Melba Support Services
Australia

Melba Support Services (Melba) empowers people with a disability to live the life they want - proudly, joyously, creatively and adventurously.

Melba had been struggling with their existing payroll solution. Their software was at the end of its life and there had been no upgrades for over 7 years. Tasks such as award interpretation or ad hoc calculations fell to the payroll team and required manual intervention for which no assistance was provided by the previous supplier's help desk. Negotiating their new Enterprise Agreement was the trigger to upgrade their payroll and HR capabilities.

Melba had three selection criteria for their new solution. It had to offer them:

1. Date-driven processes.
2. The ability to pay employees working multiple contracts with differing rates and entitlements.
3. HR functionality or the facility to interface with a separate HR solution.

Melba chose Frontier Software's payroll and self service. Frontier Software's ichris solution is date-driven, enabling transactions to occur at a nominated date in the past or future. It can also administer multiple employment contracts independently of each other. Integrated HR modules can be added as Melba's needs change and the user interface was noted as the easiest to understand and navigate.

Frontier Software was able to implement the solution within a very short timeframe, something no other vendor could do. Today, Melba has a modern, powerful payroll system that accommodates their new enterprise agreement. Employees can access personal data and transact on individual or multiple contracts via Self Service. The Frontier Software Support Centre team answer most queries within 2 hours, much to the delight of the Melba payroll group. Melba can now look to the future with confidence in their new solution.

"Our Frontier Software system has reduced processing times by at least 30%. The date-driven functionality gives us great flexibility."

"Being able to accommodate the terms of our Enterprise Agreement makes compliance a breeze."

Mac Patel, Group Payroll Manager, Melba Support Services.

FAST FACTS

Industry Sector: Disability Services

Headcount: 700 Employees

Customer since: 2020

Delivery Method: On-Premise

Solution: Payroll, Self Service, Mobile Human Resource, Multiple Contracts

Country: Australia

www.melbasupportgroup.com.au

Human Capital Management & Payroll Software/Services

www.frontiersoftware.com