

Case Study



Situation/ Problem As a fast-growing, dynamic company, William Buck needed a payroll software that could meet its growth needs, whilst providing its employees with electronic payslip services as well as all the elements of a modern, forward-thinking payroll system.

Considerations William Buck was drawn to ePayroll because it could meet all its requirements, whilst providing a personal level of service and single contact point to answer queries. ePayroll has all the features of the larger systems, but is priced so competitively as to make the decision easy.

Current Services

- ePayroll to pay staff through two separate payment entities
- Staff access to the Employee Self Service (ESS) function within the software

Improvements

- Streamlined payroll processes, reduced processing time and cut down the number of queries by allowing employees to view their payslips online
- Allowed managers to effectively plan their departmental leave and improved processes in leave application

Recommendation? Yes. Give serious consideration to ePayroll, as it provides exceptional value for money and impeccable customer service through a single point of contact.

Other Comments The commitment to research and development within ePayroll should not be overlooked, as they aim to stay at the top of the market for years to come and also their readiness to listen to its customers' needs when developing updates to its software.

Andrew - NSW

 **William Buck**

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