

The power of a trusted implementation partner

Based in Adelaide, Hender Group is a specialist management consulting practice providing a range of services within the human resources field.

The company operates several divisions, including executive search and recruitment, permanent and temporary staffing, and outplacement and career transition.

One of these divisions is its specialist recruitment division, Entrée Recruitment. Having recently expanded into Queensland, they depend on an integrated payroll and billing solution that can grow with them and, importantly, an implementation partner who deeply understands their business needs.

Key outcomes

- A trusted implementation partner and business advisor in nuuco
- One system for managing payroll and billing obligations
- Significantly reduces the chance for errors
- Built-in automation frees teams up to provide more strategic value
- Salesforce offers infinite opportunities to enhance other business processes

Location

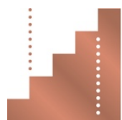
Australia

Industry

Recruitment, staffing, talent solutions

Solution

2c9 Payroll
2c9 Staffing



H E N D E R
C O N T R A C T I N G



H E N D E R
C O N S U L T I N G



Overcoming challenges

Fundamental to 2cloudnine's operating model is its community of partners. It's only through working with trusted implementation and integration partners that customers can access payroll solutions and expertise that empower them to transform the way they do business.

Hender Group is a longstanding customer of 2cloudnine and had been using its initial payroll product for several years in conjunction with another provider.

But when the time came to transition the staffing company to 2cloudnine's new platform, there were some hurdles to overcome. This brought to life the importance of having the right implementation partner, as Hender Group's Payroll/Finance Officer Jo Marslen explains.

"When 2cloudnine decided to go forward with its new product it became clear we needed a strong implementation partner," Jo said.

"2cloudnine has a great product but understands it's through partnering with implementation specialists that they can truly meet clients' needs. That's when they introduced us to Ben and the team at nuuco, and a fantastic partnership was born.

"nuuco has a hard-working, dedicated team of industry professionals who bring a great mix of technical expertise and understanding of clients' needs. They always take the time to listen and adapt to our needs. We may not always get the outcome we want, but we know they'll find a way to make things better for our business."

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They've become trusted advisors to our business. We have this seamless way of working together. We can openly raise requirements and concerns, and they'll work directly with 2cloudnine's product experts to help us achieve our goals.

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The business benefits

Hender Group completed the integration of its Entrée Recruitment division onto the 2cloudnine platform in early 2023. And it's already enhancing the way they do business.

There have been improvements in data accuracy, time savings thanks to increased automation, deeper visibility of gross profit, and a better experience for candidates with a fully mobile responsive self-service portal.

"We now have one system for managing our payroll and billing obligations, and that has significantly reduced the chance for errors. That coupled with the time we've saved automating these processes has freed us up to provide more strategic value and fine tune the way we do things."

But Jo believes these benefits are just the beginning.

“We’re only just starting to tap into the analysis capabilities 2cloudnine offers. We now have the time and ability to easily generate real-time reports that will provide valuable insights into the operational performance of our business. That’s not something we could quickly do using multiple systems in the past.

“The added benefits of being on Salesforce are something we’re also eager to explore. It wasn’t something we thought a lot about a year ago, but we’re quickly understanding that being on the world’s largest cloud platform could enhance many of our other business processes. It’s exciting to see where that could take us.”

A solution and partnership that grows with you

With a strong relationship in place, the 2cloudnine and nuuco team is looking forward to working with Hender Group to take their business further.

“We believe we now have a payroll and billing solution that will support the continued success and growth of our business,” Jo said.

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We have a powerful, end-to-end product from 2cloudnine and a specialist implementation partner in nuuco to provide the ongoing support, enhancements and advice we need to operate as effectively and efficiently as possible.

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