

Bank South Pacific (BSP)

Papua New Guinea, Solomon Islands, Tonga,
Vanuatu, Samoa, Cook Islands and Fiji

"Having visibility and reporting across a geographically diverse workforce ensures I am always informed and basing decisions on the big picture. The capacity to pay employees in multiple countries and currencies from a single system saves us time and money and increases efficiencies."

Hari Rabura, General Manager Human Resources.

Industry Sector: Banking, Finance and Insurance

Headcount: 4,000 Employees

Customer since: 2017

Delivery Method: On-premise

Solution:

- ✓ Payroll
- ✓ Self-service
- ✓ Recruitment
- ✓ Learning and development
- ✓ Performance management

Bank South Pacific (BSP) is an iconic and unique bank in Papua New Guinea and the Pacific, recognised for its strong commitment to the region and its Melanesian uniqueness. BSP has the largest branch network in Papua New Guinea, Cook Islands, Fiji, Solomon Islands, Samoa, Tonga and Vanuatu.

BSP had rapidly expanded its operations across seven countries and had acquired multiple businesses in the process, all of which came with their own software systems. BSP saw the need to have a common system across all jurisdictions within which it operated to achieve operational efficiencies.

BSP chose to implement Frontier Software payroll and self-service with additional modules for learning, performance management and recruitment. They were impressed by how easily ichris could be set up across the different businesses that comprise BSP. Most of the build and set-up was done by the in-house BSP team with minimum involvement from Frontier Software, minimising the cost of deployment. By integrating many payrolls and currencies onto one database, processing turnaround was considerably faster and enabled in-system currency conversion. Real-time updates to employee information and the integration of all data reduced paperwork errors and permitted easy benchmarking of all employees. Cross-country reporting enabled data-led decision making and comprehensive insights to management teams that they had not previously enjoyed.



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