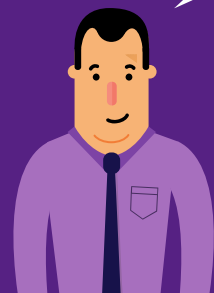




Pivot Software helps organisations use technology to improve their control over complex and often emotional human resource processes. Productivity, enhanced transparency of outcomes and improved employee engagement are just some of the positive impacts of implementing our technology.

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
Or visit our website:
pivotsoftware.com



CASE STUDY

Innovators smart about people decisions

CUSTOMER

Auckland UniServices Ltd

BUSINESS ISSUES

The efficiency of talent and performance processes hampered by legacy and manual systems

SOLUTION

Pivot Performance

OUTCOME

Enhanced line manager involvement, greater visibility for one-up managers and HR, easier management of processes overall with data at managers finger-tips



Overall what Pivot are delivering is a smoother, more efficient way to manage these processes, as well as enabling a more two-way performance process, greater consistency of approach and information at a glance for managers and the HR team.”

Taking the smart approach

Even though they are a large organisation, UniServices wanted to be smart about how they invested in systems for this area, says the GM HR. This philosophy was to look for specialists who could do specific things like performance and talent management very well, the search for which brought them in contact with Pivot Software and Pivot Pay and Pivot Performance products.

What Uniservices GM HR liked from the beginning engaging with Pivot was the fact UniServices could deal with the company’s owners. “You don’t get that with a lot of the multinational suppliers. Typically, with other suppliers we deal with their New Zealand or Australian offices and they don’t have much influence at all, they are too far removed from the decision-maker.”

UniServices decided to roll out their new talent approach through Pivot’s Pivot Performance product first. “It enables us to look at a standard grid including factors like retention risk, leadership skills, potential for further success, cross functional skills and so on. We can rate people, calibrate the results and then have action points.”

Uniservices GM HR says it feeds into employees’ personal development plans and their ongoing learning and development. With a small HR team, they have consciously proceeded cautiously with the new system, running it successfully with the corporate team first and now rolling it into other business units.

UniServices is in the process of rolling out the wider functionality of Pivot’s performance management solution, Pivot Performance. Pivot’s product makes it easy to take an incremental approach to change, where the configuration can be changed each performance year if necessary, to move an organisation forward.

Making it easier

Able to work closely with Pivot to refine Pivot Performance to fit their needs for talent management, UniServices found the implementation went smoothly. “It was straightforward, easy. Our managers have more ownership of process, it’s there and they can access it - they couldn’t before, they only had hard copies of reports.”

Turnaround time from putting data into the talent system to generating reports is much faster than the previous system, says the GM HR. “There is a real ease of reporting, the data is always at our fingertips. It makes the process of gathering data smoother, making for a better investment of our time. Overall the ease of decision-making about talent has improved.”

With Pivot Performance, UniServices are able to put in place a more fluid, living performance management process. “A paper process is very transactional, a one-time event. We want to shift that to a more two-way, ongoing process owned as much by employee as a manager.

“Managers will see all the information on their staff in one place, and HR gain a helicopter view of the whole business like we have with our talent system.”

Uniservices GM HR says implementing Pivot’s solutions has not been driven by a need to reduce HR administrative effort, but more to gain a central view of talent and performance data so they can monitor it, see trends and make strategic decisions. They also expect key performance indicators to become more consistent across performance plans over time.

“We haven’t implemented Pivot’s solutions to act as a ‘policeman’. We are about equipping managers, giving them flexibility as much as possible, given the diversity of our business units, on how and when they do it, as long as it fits within the general philosophy of the business,” says Uniservices GM HR, who points out that a compliance one size fits all approach doesn’t work well with such a highly professionalised and diversified workforce.

“We’ve been really happy working with Pivot, they are very responsive which is the benefit of working with a local supplier in your own time zone. We have also been able to partner with Pivot on new developments.

“Overall what Pivot are delivering is a smoother, more efficient way to manage these processes, as well as enabling a more two-way performance process, greater consistency of approach and information at a glance for managers and the HR team.”

CASE STUDY

Innovators smart about people decisions

“We looked at all the really big players (in HRIS) and there was no system that does everything well, it is very hard to get a one-size-fits-all system unless you are willing to spend huge amounts of money. The big systems can offer a wide range of functionality but are not that flexible or adaptable.”

Innovation economy leaders

Auckland UniServices Limited (UniServices) is at the forefront of New Zealand’s emergence as an innovation-based economy. A subsidiary of the University of Auckland, the country’s largest, it provides research services on a commercial basis to clients around the world, as well as taking ideas and technology out of the University and commercialising them.

In 2012 the company earned over \$130 million in revenue for its parent company, which represented a doubling in revenue over the previous five years, and continuation of growth over the last 25. With clients in over 45 countries, a focus in South East Asia and the Middle East and sector penetration as diverse as, biotechnology, international education, geothermal exploration and community health studies, this is a New Zealand business making its mark on the global stage. Significant patent applications and spin-out company opportunities UniServices is also focused on long-term commercial success for the University of Auckland.

Leading the HR function at Auckland UniServices Ltd is their GM HR, who says the growth of the firm in the last 5-6 years has required a 30% increase in staff numbers. Those staff are highly qualified, almost all with at least a bachelor’s degree, spread across a number of specialties, from technical to health to business.

Getting the right fit

Having a large, highly educated and motivated staff brings significant HR challenges, and GM HR says UniServices wanted to improve the efficiency and effectiveness of their performance development and talent management processes.

“We wanted to take our performance management process from paper to online, and we had a system for talent management that wasn’t delivering what we needed,” says GM HR. With no designated human resource information system (HRIS) and a payroll system with limited functionality, UniServices were open to specialist applications to meet their needs.

UniServices evaluated a range of options, says Uniservices GM HR. “We looked at all the really big players (in HRIS) and there was no system that does everything well, it is very hard to get a one-size-fits-all system unless you are willing to spend huge amounts of money. The big systems can offer a wide range of functionality but are not that flexible or adaptable.”

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