



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?
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CASE STUDY

Pivot Software helps New Zealand's largest general insurer enhance remuneration processes

CUSTOMER

IAG New Zealand Ltd

BUSINESS ISSUES

Consolidation of remuneration processes following the merger of its trading brands, State and NZI insurance

SOLUTION

Pivot Remuneration

OUTCOME

A more effective and time-efficient solution that allows managers more visibility of the remuneration and bonus process



"[Pivot Remuneration] has improved the accuracy of payments to employees for their annual bonus payments and salary reviews. Our timeframes for these processes have been shortened by more than a month as a result of managers being able to complete the process online. [Pivot Remuneration] enables managers to utilise their remuneration review budget effectively."

Seamless integration of remuneration processes using Pivot Remuneration

Of paramount importance to IAG, was the ability of an automated system that could produce and distribute salary review and short-term incentive (STI) payment letters electronically.

IAG opted for Pivot Remuneration solution to assist with both their annual remuneration review and bonus processes.

IAG's Manager of Workforce Solutions, says the system is easy to use and amalgamated well with other business processes, "Pivot is an easy system to administer, is very flexible in its design and managers find it easy to use. Pivot does not require our team to have any technical expertise in order to use the product".

IAG were also impressed by Pivot Remuneration's capability to predict cost and/or model potential outcomes utilising a merit matrix model.

The company was able to customise Pivot Remuneration to suit their specific needs, "We are easily able to deploy information to our managers via our intranet. It is flexible enough that we can make changes without complicating the process," adds the Manager of Workforce Solutions.

A professional and satisfying result

Implementing Pivot Remuneration has meant that IAG requires less people to manage the company's annual salary reviews and bonus schemes. The company has not missed a deadline for delivering reviews to employees since Pivot Remuneration was implemented. Manager of Workforce Solutions comments, "Pivot has a very logical step-by-step process engine which ensured that we completed tasks in the correct order and on time".

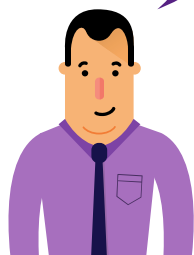
"We now have an error rate of less than 1%. Managers are able to access the data and complete the reviews from anywhere in New Zealand. The production of 2000 letters is now fully automated through [Pivot Remuneration]" says the Manager of Workforce Solutions. She also states that "[Pivot Remuneration] has improved the accuracy of payments to employees for their annual bonus payments and salary reviews. Our timeframes for these processes have been shortened by more than a month as a result of managers being able to complete the process online. [Pivot Remuneration] enables managers to utilise their remuneration review budget effectively."

"[Pivot Remuneration] helped carefully manage IAG's remuneration budget, through the use of "traffic lights". This feature ensured that overspend signaled a red light which meant salary recommendations had to be sent approval, says the Manager of Workforce Solutions.

IAG's positive feedback on Pivot Remuneration has assisted Pivot in developing additional product features. Philippa Youngman, Pivot's Chief Executive, states "IAG has been very supportive of us in our development of a module to help with "out of cycle" pay changes, for use when staff are promoted or change positions. They have also been instrumental in the development of an employment agreement module that produces employment agreements when a person starts or moves to a new position".

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CASE STUDY

Pivot Software helps New Zealand's largest general insurer enhance remuneration processes

IAG required an efficient and robust system that could handle the significant volume of annual salary reviews and bonus payments at a set time every year

New Zealand's largest general insurance company

IAG New Zealand Limited is a wholly-owned subsidiary of Insurance Australia Group, and is the largest general insurer in New Zealand. IAG employs over 4,000 staff throughout the country, servicing the needs of their customers through a variety of channels – nationwide branches, call centres, sales sites, and on line.

Trading under the State and NZI insurance brands, the company underwrites general insurance business for some of the country's leading financial institutions.

In 2014, IAG brand NZI won Intermediated Insurance Company of the Year, New Zealand Insurance Industry Awards.

Remuneration system upgrade required

Following the merger of State and NZI insurance, remuneration and bonus practices needed to be consolidated. Annual salary reviews were completed manually using spreadsheets, which often led to inaccuracies with data, payments and review timeframes.

IAG required an efficient and robust system that could handle the significant volume of annual salary reviews and bonus payments at a set time every year. Staff were previously reviewed throughout the year on their anniversary date, so this change was a move to more common practice. For Human Resource staff this change meant a significant increase in workload during the salary review period.

To ease the transition into this new review practice, IAG wanted a system that would help HR staff to efficiently process this large increase in remuneration reviews.

IAG were looking for a completely automated remuneration process that would allow more than 280 company managers to view their team's information, process payments and recommend new salary amounts online. They also required the ability to control the data and timeframes of remuneration and bonus reviews.