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#### CLIENT:

The Warehouse, one of New Zealand's largest and most well known companies.

#### BUSINESS PROBLEM:

HR managers had little visibility of remuneration reviews across the company.

#### SOLUTION:

Pivot's Remuneration Ally to give all stakeholders more control over the company's remuneration review process.

#### RESULTS:

A highly-configured and efficient tool that has reduced workloads and improved visibility of remuneration decisions.

## 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 its 85 stores nationwide. Established in 1982, The Warehouse remains Kiwi owned and operated and employs over 8,500 staff. In 2008, the company had group sales of \$1.74b.

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 Doug Marsh, Remuneration and Reporting Manager, The Warehouse.

## More control over review process

The company chose to implement Pivot's Remuneration Ally for remuneration reviews of more than 1,000 salaried staff throughout the country.

Doug says the company rolled out Remuneration Ally to high-level department heads and regional managers across the organisation. He explains how Remuneration Ally 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 Remuneration Ally 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 Remuneration Ally 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.



“Remuneration Ally gives all parties in the review process more control over remuneration. It sets quite clear rules around 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.”

Doug Marsh

*Remuneration and Reporting Manager, The Warehouse.*

## About Pivot Software

Pivot Software provides human resource software solutions that enable organisations to improve the effectiveness of key processes like remuneration and performance management. We enable our clients to improve their control over the complex and often emotional human resource processes.

We are human resource professionals who understand how well-managed remuneration and performance management processes contributes to employee engagement. Pivot software solutions are used by organisations with workforces ranging from 400 to more than 6000 in sectors like banking, insurance, utilities, retail and government.

Utilising our software as a service means no need for corporate IT involvement or the installation of any special software.



Want to know more?

Email us today:  
[info@pivotsoftware.co.nz](mailto:info@pivotsoftware.co.nz)

Or visit our website:  
[www.pivotsoftware.co.nz](http://www.pivotsoftware.co.nz)



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

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“Remuneration Ally 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 Doug.

With Remuneration Ally, 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 Remuneration Ally 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.”

“Remuneration Ally 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.”

Doug describes an instance where Pivot adjusted Remuneration Ally 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 Remuneration Ally. “The support we get from Pivot is absolutely fantastic. They are unbelievably proactive and respond to queries and issues really promptly.”

Pivot is currently adding extra functionality to The Warehouse’s Remuneration Ally to enhance the way in which staff bonuses are calculated.

*“Make the decisions regarding your people and we will take it from there”.*



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