

## TS14+ Streamline Payroll Processing with TimeTEQ

In 2010, TS14+ celebrated 25 years as Australia's leading plus-size fashion brand specialising in women's fashion for sizes 14 to 24 – an enviable achievement. TS14+ store numbers and workforce have grown significantly in recent years, currently over 560 employees across Australia/New Zealand. TS14+ is committed to their reputation as an employer of choice by maintaining employee engagement through ongoing training, career progression and development.

### Growth Forces Change

The entire Workforce Management process was manual, time-consuming and error-prone. The geographically dispersed workforce, different time zones and various Retail Awards added complexity. TS14+ therefore realised in 2009 that an automated workforce management solution was required to streamline the whole process. Geoff Plunkett, Payroll and HR Manager at TS14+, led the team responsible for the selection and implementation of TimeTEQ "We recognised that we needed a system that was easy to use and would streamline payroll processing", said Mr Plunkett.

### Integration Key

Given that Integration with MicrOpay Meridian Payroll was imperative, MicrOpay recommended TimeTEQ by RITEQ. The two-way interface between TimeTEQ and Meridian eliminates manual re-keying and streamlines payroll processes. "TimeTEQ was the ideal solution for TS14+. RITEQ understands the needs of retailers and also provides great integration with MicrOpay Meridian", said Mr Plunkett.

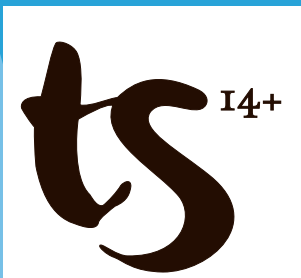
New employee details are input into Meridian only, and the two-way interface automatically syncs into TimeTEQ in near real-time. "During busy periods such as Christmas, adding new staff is a piece of cake! The tight integration means we are able to maintain a single source of truth in payroll and minimise re-keying", said Mr Plunkett.

### Minimal Intervention

From the time employees clock via biometric finger print to payment in MicrOpay Meridian, minimal Human Intervention is required. Data no longer needs to be re-keyed and Award Interpretation is automated, eliminating errors. Timesheets require approval only when they are outside user-definable business rules, saving our managers countless hours and ensuring focus on core competencies.

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Geoff Plunkett  
TS14+



## Maintaining Workforce Budgets

With the previous manual system it was very hard to keep track of labour budgets at store level. Thanks to TimeTEQ, TS14+ has achieved significant improvements - information is now available in real time and TS14+ can easily identify budget variances and proactively act.

“By implementing TimeTEQ we are able to continually improve our processes and procedures. Improvements can be identified during the reporting and analysis phase, and changes can be implemented immediately”, said Mr Plunkett. “Now we can keep managers focussed on and accountable for reducing our most significant variable cost – labour”.

## Heightened Visibility

The implementation of TimeTEQ has provided increased visibility across all stores for Head Office and TS14+'s Regional Managers, providing management with a clear understanding of store staffing at any given time. TimeTEQ's reporting capabilities also provide crucial information such as labour costs, comparisons to sales revenues and Leave reporting, greatly enhancing informed decision-making.

## Modern Retail Award

Transitioning to the Modern Retail Award has been much easier with TimeTEQ thanks to its unique “Revisions” functionality. The system removes the burden of manual Award interpretation and ensures consistency and accuracy. “Sunday rates are still different in each state and will continue to change annually while the national award transitions. Thanks to TimeTEQ's ease of use, after a quick chat with help desk I can myself quickly make the required Revisions to the Award Interpreter in advance, and they automatically come into effect when required”, said Mr Plunkett.

## The Results

The TimeTEQ implementation commenced in July, 2009. The benefits were immediate “By implementing TimeTEQ we have been able to shave 12 hours off payroll processing times”. The labour force has grown substantially since, but TS14+ has not had to recruit additional payroll staff. “On the payroll side alone, we estimate our savings to be around \$30,000 annually”, said Mr Plunkett.

By automating Workforce Management with TimeTEQ, TS14+ has removed a great deal of burden from the payroll team and also achieved significant cost and time savings.

The benefits of implementing TimeTEQ are palpable - a reduction of labour costs across the entire business. “We were pleasantly surprised by a Return on Investment period of only 8 months, which far surpassed our expectations. Now we enjoy an estimated 3% saving of our annual payroll via the use of TimeTEQ”.

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