



bestchance

Australia

bestchance Child Family Care is an independent, not-for-profit organisation providing education and support services to children and their families since 1895. Their mission is to create and deliver services that are practical, reliable and responsive to the life issues experienced by families and their children, in an extended family environment.

bestchance had a legacy system that was not keeping pace with the growth and change the organisation was experiencing. While bestchance was experiencing rapid growth, antiquated payroll processes were not delivering the efficiencies required by the organisation. The increased payroll volume also exposed bestchance to human error because of a reliance on manual interventions and workarounds.

bestchance sought a payroll and HRIS that would modernise and automate their processes. They needed a solution capable of scaling when they did and one that could offer in-depth reporting across the group to deliver actionable insights. Importantly, they sought a provider who could take a collaborative approach to resolve their payroll challenges.

Frontier Software worked with bestchance to challenge existing processes and suggest best-practice alternatives. Implementing ichris payroll, employee self service and HR with automated workflows eliminated the reliance on manual workarounds, significantly reducing incidences of human error. Having the Frontier Software professional services team at their disposal, bestchance know they have trusted advisors to provide consulting, account management and training support. Since implementation, staff numbers have more than doubled but there is no need for additional payroll resources.

“Despite doubling in size since implementation, the efficiencies gained from a Frontier Software solution mean we have not had to increase the payroll team headcount”.

Lynne Searle, Payroll Manager,
bestchance



FAST FACTS

Industry Sector: Not for Profit Education

Headcount: 800 Employees

Customer since: 2015

Delivery Method: On-premise

Solution: Payroll, Self Service, Recruitment, Performance Management, Learning and Development

Country: Australia

www.bestchance.org.au



Human Capital Management
& Payroll Software/Services

www.frontiersoftware.com