

# Hutt City Council gains more visibility and control over critical HR processes with Pivot Software.



## CLIENT:

Hutt City Council, the territorial authority and governing body for the city of Lower Hutt, New Zealand

## BUSINESS ISSUES:

The efficiency of talent and performance processes hampered by legacy and manual systems

## SOLUTION:

Streamlining remuneration management and introducing automation of performance management with Pivot solutions

## OUTCOME:

Enhanced line manager involvement, greater visibility managers and HR, easier management of processes overall with data at managers' finger-tips.

## A great place to work

Hutt City Council (HCC) is the local governing body for the city of Lower Hutt in the Wellington region of New Zealand and provides services, facilities, and programmes to the city's residents. With a 400 strong staff (and up to 100 additional casual staff) serving the community, the organisation places due importance on being a great place to work. This is one of the reasons it is the only council in the country to have received a gold award for business excellence.

The council prides itself in being an inclusive, fair and rewarding workplace for its staff. The HR team at the Council strives to attract and retain the best talent for the organisation and understands that the appreciation of drivers of performance helps create success for the organisation. The human resources management team at HCC comprises of five team members, led by Jo Beck.

## The need to save time and automate processes

HCC was looking to automate a number of critical HR processes that were previously being done manually. Kelly Alkema, HCC Senior Human Resources Consultant says about the remuneration management processes, "It was a manual process. Basically putting together spreadsheets, which was a laborious process, and that, of course opened the entire process up to a lot of error and it was really hard to manage it."

Not only were the manual processes tedious and prone to mistakes, they were also consuming large amounts of precious employee time. "It would take days and days to put the spreadsheets together. There was one for each team in the organisation, the whole process just took a very long time", says Jo Beck, HR Manager at HCC.

About performance management at HCC, Jo adds, "We had an e-performance management system that wasn't customisable and didn't really meet our needs. We needed a tool that was flexible and could adapt to our requirements. Since we were constantly improving our own processes, with remuneration and with performance management, we wanted something that was future-proof."

## Moving to the Cloud

Remuneration was the first process that was enhanced using Pivot Software's Remuneration Ally system. "For remuneration, I am sure we looked at a few other systems. We chose Pivot because it was simple to use and it integrated well with the other systems we already had. And we just wanted something simple", says Jo.

The HR team used the Remuneration Ally system for some time before deciding to extend the use of Pivot solutions for performance management. "When we had to make the switch from our previous system, it was a logical and straightforward choice to go with Pivot because we had already built up the relationship and we had seen that tool before. It was something we were familiar with and we knew we could quickly implement. We didn't have to learn a whole new system and we knew that the Pivot solutions were reliable."

When you're in the middle of a process, and you just need to check in with someone, there is always a Pivot team member at the other end of the phone who quickly understands our query, how our systems are set up, our needs and what we're looking for."

**Jo Beck**

HR Manager  
Hutt City Council

## About Pivot Software

Pivot Software helps organisations use technology to improve their control over complex and often emotional human resource processes.

Productivity, enhanced transparency of outcomes and improved employee engagement are just some of the positive impacts of implementing our technology. As human resource professionals, we understand how well managed talent management processes such as remuneration and performance management policies bring organisational values and principles to life.

We enable HR interactions that are meaningful and beneficial. Conversations between managers and staff are supported, and not replaced, using our solutions which are as easy to use as a simple website.

Over 60 organisations across Australia and New Zealand use Pivot's solutions. The HR policy and strategy needs of our clients are met using a secure, internet-based, highly configurable software-as-a-service model that fits within any corporate IT infrastructure. Our clients enjoy a time-saving solution designed for the task; not a generic tool that is 'made to fit'.



Want to know more?

Email us today:  
[info@pivotsoftware.com](mailto:info@pivotsoftware.com)

Or visit our website:  
[www.pivotsoftware.com](http://www.pivotsoftware.com)

When discussing the amount of time and effort that went into deploying the Pivot solutions, Jo says, "We had a Pivot consultant come in and understand our requirements and processes, went away, gathered all the information and configured the solution for us. A lot of effort went in from both sides, but it was essential. The installation went very smoothly and even afterwards the support has been great. You could simply pick up the phone and speak with a specialist at the other end and they'd answer any questions you had. The after-sale support has been fantastic."

## Clear visibility and robust reporting

Automated, internet-based remuneration and performance management systems have changed the way the HR team at HCC does business. Processes are more efficient and accurate, staff are happier and managers don't have to deal with spreadsheets.

Kelly says, "I think it definitely saves us a lot of time. We don't have to manually enter data in spreadsheets. And I think another key thing here is that it also really does ensure the confidentiality in terms of how we are handling that remuneration data. The user level access ensures that managers access the information that is relevant to them."

Jo adds, "[The Pivot systems] saved time for the managers who had to deal with spreadsheets. Now they just have to look at one database and there is only one source of truth. They don't need to scroll through pages and pages of spreadsheets to find the information that is relevant to them. The managers don't need to manually sort, print, cut or paste anything and they can do it all online. Since the managers can extract reports themselves, it reduces the number of queries that come through to us."

The reporting aspect of the processes is also a lot easier than before. "The reporting capability in Pivot systems is a much better (vs. spreadsheets), it is easy and you can sort or pick whatever data elements you like and it produces a very clear report", says Jo.

"Even for our senior leadership team, we produce some really good robust reports from both [Performance Ally and Remuneration Ally] systems. So when we go and present those reports, we are very comfortable with the accuracy of the data that is presented."

The robust reporting capabilities have allowed the HR team to enhance mentoring and coaching discussions between staff and their managers. Jo says, "Managers can easily access reports and share the bits that they want to with their team members which then foster and feed into coaching and mentoring discussions."

Kelly adds, "we have agreed on a few performance benchmarks that are relevant to all staff, so it has been really good to be able to push those compulsory things out to everyone, to have it visible and have a conversation that can be had around those areas."

Both Pivot systems have received high user adoption in the organisation. Jo Beck puts it down to the simplicity and ease of use. "There are a number of systems out there that are pretty hard to use, but with Pivot, our staff have been pretty happy to use these systems. These are simple and easy to use, navigate and access."

## The making of a great place to work

The automated, internet-based remuneration and performance management systems have changed the way the HR team administers performance management programs that enhance employee engagement and productivity. The organisation has a clearer, current view of its workforce capability. There is also greater control and visibility over the remuneration process and the HR team can see that policy is being followed properly.

The success of the implementation and use of Pivot's systems at HCC can also, in part, be credited to the relationship between the two teams. "I think the relationship has been really good. They've always been very accessible, especially the support team. When you're in the middle of a process, and you just need to check in with someone, there is always a Pivot team member at the other end of the phone who quickly understands our query, how our systems are set up, our needs and what we're looking for, so it works really great."

Looking towards the future of the relationship, Kelly says, "They are definitely making progress around their offering and we are keenly watching the product evolve and it is great to be able to provide input into how it keeps getting better."

*"Make the decisions regarding your people and we will take it from there."*



pivot software