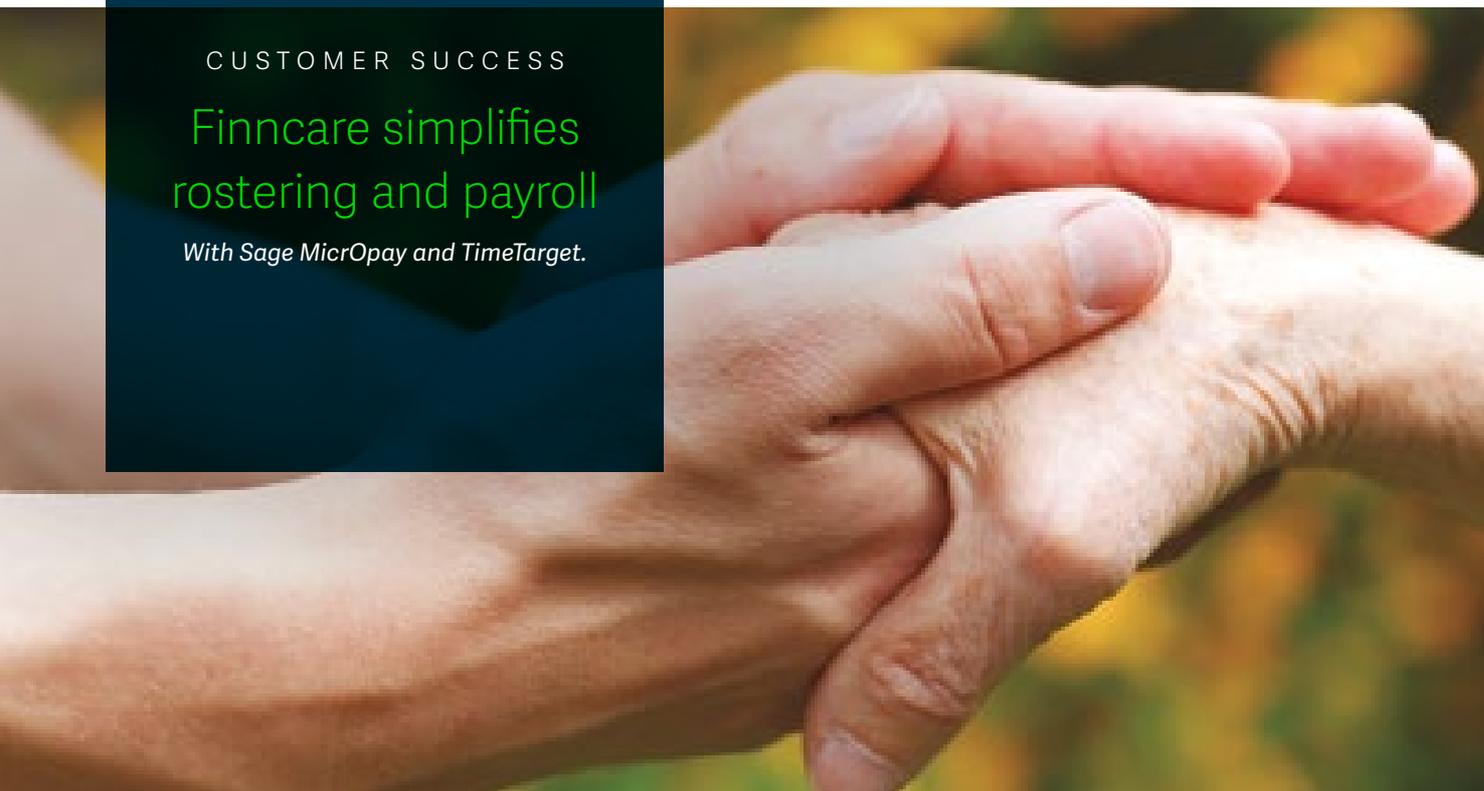**sage**

CUSTOMER SUCCESS

Finncare simplifies rostering and payroll

With Sage MicrOpay and TimeTarget.

Finncare is the only aged care provider for the Australian Finnish community, located in the Queensland bayside suburb of Thornlands. With 120 staff, the non-profit provides a range of care options for its residents, with facilities such as a cafe, coffee shop, and day respite centre.

Challenges

Finncare was looking for a HR and payroll solution that could simplify rostering, automate processes, and reduce the risk of human error.

Carmel Ward, Finance & Payroll Manager at Finncare, said the aged care provider was facing several challenges with its existing system for rostering over one-hundred staff members.

"We had a rostering program where the time and attendance part wasn't really working well. We were using a software solution to pay a hundred-odd staff, but because it required manual updating there was a huge risk of human error with things like over paying people if there was a keying mistake and missing people's holidays if they were not rostered. We constantly had to re-process and correct errors in the payroll, which was extremely time-consuming" said Carmel.

Adding to these challenges, Finncare's rostering wasn't integrated with its payroll system, which meant Carmel had to extract half the payroll information from the roster program, the rest from manual timesheets. Due to consistent human error, payroll was often late or had to be rerun.

Company
Finncare

Location
Thornlands, Queensland

Industry
Non-profit

System
Sage MicrOpay and TimeTarget

Solution

An integrated system for payroll and rostering was key to solving Finncare's problems.

"We needed something that would track leave, something we knew would work where I didn't have to do manual entry. I wanted an integrated system where the time and attendance could just feed straight into the payroll system," said Carmel.

