll processing, data collection, data sharing, and reduced administration costs. The mobile app offers a better employee and manager experience with intuitive timesheets, leave application processing. Westlawn has a new and improved workforce management solution with their current vendor where service and support are available in Australia.



Professional milestone-driven delivery with weekly communication to keep our organisation informed. The Access implementation team met Westlawn's requirements in a timely manner and ensured the project stayed on track.

Saminda Essex, Financial Accountant



## 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.