



# SAGE HELPS SCORE GOALS FOR THE SOUTHPORT SHARKS

with the help of Sage MicrOpay



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Jonathan Taylor, Southport Sharks Management Accountant

## Customer

**Southport Australian Football Club (Southport Sharks)**

## Industry

**Clubs and Hotels**

## Location

**Queensland**

## System

**Sage MicrOpay**

## Overview

Southport Australian Football Club (Southport Sharks) is a Gold Coast based club competing in the NEAFL Australian Rules Football competition. Founded in 1961, Southport Sharks is a not-for-profit community club that promotes AFL on the Gold Coast. It is one of the largest clubs in QLD and has 50,000 members.

The organisation runs restaurants, bars, fitness centres, gaming areas and more in order to generate revenue for the club, its local football side and the AFL premier team the Gold Coast Suns. It also donates to many of the other local junior teams.

## Industry position

As one of Queensland’s largest clubs, Southport Sharks works with 230-250 staff paid each week, depending on the number of casual staff required each week. Accountability for rostering and payroll management was becoming difficult with the dated payroll solution that Southport Sharks had been using, which was amplified by the limited support available from the previous supplier.



## Challenge

Department / Roster Managers within the club needed to become responsible for each station. Previously, they were simply doing rosters and then Duty Managers and Payroll staff were making adjustments offline through a manual process. This led to reams of paper used for allocating shifts, with lots of people signing off on scheduling and little accountability for the Roster Managers.

It got to the stage where the Payroll Team were deciding what hours people were working, when that should have been dealt with by the managers. The payroll process had become laborious and often managers wouldn't know what time their staff were working; for example thinking they were rostered for a morning but then finding the employee would come to work in the afternoon. It also created a wide spectrum of minimum and maximum times that different staff members were working.

## Solution

Southport Sharks needed to create separation between payroll and rostering functions. The payroll system had to connect well with their new roster system (TimeTarget) and had to come from a provider that had worked with clubs before, had heritage in the industry, and would be in the payroll environment for the next 10 years. Southport Sharks was looking for a supplier with strong industry references and knew the rostering environment intimately.

This was a key element in Southport Sharks choosing Sage MicrOpay as its payroll system. Specifically developed for Australian businesses of all types, industries and sizes, Sage MicrOpay has been designed with individual industry needs in mind and is one of Australia's most comprehensive and advanced payroll systems.

Following the installation, managers are now more accountable and have a better understanding of what staff are doing and when. Roster Managers are now preparing the rosters and the system ensures that any changes made to the roster will result in them receiving a notification to review and approve changes to staff hours.

"The responsibility to approve who and when staff work is now back with managers, and payroll now only takes three hours in one day, rather than 15-20 hours across a week. This is providing considerable improvement in our efficiency

levels," said Jonathan Taylor, Management Accountant, Southport Sharks. "It all comes back to accountability. There is strong auditing in place to see who's made approvals, when and the review process is now very easy.

"We've been using Sage MicrOpay since April 2014 and it's been a solid performer; reliable and efficient with useful features. Something simple like moving to emailing payslips each week, rather than printing them has made things more efficient and delivered a genuine cost saving. Something we didn't have with the old set up. The product is scalable and will develop with the industry and we'll get the upgrades as they come.

"Like any major technology change within a business there were some teething issues bringing everything together, but the payroll side was fine. We received a support and maintenance package as part of the deal, which was very important and the support from the Sage team was excellent. It's allowed our payroll department to become more efficient and provide more insight into one of our largest business costs. We'll be with them for some time."

## 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.

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