



Pivot Software helps organisations use technology to improve their control over complex and often emotional human resource processes. Productivity, enhanced transparency of outcomes and improved employee engagement are just some of the positive impacts of implementing our technology.

As human resource professionals, we understand how well managed remuneration and performance management policies bring organisational values and principles to life. We enable HR interactions that are meaningful and beneficial. Conversations between managers and staff are supported, and not replaced, using our solutions which are as easy to use as a simple website. Over 50 organisations across Australia and New Zealand use Pivot's solutions, with the majority coming from the energy, resources, financial services and professional services sectors. The HR policy and strategy needs of our clients are met using a secure, internet-based, highly configurable software-as-a-service model that fits within any corporate IT infrastructure. Our clients enjoy a time-saving solution designed for the task; not a generic tool that is 'made to fit'.

Want to know more?
Email us today:
info@pivotsoftware.com
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CASE STUDY

Pivot Software helps one of New Zealand's largest local government authorities improve remuneration processes

CUSTOMER

The Christchurch City Council

BUSINESS ISSUES

Complex employment terms and inconsistent application of remuneration policies throughout the organisation

SOLUTION

Pivot Remuneration

OUTCOME

A more efficient and less time-consuming review process



New Zealand's second largest territorial authority

The Christchurch City Council (CCC) is the local government authority for Christchurch and Banks Peninsula and provides a wide range of facilities and services to over 380,000 residents and many more visitors to the city each year.

Many of these services are free of charge, and include roads, water, rubbish collection, libraries, swimming pools, the Christchurch Art Gallery, parks, and the Botanic Gardens, as well as community events and festivals.

The CCC employs over 3,000 staff in various divisions throughout the city, covered by multiple collective union agreements and various individual employment agreements.

Complex processes causing difficulties

These complex employment terms and conditions led to the inconsistent application of remuneration policies and procedures within the Council.

In addition, the lack of information in CCC's HR system meant that managers could not make clearly informed decisions regarding staff remuneration. "We wanted to better manage our remuneration processes with a system that had the ability to integrate with existing HR practices throughout the Council," says Human Resources Analyst (Remuneration).

She added, "we were looking for a solution that offered ease of administration and comprehensive reporting abilities for remuneration and bonus spend, that could also be available online for managers at any time."

CCC opts for Pivot's Pivot Remuneration

Staff within CCC's HR department felt their processes had matured over time and were ready for a more comprehensive remuneration system.

Pivot offered the enterprise level Pivot Remuneration solution to help better manage remuneration processes within the CCC and provide a more advanced reporting function for line managers.

Impressed with Pivot Remuneration's flexibility, the CCC then customised certain aspects of the system to fit their specific HR requirements. This enabled consistency of HR practices across the organisation.

An efficient and pleasing outcome

The CCC quickly recognised the benefits of a more efficient and productive remuneration process. "Staff performance is reported on in [Pivot Remuneration] throughout the remuneration process and provides a basis for salary decision-making at review time. Managers can see what to spend on whom and why, thanks to [Pivot Remuneration's] salary recommendation function. The system also allows HR staff to produce "instant" reports to the executive team and approving managers", says Human Resources Analyst (Remuneration).

Staff remuneration details are able to be compared, and the CCC has the ability to input current market salary data into the system to assist with remuneration decisions - which now constitutes a large part of setting budgets within the council.

Greatly improving the remuneration process further is the ability of Pivot Remuneration to automatically produce letters for staff upon the completion of performance reviews. "The previous system was only able to produce pay slips, and involved a lot of manual processing," concludes the Human Resources Analyst (Remuneration).

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