



## S U C C E S S S T O R Y

A business services company supports their own employees with an new HR & Payroll solution.

### Background

FullServe is one of South Africa's most trusted outsourced business services providers. Their diverse services portfolio allows clients to outsource all their required business functions to a single service provider. There are ten companies in the FullServe Group.

As a registered electrical contractor they offer specialised electrical engineering services as well as custom packages to suit their clients' needs. The facilities services division offers building maintenance and security services from physical guarding through to security risk assessments.

With over 1000 employees, many who are on contract, it is important for the business to have streamlined HR & Payroll processes which are supported by a comprehensive software solution. FullServe run two payrolls in a month, one mid-month and one at month-end, so it is important to ensure that the pay run is easy to manage, and that the business meets all compliance requirements.

FullServe chose to move from Sage VIP Premier to Sage 300 People to gain the benefits of working with a single database across multiple companies. They also benefit from advanced HR functionality, and are able to provide employees and managers with easy access to HR information.



Company  
**FullServe**

Location  
**South Africa**

Industry  
**Business Services**

Solutions  
**Sage 300 People**  
Migration from Sage VIP Premier

Sage Partner  
**SynergERP**

## The key benefits FullServe enjoys after migration to Sage 300 People :

- A single database for the Payroll and HR data across multiple companies. This provides a single source of truth and eliminating the need to login into different instances for each company when doing a pay run or creating reports.
- Seamless integration with their Sage Evolution accounting software.
- With automation of workflows, employees and the HR team can enjoy more efficient and paperless HR management. For example, leave requests are no longer done through the manual process but instead through an automated workflow.
- HR information is now easily accessible in the system and permissions for access to this information are managed at a role level, ensuring security of data.
- A Contractor can be added to their system and when their contract ends, their employee record remain in the system, so it is easy to add them back to the payroll if they return to complete another contract.
- It's now simple to draw reports for a single company or consolidated reports for multiple companies.

Eunice Mahlatji, payroll administrator at FullServe says, "Previously in Sage VIP Premier we had to log into each company to run the payroll. Now payroll for all companies can be managed from one screen by applying the relevant filters for each company. This has simplified the payroll processes."

As the business grows and changes the business will look to make use of the full functionality in Sage 300 People. Going forward activities such as performance management will also start to be tracked in the system.



*" With the move to Sage 300 People the objective for HR administration was to move from paper-based activities to paperless. It has always been paper, paper, paper which increases the chance that documents can get lost.*

*Now everything is in the system and easy to find. It's now easy to track leave taken and employees can login to the employee self-service at any time and see their information. "*

*– Jane Maluleka , HR Administrative Manager*

### Improvements in productivity through integration of Finance and HR\*:

- Best-in-class organisations are 53% more likely to have unified HR and financial data.
- Payroll processes errors are reduced by more than 20%
- Manual transactions decrease dramatically, from 5.9% to 0.1%.
- In organisations with unified HR and financial data, collaboration across departments and divisions is more than three times higher.

\*The statistics above are from Aberdeen: "Unified Finance and HR in the Cloud."



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