

# A payroll solution that grows with you



**Protech is the leading provider of quality workforce solutions to technical industries across Australia. The company works for industries including building and construction, mining, rail, and roads.**

With around 500 clients and counting, Protech has 4,000-plus people working in all states and territories and under many different employment awards and EBAs.

That's why it's so important Protech has an agile payroll system that can reliably handle the complexity of its operations and grow with the business.

## Key outcomes

- Flexibility to continually adapt to clients' needs
- Significant decrease in pay issues
- Repeat pay issues have been avoided
- Live financial tracking is down to a less than 5% variance
- Salesforce offers greater security and scalability

## Location

Australia

## Industry

Staffing, labour hire, recruitment

## Solution

2c9 Payroll

2c9 Staffing



### Protech's payroll transformation

Several years ago, Protech embarked on a process to overhaul its payroll system. One of the key requirements was a system that must deliver reliable, quality outcomes with agility and scalability for Protech's complex landscape.

An RFP process was undertaken to find companies that could deliver the right payroll system. When Protech looked across the market, there was only a select group of companies that had a payroll system that could deal with the complexity of its business.

2c9 Payroll stood out because it could deliver the level of customisation needed. And it was underpinned by the reliability and security of Salesforce.

Protech's Chief Information Officer, Mathew Eames, shares why.

"Because it's built on Salesforce, 2c9 Payroll is secure, agile and flexible. Its configurability gives us choice, so we can continually adapt to our clients' needs and introduce add-ons," Mathew said.

"Given the complex payroll environment that we operate in, we needed a system that was agile enough to be easily customisable to meet our specific needs today and grow with us into the future. For example, being able to handle onboarding and offboarding in an automated way."

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2c9 Payroll is an innovative product that could help us to deal with the complex system of pay more efficiently and accurately.

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### The business benefits

Protech is now halfway through its phased transition to the 2c9 Payroll system.

Some impressive business outcomes in terms of data accuracy, visibility and analysis have already been realised. Plenty more results are expected once the transition is complete.

“Since implementing 2c9 Payroll, we’ve seen a significant decrease in pay issues. In fact, we had zero complaints about pay when we completed our first transition,” Mathew said.

“It’s now very easy to identify the cause of any payroll issue and fix it, so our people don’t experience repeat pay issues. We didn’t have that capability before.

“The real-time data accuracy is quite incredible. We can access live accounting reports and are now down to a less than 5% in variance our live financial tracking, our offices can even drill-down to revenue margins on individual placements from their mobile.

“There’s so much more data visibility and new information we’re yet to uncover from this product, which will only help us to better manage our business.”

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**It’s exciting what 2c9 Payroll can deliver and the ways in which it can empower you to keep improving your business.**

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### A strong partnership

The partnership between Protech and 2cloudnine has gone from strength to strength.

“Working with 2cloudnine has been excellent. When we first approached them, they were still developing as an organisation. Their maturity as a business, and the progressiveness of their product, has only grown as we’ve gone along,” Mathew said.

“They solve problems with us and turn things around very quickly. They are great to deal with and their people really make it an enjoyable experience.

“2cloudnine will see us into the future. Of course, you just need payroll to run but being on the Salesforce platform gives us much better security and scalability. They’re continually investing in the platform and that means as we grow, we’ll continually benefit from that too.”