



When Narelle Morgan first experienced the limitations of Uniting WA's legacy payroll and HR solution, she knew something had to change. The organisation was operating with a payroll system that had become unfit for purpose, requiring endless manual spreadsheets and complex workarounds.

"We were saving money by not taking upgrades, but in the end, that impacted what we could actually do," Narelle recalls. The system's visual interface was clunky, reporting was near impossible, and the organisation was constantly relying on the support of their vendor to complete basic tasks.

The breaking point came when performance management modules failed repeatedly. The Exec recognized that Uniting WA needed a solution that could integrate seamlessly, providing a comprehensive view of their HR and payroll operations.

Frontier Software emerged as the ideal partner, offering a cloud-based platform that addressed their core challenges and offered options that no other provider could. The new system significantly reduced their previous technology costs and also provided the single, integrated payroll and HR solution they were seeking. With an API connection to their rostering system and improved data configuration capabilities, Uniting WA found an HR and payroll platform that could keep pace with their dynamic operations.

"Our main motivation was to have a single solution for payroll and HR where we wouldn't have to worry about different modules talking to each other," Narelle explains. Our Executives vision of a unified, efficient system had become a reality.

Today, Uniting WA enjoys streamlined processes, enhanced reporting, and the flexibility to view and manage their data exactly as they need—proving that the right technology partnership can transform organisational efficiency. With newfound confidence in their operations, Narelle is confident this change has empowered their team to focus on delivering better services to those they support.

"The flexibility to set up and view our data exactly as we want has streamlined our processes and improved our overall efficiency. It's the unified, cost-effective solution our board envisioned."

Narelle Morgan – Senior
Manager, People Services and
Learning & Development.

Uniting

FAST FACTS

Industry Sector: Family Services

Headcount: 450 Employees

Customer since: 2023

Delivery Method: Hosted

Solution: Payroll, Self Service, Onboarding, Recruitment, Multiple Contracts, Payroll Verification, Workplace Health and Safety, Performance Management

Country: Australia

www.unitingwa.org.au