The integrated system Finncare was looking for came in the form of Sage MicrOpay and TimeTarget.

"We chose Sage MicrOpay and TimeTarget because we knew they would work together and integrate seamlessly. They really do work well together," Carmel explained.

"Once everything is approved in TimeTarget, it's really just a matter of clicking a button and it sends the files to MicrOpay. It's a lot easier and not as much manual entry and risk of error."

Carmel Ward, Finance & Payroll Manager, Finncare

Simplifying rostering with TimeTarget

With TimeTarget or their web solution, Humanforce, Finncare's rostering is now far more streamlined, helping save considerable time and effort, said Carmel.

"TimeTarget and Humanforce makes our rostering far easier. Our old system was a log on system and people would forget their password or to log on. With TimeTarget the majority of our staff use a finger vein scan, and a few log on using HumanForce. They just clock on or off, which captures the time and attendance much more accurately. Plus you can see straight away if someone hasn't clocked in on time and who is actually working at any given moment. It's certainly saved us a lot of time" said Carmel.

"It saves us time because we're not having to manually work out rosters – it's all up on a screen. Everything pretty much generates automatically once you set people up. We email out rosters now, so it saves us a lot of time in communicating with staff,' said Carmel.

One of the biggest benefits of TimeTarget, said Carmel, is that it makes assigning shifts to employees far quicker and easier.

"We can use a shift offer system, so when we have someone who can't do a shift or we have shifts available, we can actually text out the available shifts to staff and they can choose to accept them, or it's like a bidding war almost. The whole shift offer function is awesome because we're not sitting on the phone half the day trying to find someone to fill a shift," Carmel shared.

sage

TimeTarget's ease of use is also a significant benefit to Finncare.

"TimeTarget is very easy to use. All award interpretations are done in TimeTarget. Their Humanforce Hub provides a great portal with a lot of webinars and instructions you can download that make it really easy to teach and instruct people. You want something that's simple to use and teach, and I found that with both Sage MicroPay and TimeTarget," Carmel said.

And the seamless integration with Sage MicrOpay helps save time and effort.

"Once everything is approved in TimeTarget or Humanforce, it's really just a matter of clicking a button and it sends the files to MicrOpay. It's a lot easier and not as much manual entry and risk of error,' said Carmel.

"TimeTarget is very easy to use. There's so many programs, so you want something that's simple to use and teach, and I found that with both Sage MicroPay and TimeTarget."

Streamlining payroll with Sage MicrOPay
Providing ease of use and a range of features that automate payroll processing, Sage MicrOpay has helped Finncare boost efficiency and dramatically cut its payroll workload.

"Sage MicrOpay has solved our payroll problems. It's certainly a lot more efficient than how we were processing payroll before. Now anyone in the HR team can assist with payroll, which also means I can free up my time for different priorities. It's also relieved me of what used to be a highly stressful task," said Carmel.

"The beauty of Sage MicrOpay is it's so simple to use and includes features that take SuperStream and salary sacrifice into account, which means we don't have to do this manually. It even handles terminations. As with every new implementation, we had some teething errors – but it was so much easier and faster to handle them on Sage MicrOpay compared to the legacy payroll software we used," said Carmel.

So has Sage MicrOpay with TimeTarget helped Finncare save time?

"Definitely," said Carmel. "Before, we were spending a couple of days processing payroll, now it doesn't even take a whole day – usually we're done by lunch time."

> "Once everything is approved in TimeTarget, it's really just a matter of clicking a button and it sends the files to MicrOpay. It's a lot easier and not as much manual entry and risk of error."

Carmel Ward, Finance & Payroll Manager, Finncare

About Sage

Sage (FTSE: SGE) is the global market leader for technology that helps businesses of all sizes manage everything from money to people – whether they're a start-up, scale-up or enterprise. We do this through Sage Business Cloud - the one and only business management solution that customers will ever need, comprising Accounting, Financials, Enterprise Management, People & Payroll and Payments & Banking.

Our mission is to free business builders from the burden of admin, so they can spend more time doing what they love – and we do that every day for three million customers across 23 countries, through our 13000 colleagues and a network of accountants and partners. We are committed to doing business the right way, and giving back to our communities through Sage Foundation.

For more info, visit:
www.sage.com/au
or contact us at 1300 729 229

The way Sage MicrOpay simplifies processes is another benefit Finncare enjoys.

"With Sage MicrOpay, you create a file, send it to the bank, and the payroll is done. It's something that's easy to bring reports out of. All the parts of payroll, the fiddly things, Sage MicrOpay just takes care of that. You don't really have to think about it too much. Plus with Sage being one of the industry leaders that stays on top of all the changes with the ATO and FairWork, we know everything will be compliant," said Carmel.

Carmel was also impressed by the training and customer service offered by Sage.

"We had an excellent consultant who came into the office to run a demonstration of the program. She was highly informative and showed us thoroughly the capabilities of Sage MicrOpay. Training was in-depth, and we came out of the transition feeling very supported and confident," she said. and FairWork, we know everything will be compliant," said Carmel.

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About TimeTarget

Since 2002, TimeTarget has prided itself on being one of the industry's most effective Time and Attendance providers, with half a million people across 22 countries using our software every day. But as our clients and their business needs have grown - so have we. Today we're no longer just a Time and Attendance provider, but a complete Workforce Management solution. Humanforce.

For further information visit: **www.humanforce.com**