

ROSTERING AND PAYROLL TRANSFORMATION FOR PRIVATE PROVIDER

Client

Innovative integrated medical centre operator

A private health provider, the client is at the forefront of New Zealand's changing healthcare delivery model, as more care is being delivered outside the confines of the hospital. A multi-clinic operation, it operates 24 hours and caters for over 100,000 patients annually.



Challenge

Expensive and time-intensive payroll processing

Taking the cost and hassle out of managing rostering and payroll was a key focus for the client. The complexity of award interpretations and other pay adjustments meant it was a time-consuming process, equating to days of administrative time per week.

Solution

AMS PayShop on-line rostering and payroll

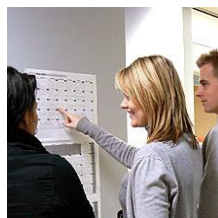
The client wanted a provider with deep health experience, and engaged AMS to review their rostering and payroll process and design a solution to achieve greater automation and make staff engagement easier.

AMS PayShop was implemented, which provides both an online rostering, payroll and HR solution, as well as complete personalised payclerking service. Instead of the kind of re-engineering of rostering processes that can cause major disruption in an intense environment like a health provider, AMS PayShop enabled the client to continue with their existing internal approach, automating it from that point forward.

Outcome

Increased efficiency and reduced cost of rostering and payroll processing, with minimal disruption for the business

The new solution has been a revelation for the client, significantly improving the efficiency of their payroll process as well as achieving direct cost savings. AMS PayShop has taken away the 'pain' of rostering and payroll, says the client, simplified the whole process for them without impacting on the normal practice of line managers.



With the government pushing hard to lower back-office costs like payroll administration and redirect those resources to front line care, the success of this solution is significant, says AMS PayShop Manager Tony Sommers. "Health payroll solutions are very different to those needed for other sectors. Not only are the complexities extraordinary, but the skills and competencies of the people that are being compensated are extraordinary too."

