



SAGE BECOMES THE RIGHT TICKET FOR OTIS ELEVATORS

with the help of Sage MicrOpay

“Collaboration, service and partnership is key to organisations like ours, not just product features. This is Sage MicrOpay’s true differentiator”

Elizabeth Harrison, Otis Elevators
Director, Human Resources

Customer

Otis Elevators

Industry

People moving products

Location

**All Australian States
and Territories
200+ locations**

System

Sage MicrOpay

Overview

Otis Elevators is the world’s largest manufacturer and maintainer of people-moving products including elevators, escalators and moving walkways. With headquarters in Farmington, Connecticut, Otis employs 60,000 people, offers products and services in more than 200 countries and territories and maintains 1.7 million elevators and escalators worldwide. In Australasia, Otis employs approximately 1,000 staff.

Industry position

Otis is renowned within the industry as an innovative and dynamic player, especially in the development of environmentally sustainable elevator technology. Since it was established more than 150 years ago, the company has grown exponentially.

This placed significant pressure on the payroll and Human Resources capabilities of its Australasian business to support operations in all Australian States and Territories and New Zealand.



Otis needed to upgrade its payroll and HR capabilities in Australasia to manage this growth and ensure future viability of the organisation.

Challenge

Otis had used Sage MicrOpay's Payroll Manager since 1994 and was using different versions of the software in its 5 payroll departments across Australia and New Zealand. The time consuming manual processes that surrounded the different payrolls was frustrating for both employees and managers and out of step with Otis' commitment to technology leveraged process improvement.

To provide a solid and smart foundation for the management of employee information and to improve payroll management and processing efficiency, Otis decided to upgrade its payroll software across the entire business. To meet company and legislative reporting requirements, such as Sarbanes-Oxley, Otis required a solution that enabled centralised management and reporting of the entire payroll function across its Australia and New Zealand business.

Given the different and often conflicting payroll and Human Resources requirements of the two countries, the solution needed to be highly customisable.

Otis also required a payroll system that could be integrated with the organisation's existing and planned Human Resources and business applications, enabling employee records to be centrally stored and accessed and facilitating the development of on-line workflows for key processes.

Solution

As an international organisation, Otis engages in a robust tender process before signing with suppliers. After reviewing outsourced and in-house payroll solutions from a variety of different vendors, Otis selected Sage MicrOpay's payroll solution.

It deployed Sage MicrOpay's payroll software with several additional modules, including New Zealand Payroll, General Ledger, Report Writer and Employee Self Service. Otis was keen to move away from the traditional customer/vendor relationship and create a true partnership based on shared culture, trust, openness and a desire to grow with the business.

Seamless implementation and service excellence

The implementation of a new business system must be managed carefully to ensure the business receives it well and disruption across the organisation is minimised.

"Sage MicrOpay's project management skills and expertise during the implementation, particularly when we were short of a project manager, were outstanding," said Elizabeth.

"Sage MicrOpay provided comprehensive training to Otis staff, ensuring everyone was comfortable with the software and confident they could use it."

"The ongoing support has been excellent. Everyone at the support desk is well briefed on our particular needs. The time invested by Sage MicrOpay to understand our business and our unique requirements has been impressive and the service first class."

"We really enjoy being Sage MicrOpay clients."

Advanced reporting and easy-to-use interface

The easy to use interface and reporting systems mean for the first time Otis's Human Resources and Commercial Managers can easily access and comprehend critical payroll data, enabling more efficient workforce management.

"It's a modular system that can be configured to meet the information requirements of a range of different users. You no longer have to be a payroll specialist to access and comprehend payroll data," said Elizabeth.

Otis's Human Resources team members now have immediate access to up-to-date payroll data for all employees in both countries, such as salary and leave histories as well as service and age profiles. This enables them to efficiently and proactively manage employee compensation and benefits, identify and address trends and patterns in leave taking, and proactively support workforce planning to address age and service trends, effectively positioning the organisation to meet changing business requirements.

"Sage MicrOpay provides us with the tools to facilitate more comprehensive reporting and planning that will benefit all levels of the organisation. At the end of the day, Otis is in the



business of delivering exceptional customer service to our construction and maintenance customers. Sage MicrOpay has allowed us to remove many manual processes that consumed time and energy that is now better spent on those customers.”

About Sage

Sage Australia is a subsidiary of the Sage Group plc and has offices throughout Australia and New Zealand, and more than 25 years’ experience in both local markets.

We provide small and medium sized organisations, and midmarket companies with a range of easy-to-use, secure and efficient business management software and services – from small business online accounting

(Sage One), accounting practice management (Sage HandiSoft), payroll and HR (Sage MicrOpay), to business management and customer relationship management (Sage Business Solutions).

Sage energises the success of businesses and their communities around the world through the use of smart technology and the imagination of our people. Sage has reimagined business and brings energy, experience and technology to inspire our customers to fulfil their dreams.

We work with a thriving community of entrepreneurs, business owners, tradespeople, accountants, partners and developers who drive the global economy. Sage is a FTSE 100 company with 14,000 employees in 24 countries.

For more information, visit www.sage.com/au

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