



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](mailto:info@pivotsoftware.com)  
Or visit our website:  
[pivotsoftware.com](http://pivotsoftware.com)



#### CASE STUDY

Pivot Software helps leading bank to further improve the efficiency of remuneration process

#### CUSTOMER

Westpac NZ

#### BUSINESS ISSUES

Continuous improvement in people management policies rendered current web-based system out-of-date and costly to upgrade

#### SOLUTION

Pivot Remuneration

#### OUTCOME

A robust process with a remuneration tool that can handle the continuous change and improvement that occurs within the organisation



Pivot ensures the product remains up-to-date through upgrades that have been derived from proactively seeking customer feedback. "We now have value-adding features not possible in our own in-house system," says Westpac's Head of Remuneration and Performance Management

## CASE STUDY

# Pivot Software helps leading bank to further improve the efficiency of remuneration process

### Helping New Zealanders make the most of life

Westpac has been helping Kiwis find the right financial solutions to suit their lives since 1861. Westpac is also one of the most recognised bank brands in New Zealand and is acknowledged as a leader in measuring and improving its impact in far more ways than just financial performance. For Westpac, this means taking a closer look at the impact on all stakeholders and the environment.

With over 4,000 employees, aiming for continuous improvement in all areas of human resource management and leadership is a key focus to ensure progress towards achieving success with all stakeholders.

### Existing technology needed an overhaul

Westpac operated an in-house designed and managed, web-based tool for managing their remuneration process. Whilst leading edge at the time of implementation, the technology was approaching six years old and had had numerous upgrades to it during this time as the business needs changed.

Several business risks were identified that needed to be dealt with to ensure the system was sustainable for the future.

"We were continually requiring technical support from original developers that was costly. Our changing needs meant that the developers were always looking for the "quick fix" solution resulting in the base code of the system becoming unstable," says, Westpac's Head of Remuneration and Performance Management. "We also found that we would benefit from an external view of how some parts of the process could be managed rather than us having to identify the problem, design the solution and instruct technology developers who did not always have an understanding of the user experience required."

### Pivot's Pivot Remuneration was an obvious choice

Westpac's Head of Remuneration and Performance Management had utilised Pivot's Pivot Remuneration solution in a previous role at another organisation and saw the advantages of moving to a commercially available and configurable system. As Pivot Pay utilises the latest version of .NET, it was able to be easily integrated into their existing infrastructure.

Pivot ensures the product remains up-to-date through upgrades that have been derived from proactively seeking customer feedback. "We now have value-adding features not possible in our own in-house system," says Westpac's Head of Remuneration and Performance Management.

### A credible outcome for all concerned

There were high expectations by everyone due to the fact that from a business perspective the technical difficulties faced by the Human Resource team with the in-house version largely went unnoticed. Feedback from users gave Pivot Remuneration the "Thumbs up" saying it was very easy to use and delivered to their needs.

Westpac's Head of Remuneration and Performance Management says that Westpac has been ahead of most other organisations in that it has been using a web-based solution for some time. The benefits now given to them as a result of using [Pivot Remuneration] are that the knowledge risk has been eliminated and they don't have to rely on technology developers to interpret their needs. Pivot have an in-house support team to train all users or if they need help.

"Our wider Human Resource team has been able to be involved in a process previously managed centrally within the remuneration team. Everyone is now much more engaged in the process and as a result Human Resource has achieved more credibility with its internal customers - the people managers within our business." says Westpac's Head of Remuneration and Performance Management.

## CASE STUDY

# Australian bank streamlines remuneration processes

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