

SUCCESS STORY

Boosting efficiency  
with an integrated HR  
and payroll solution

*Not-for-profit organisation streamlines compliance, employee onboarding and gains better workforce visibility*



Bridge Housing is a Sydney-based not-for-profit that aims to improve lives by providing affordable long-term accommodation. Established in 2009, the organisation manages over 3,400 properties across Sydney.

The story of Bridge Housing is one of rapid but sustainable growth. After a successful tender application in 2018, the organisation added 1,200 properties to its portfolio in Sydney's north – leading to a growth in staff from 60 to 90 employees and the opening of a second office in August 2019

**Key outcomes:**

- Fully integrated HR and payroll management solution
- Save time by eliminating manual data entry
- Quickly and easily access data-driven workforce insights
- Streamlined Single Touch Payroll compliance
- Easy-to-use solution with highly responsive vendor support



Company

**Bridge Housing**

Location

**Sydney, Australia**

Industry

**Not-for-profit**

System

**Sage Business Cloud People  
and Sage MicrOpay**



### **Simplifying compliance and saving time**

Bridge Housing's Human Resources Manager, Jenny Woolley, said the organisation was looking for an integrated HR and payroll solution that could meet the growing needs of the company.

"The organisation was very keen on leveraging people analytics so we could generate valuable insights about our employees. However, it was very difficult to get good data about our employees because our payroll and performance management systems weren't integrated."

The lack of integration between these systems posed other challenges and inefficiencies for Woolley and Bridge Housing.

"People would go through our onboarding process, but our payroll coordinator would still have to manually input the data. Our staff were not happy with our performance management system. It wasn't very interactive or user-friendly. We wanted to create a better experience for our staff."

Woolley said Bridge Housing was also facing compliance challenges due to its legacy payroll solution and outsourced payroll provider.

"Our payroll solution wasn't compliant with Single Touch Payroll (STP). Our payroll process was outsourced to an external company, and there was always a delay when we requested changes. This posed a serious business risk when it came to complying with the award we are governed by, which requires us to pay a termination payment within five days."

### **A seamlessly integrated HR and payroll solution from Sage**

After reviewing several payroll and HR solutions, Bridge Housing chose an integrated payroll and HR management solution consisting of Sage People and Sage MicrOpay.

"What we love about the integrated Sage People and Sage MicrOpay solution is its ability to grow with us. It's a system that's very configurable and that we can tailor to our needs as the organisation grows. It's great that we've been able to tailor the solution to Bridge Housing's brand, which gives it a very familiar look and feel for our employees."

"The support we've received during the implementation has been fantastic. The team at Sage has been very responsive and I can't stress enough how satisfied we are."

### **Enhancing workforce experiences and streamlining compliance**

Since implementing an integrated Sage People and Sage MicrOpay solution, Jenny said that Bridge Housing has realised several benefits.

Now that they have a seamless employee onboarding process that's fully integrated with their payroll solution, the HR team saves considerable time and enjoys much improved data accuracy.

"Our employee onboarding process is now virtually seamless. Unlike with our previous system, we no longer need to perform manual data entry. Employee information from Sage People automatically flows into Sage MicrOpay, so there's some real-time savings and improved accuracy."

**"MicrOpay has allowed us to streamline our STP compliance. We have complete trust in the solution and now feel confident that we are compliant with every pay run."**

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Jenny Woolley, Human Resources Manager, Bridge Housing

Being able to make data-driven decisions is a real challenge for many HR and payroll teams. With the new integrated Sage solution, Jenny can now easily delve into data and uncover real insights using the dashboards in Sage Business Cloud People.

"I do a metrics report bi-monthly to the Board, which used to take me a full day to pull data from different systems. Now it only takes me half a day. I love the breadth of data I now have at my fingertips. It's so easy to drill down into the details and uncover useful insights."

Woolley is also very happy with how Sage MicrOpay has helped simplify STP compliance for Bridge Housing.

"MicrOpay has allowed us to streamline our STP compliance. We have complete trust in the solution and now feel confident that we are compliant with every pay run."

One of the biggest challenges companies face when implementing new technology is staff adoption. However, that hasn't been an issue for Bridge Housing.

"We did a survey to see how our staff were feeling about the system, and the feedback we received was fantastic, they find it very user-friendly. Sage MicrOpay is also very easy-to-use for our payroll co-ordinator and has certainly made her life easier."

Its new integrated solution allows Bridge Housing to provide a seamless experience for their staff.

"Sage People is very intuitive and interactive for our employees, with pictures, videos and easy-to-follow steps."

"I would absolutely recommend Sage People and Sage MicrOpay to other companies. I think it is a fantastic solution.."

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#### About Sage

Sage (FTSE: SGE) is the global market leader for technology that helps businesses of all sizes manage everything from money to people – whether they’re a start-up, scale-up or enterprise. We do this through Sage Business Cloud - the one and only business management solution that customers will ever need, comprising Accounting, Financials, Enterprise Management, People & Payroll and Payments & Banking.

Our mission is to free business builders from the burden of admin, so they can spend more time doing what they love – and we do that every day for three million customers across 23 countries, through our 13000 colleagues and a network of accountants and partners. We are committed to doing business the right way, and giving back to our communities through Sage Foundation.

