Melbourne Polytechnic
Australia

Before adopting Frontier Software's onboarding solution, Melbourne Polytechnic's onboarding process was heavily manual. Each stage relied on email communication, printed forms and scanned attachments. Contracts, tax details and compliance documents were exchanged in multiple formats, creating confusion and delays. People & Culture staff spent countless hours following up with managers and new starters, while incomplete or missing paperwork created compliance risks and frustration across departments.

As a long-term Frontier Software customer, Melbourne Polytechnic turned to its trusted partner to modernise the process. The brief was simple: remove the paperwork, keep everything in one place and make it easy for everyone to use. Having implemented the onboarding solution, automation, visibility and secure record keeping are now built into a single, straightforward platform.

Implementation was smooth and collaborative. Frontier Software's project team worked closely with Melbourne Polytechnic to tailor the system to its compliance framework and policy requirements. Adrian De Mase, Operations Manager, People & Culture, remembers, "The project ran seamlessly. The team was responsive and professional throughout, making the transition simple and well supported."

Eighteen months on, and the benefits are tangible. More than 520 employees have been onboarded through the solution, marking a complete shift from paper-based administration to a streamlined digital process. Tasks that once took days now take minutes. Real-time tracking has reduced follow-up work, improved data accuracy and ensured every record is complete before an employee starts. The system's digital audit trail has strengthened compliance and simplified record management.

"It's been a genuine shift in how we work," says Adrian. "The automation has given us control, clarity, and confidence in every step of the process."

The onboarding solution now underpins Melbourne Polytechnic's broader HR modernisation program, improving efficiency, transparency and the experience of every new starter.

> "Frontier Software's onboarding solution has transformed our onboarding process. The improved efficiency, strengthens compliance, and delivers a professional experience for every new starter."
>
> Adrian De Mase, Operations Manager, People & Culture

MELBOURNE POLYTECHNIC

FAST FACTS

Industry Sector: Higher Education

Headcount: 1,500 Employees

Customer since: 1996

Delivery Method: On-premise

Solution: Payroll, HR, Self Service, Onboarding, Performance Management, Recruitment Management

Country: Australia

www.melbournepolytechnic.edu.au