



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



CLIENT:

Westpac New Zealand Limited - a leader in the New Zealand banking industry.

BUSINESS PROBLEM:

Continuous improvement in people management policies rendered current web-based system out-of-date and costly to upgrade.

SOLUTION:

Pivot's configurable Remuneration Ally tool for managing the remuneration review process.

RESULTS:

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

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 5,000 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 Paul Louis, 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".





"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."

Paul Louis

Head of Remuneration and Performance Management



Want to know more?

Email us today:
info@pivot.net.nz

Or visit our website:
www.pivot.net.nz

Pivot's Remuneration Ally was an obvious choice

Paul had utilised Pivot's Remuneration Ally solution in a previous role at another organisation and saw the advantages of moving to a commercially available and configurable system. As Remuneration Ally utilises the latest version of Microsoft.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 Paul.

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 Remuneration Ally the "Thumbs up" saying it was very easy to use and delivered to their needs.

Paul 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 Remuneration Ally 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.

About Pivot Software and Remuneration Ally

Pivot Software provides advice and software solutions that enable large organisations to improve the effectiveness of their remuneration processes. We are human resource professionals who understand how well-managed remuneration contributes to employee engagement.

Pivot's flagship Remuneration Ally solution is used by organisations in sectors like banking, insurance, utilities, retail and government to improve their control over the complex and often emotional process of remuneration. Utilising our software as a service means no need for corporate IT involvement or the installation of any special software.

"Make the decisions regarding your people and we will take it from there".



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