



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'.

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CASE STUDY

Where everyone gets a great employment package

CUSTOMER

The Warehouse

BUSINESS ISSUES

HR managers had little visibility of remuneration reviews across the company

SOLUTION

Pivot Remuneration

OUTCOME

Tool that has reduced workloads and improved visibility of remuneration decisions



“The Warehouse has been thrilled with Pivot’s service and support of Pivot Remuneration. “The support we get from Pivot is absolutely fantastic. They are unbelievably proactive and respond to queries and

More control over review process

The company chose to implement Pivot’s Pivot Remuneration for remuneration reviews of more than 2,000 salaried staff throughout the country.

The Remuneration and Reporting Manager says the company rolled out [Pivot Remuneration] to high-level department heads and regional managers across the organisation. He explains how [Pivot Remuneration] helped The Warehouse adopt best practice remuneration processes. “At the beginning, our solution was built around our HR processes at the time. The introduction of [Pivot Remuneration] made us realise that if we tidied up our processes and rules around bonuses, it would work a lot better for us.”

After processes were re-organised, The Warehouse’s Pivot Remuneration was re-configured and instant benefits were realised. HR managers’ workloads were reduced, and they were able to gain more control over the entire remuneration process. “The main benefit for us is the control around tracking the review process, as it is quite long. We have a two-month window where managers start doing performance reviews, right through to the end salary review. The greater visibility of what people are doing around salary reviews has been invaluable.”

Before the Pivot Remuneration implementation, HR managers were unable to see what was going on with salary adjustments. The introduction of Pivot Remuneration now allows them to track the company’s remuneration decisions and gives them better visibility of what is happening throughout the review process.

“[Pivot Remuneration] gives all parties in the review process more control over remuneration. It sets quite clear rules around the both the review and approval process, and by having it online, we don’t get version inconsistency issues that we used to get with multiple spreadsheets flying around the country.”

“[Pivot Remuneration] also makes it easier for us to set flags and escalate issues. We now have a lot more control over what people are doing around remuneration reviews,” says The Remuneration and Reporting Manager.

With Pivot Remuneration, The Warehouse can also do a lot more data manipulation and importing that they could previously.

A focus on continual HR process improvements

As The Warehouse continues to improve HR processes, Pivot configures Pivot Remuneration accordingly. “When we go into a review period, we always change some aspects of the review, based on our HR processes evolving. We then get in touch with Pivot and they make the changes required with a quick turnaround to ensure our review process still tracks ahead on time and within required timeframes.”

“Pivot Remuneration has been configured to suit our specific needs; it really suits us and has made our review process more efficient and saved us a lot of time.”

The Remuneration and Reporting Manager describes an instance where Pivot adjusted [Pivot Remuneration] to reflect a specific need identified by The Warehouse. “We had issues whereby if a staff member moved cost centres, we would have to manually decrease one cost centre’s budget and increase the other. Pivot created a solution for us so that now if a staff member moves cost centres, they take some budgeted salary increase along with them.”

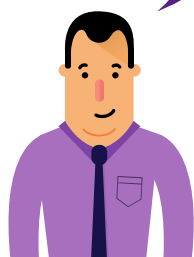
“Pivot is very responsive in meeting our needs. We gave them the feedback as something that would be nice to have, and within a few months they had built and implemented it for us which is pretty impressive.” As well as functionality, Pivot’s industry knowledge and service commitment has been key to the system’s success.

The Warehouse has been thrilled with Pivot’s service and support of Pivot Remuneration “The support we get from Pivot is absolutely fantastic. They are unbelievably proactive and respond to queries and issues really promptly.”

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CASE STUDY

Where everyone gets a great employment package

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An iconic Kiwi retailer

The Warehouse is one of New Zealand’s largest and well-known retailers, selling clothing, entertainment, technology, music, sporting, gardening and grocery products throughout New Zealand. Established in 1982, The Warehouse remains Kiwi owned and operated and employs over 12,000 staff.

The Warehouse Group comprises 93 Warehouse stores, 69 Warehouse Stationery stores, 78 Noel Leeming stores and 11 Torpedo7 stores in New Zealand plus several online businesses. In 2017, the Group had an annual turnover of \$3.0 billion.

The Warehouse provides its employees with a vast range of life, career, family and health benefits as well as a variety of training and development and talent identification programmes. With an emphasis on attracting and retaining the best people, The Warehouse prides itself on creating an environment where staff are supported and encouraged to do their best.

Better visibility around remuneration reviews required

The Warehouse performed bi-annual performance reviews with an annual salary review manually using spreadsheets, which often led to version inconsistencies as the files were shared around the company during the review process. Frustrated at the lack of control they had over the review process, HR managers had little visibility of managers’ remuneration decisions and could not easily track the review process.

The Warehouse decided to evaluate best practice tools for specific remuneration tasks after implementing a new payroll system. “We looked at the HR modules in our new payroll software, but it just didn’t do what we wanted it to in terms of remuneration,” explains the Remuneration and Reporting Manager, The Warehouse.