



CASE STUDY

Australian Banking Association (ABA)



Case Study

Australian Banking Association (ABA) achieves confidence in how people are paid and optimising their payroll operations by engaging the Payroll Technology Procurement™ service developed by the Australian Payroll Association.

Snapshot

Australian Banking Association engaged Australian Payroll Advisory (APA) to manage the evaluation and selection of payroll technology for their business.

The Australian Banking Association (ABA) is a prominent industry body representing Australia's banking sector. It advocates for the interests of its member banks, which include major Australian and international banks operating in the country. The ABA plays a crucial role in policy development, regulatory affairs, and public affairs, working closely with government bodies, regulators, and other stakeholders to shape the banking landscape.

ABA aims to promote a stable, competitive, and fair banking system that serves the needs of its customers and supports the broader economy. The ABA also focuses on improving customer experience, financial literacy, and addressing key issues such as responsible lending and financial inclusion.

Amanda Millar has been the Head of Finance, Risk & Governance at Australian Banking Association for the past 5 years.





Challenge

ABA's legacy payroll environment was through an outsourced managed payroll organisation. The legacy environment and delivery model were inefficient and built around manual processes and procedures. ABA also wanted HR and Payroll to be integrated into one system.

As a result of the identified inefficiencies, ABA made the decision to transition its payroll operations in-house and initiate the procurement process for a new Payroll and HR system.

Recognising the complexity of sourcing a suitable payroll system, Amanda opted to engage an organisation specialising in payroll services and agnostic to specific platforms, to ensure an equitable selection process.

APA emerged as the preferred partner, given its expertise and impartial stance.

In addition, APA presented Amanda with sales scope flexibility, tailored to accommodate varying levels of ABA's involvement in the process. For instance, Amanda's preference was for APA to undertake the documentation of their requirements and subsequently present potential payroll vendors that best align with those specifications.

In contrast, alternative proposals from different organisations often featured a fixed pricing structure inclusive of unnecessary services, irrespective of client needs.

Process

The delivered service was smooth, straight forward, and easy. After a briefing call at the beginning of the project with APA's consultant, David Xuereb, Amanda completed a scoping document detailing ABA's payroll system requirements, which was quick to complete.

After an industry scan of vendors who could meet ABA's requirements, APA delivered the whole RFP pack that was ready to be shared with potential partners.

Amanda said it was evident that their consultant David was deeply knowledgeable and experienced in Payroll and she also appreciated the responsiveness of his communication style.



Results

The Payroll Technology Procurement resulted in:

- Identification of a shortlist of vendors based on ABA's unique set of requirements and 'showstoppers'.
- Based on the shortlist of vendors from APA, ABA chose a new vendor and moved on to a new payroll environment which is an integrated HR and payroll system. This new system has streamlined processes which has resulted in huge efficiencies across the team.

The interaction with APA was characterised by a remarkable level of simplicity and clarity, facilitating the efficient delivery of high-quality outcomes within a concise timeframe. Notably, the streamlined process necessitated minimal customer involvement, further enhancing the ease of engagement.

"All in all, APA were able to accomplish a comprehensive result in a fraction of the time it would have taken us to do."

