2CLOUDNINE

An award interpretation and payroll solution that handles complexity

Anglicare Tasmania has more than 700 employees state-wide, delivering in-home aged care, acquired injury support, housing and community services.

The not-for-profit's EBA requires accurate interpretation. With some team members working multiple roles, it needs an award interpretation and payroll system that can handle a variety of different pay rates, entitlements and allowances.

Anglicare selected 2cloudnine's solution to effectively manage these complexities, easily integrate with other business systems, and support the organisation's growth.

Key outcomes

- Accurate award interpretation and payroll transactions.
- Greater visibility of real-time attendance and payroll data.
- Ability to make more informed, data-driven decisions.
- Scalability and functionality to support growth.
- A trusted payroll partner with a can-do attitude.

Location
Tasmania, Australia

Sector
Healthcare, not-for-profit

Solution
2c9 Award Interpretation
2c9 Payroll

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We now have a payroll and award interpretation solution that not only meets our needs today but has the scalability and functionality to grow with us.

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Products that empower you. A platform that grows with you.
2cloudnine.com

Anglicare's systems transformation

When Anglicare commenced an organisation-wide systems transformation project to the Salesforce CRM in 2019, a new payroll and award interpretation solution was needed.

While being native to Salesforce was a must, it was critical the solution could interact seamlessly with both new and existing rostering and workforce management systems. It also had to be easy to use and meet the specific needs of Anglicare's different service types.

Anglicare Tasmania's ICT and Business Systems Manager, David McQuillan, explains why the organisation chose 2cloudnine.

"The 2cloudnine team immediately took the time to understand our operating environment and nuances. This gave us confidence that their solution was able to pay our staff correctly," David said.

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> Being on Salesforce, it's scalable and secure. It has flexible configuration options with the ability to handle various employment scenarios. All these reasons combined made 2cloudnine the right choice for our organisation.
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Enabling more informed, data-driven decisions to enhance service delivery

Anglicare is nearing the end of its phased transition to 2cloudnine's payroll platform and the opportunities to improve how it operates are clear.

The platform is delivering accurate, reliable and easy-to-run payroll transactions. But it's the greater access to data that David and the Anglicare Tasmania team are most excited about.

"The next step is to really delve into the platform's real-time reporting, data and analysis. Having greater visibility of attendance and payroll data will help us make more informed, data-driven decisions to help us to continue to deliver high quality care to the Tasmanian community," he said.

"The ability to easily analyse data such as allowances, travel time and transactions for each service we provide in real time will improve business processes, reduce inefficiencies and support EBA compliance. There are also opportunities for more sophisticated approval workflows."

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> The 2cloudnine team has supported us to use this data more effectively through integrated business improvement tools. They've empowered us with a platform to keep improving how we do things as an organisation.
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A trusted partnership

Like every system transition, implementing Anglicare's new payroll platform hasn't been without its challenges. But as David explains, 2cloudnine has shown a commitment to delivering excellent service.

"What's been great about working with 2cloudnine is their 'nothing-is-too-hard' attitude," he said.

"They show a genuine desire for our success and have gone above and beyond to address our particular requirements. This has fostered a solid working relationship and made them a trusted partner.

"We now have a payroll and award interpretation solution that not only meets our needs today but has the scalability and functionality to grow with us."