

# The Y NSW

## Australia



With 2000+ employees and volunteers delivering community services across New South Wales, the Y NSW had relied on Frontier Software's payroll platform since 2009. Over time, payroll evolved into a sophisticated operation, but by 2023, it was the last system still on-premise.

Three major platforms had already moved to the cloud. Payroll hadn't.

"Without integration, we were forced into manual workarounds that were error-prone, labour-intensive and slow," said Micheline Costa, Payroll & HR Systems Manager. "We needed to move payroll to the cloud and restore seamless integration across all our systems."

Frontier Software delivered a full migration to ichris in just three weeks, including integration with three existing cloud platforms, comprehensive testing and production rollout.

Zero errors. Zero downtime. Zero disruption.

Costa reflects, "Those manual workarounds disappeared overnight. Processes are now faster, automated and far more accurate. Our team can focus on higher-value work instead of data entry."

Ongoing compliance is handled proactively, with legislative updates for superannuation, taxation and Single Touch Payroll delivered seamlessly, often at no additional cost.

Support extends well beyond implementation. Response times average ten minutes, with direct escalation to technical specialists, removing the need for ticket queues.

"That level of accessibility is unusual," Costa said. "It's not just about the technology. The team is genuinely invested in our success."

As a long-term customer of Frontier Software, Costa is unequivocal.

"Frontier Software has earned our trust. They're responsive, effective and highly professional. I wouldn't hesitate to recommend them."

"It only took three weeks to move our payroll to the cloud, which put an end to our manual workarounds. That means the team now have automated processes that are accurate, and seamless. So, the worry of errors and delays is gone."

Micheline Costa, Payroll & HR  
Systems Manager



### FAST FACTS

**Industry Sector:** Community Service NFP

**Headcount:** 2000+ Employees and volunteers

**Customer since:** 2009

**Delivery Method:** Hosted

**Solution:** Payroll, Self Service

**Country:** Australia

[www.ymcansw.org.au](http://www.ymcansw.org.au)