



OTIS CHOOSES SAGE TO ELEVATE ITS PAYROLL AND HR

with the help of Sage MicrOpay

“Sage MicrOpay has impressed us with its openness and willingness to collaborate”

Elizabeth Harrison,
Director Human Resources,
Otis Elevators Australasia



Customer

Otis Elevators

Industry

Manufacturing

Location

Worldwide

System

Sage MicrOpay

Overview

Otis is the world's largest manufacturer of elevators, escalators and moving walkways.

The company employs close to 63,000 employees worldwide, with more than 2.1 million Otis elevators in operation across the globe. In Australia, Otis employs approximately 1,400 staff.

Otis is renowned within the industry as an innovative and dynamic player, especially in the development of environmentally sustainable elevator technology.

Since it was established 150 years ago, the company has grown exponentially. Over time, this placed significant pressure on its payroll and HR operations, particularly in regional arms including the Australian business.

Otis needed to upgrade its payroll and HR capabilities in Australasia to manage this growth and ensure future

viability of the organisation. They were looking for a 'best of breed' solution that could integrate with existing business applications, as well as integrate with Otis' overall HR function.

Challenge

Otis had used Sage MicrOpay since 1994 and, while the organisation was happy with the software, it recognised the need to migrate to an upgraded solution that would provide 'best of breed' functionality and scalability to support the thriving business.

Otis' staff work under a variety of workplace arrangements so it is essential that Otis' payroll system is reliable, intuitive and can be easily configured to changing needs.

The Australasian arm of Otis covers both Australia and New Zealand operations with different legislative requirements and industrial instruments. This has traditionally been a



difficult challenge for payroll staff to manage. It was agreed internally that a single configurable solution with specific capability to support payroll in both countries would eradicate these types of issues.

Otis was also beginning to think about how its payroll systems could be integrated with the organisation's overall HR function.

"We felt the time was right to move from our DOS-based payroll system to something more aligned to our overall technology platform," said Elizabeth Harrison, Director Human Resources, Otis Australasia.

"It was important for us to have a system that was modern, secure, scalable and able to integrate with our existing Microsoft® Windows environment."

Otis' requirements for a system that could integrate with its existing business applications and allow for records to be stored permanently also had a legal rationale behind it.

Otis is a wholly owned subsidiary of a U.S. listed company, UTC, and as such is required to be Sarbanes Oxley compliant.

Also the size and diversity of the Australasian business created added complexity. This means its payroll processes in particular need to be able to stand up to regulatory scrutiny with complex and detailed financial records mined and made available at the behest of regulators in timeframes the legacy system couldn't deliver.

Solution

The decision to migrate from MicrOpay Payroll Manager to Sage MicrOpay was a complex one. Otis had strict criteria they required the chosen vendor to meet.

Payroll and HR environments are beginning to converge and more organisations are turning to solutions that will help make the employee experience a more positive one as well as assist executives to keep abreast of the needs of their workforce.

Payroll is now very much a part of the HR jigsaw. When faced with changing demands, be they in different parts of the business, different parts of the country or different countries, organisations are increasingly expected to be able to identify and analyse workforce patterns and trends, and align these to the needs of their business.

As a result of this shift, Otis wanted a vendor that would work with them in a collaborative relationship. They were keen to move away from the traditional customer / vendor relationship and create a true business alliance based on trust, openness and a desire to understand the opportunities and challenges for both businesses.

"It was crucial we felt comfortable being led by an established vendor who would understand our business and culture. This was not just a payroll implementation, it was a decision that was going to have repercussions right across our business," said Elizabeth Harrison.

"Sage MicrOpay impressed us from very early on. We put our brief out to tender and took a detailed look at a number of vendor proposals. The Sage MicrOpay solution was the most compelling as they showed a willingness to work with us, not for us."

"The implementation process is ongoing but we are extremely happy with the level of service and project management from Sage MicrOpay."

"I think it's important to work with people you like and respect and we certainly have that with Sage MicrOpay due to their thoughtful and disciplined approach. We consider Sage MicrOpay a vital part of our team."

The new payroll functionality contained in Sage MicrOpay will enable Otis to achieve a much higher level of inter-company communication and employee satisfaction as well as facilitate more comprehensive reporting and planning.

"Choosing to upgrade to Sage MicrOpay has been a boost for our organisation and will facilitate more comprehensive reporting and planning which will be a benefit at all levels of the organisation."

About Sage

Sage Australia is a subsidiary of the Sage Group plc and has offices throughout Australia and New Zealand, and more than 25 years' experience in both local markets.

We provide small and medium sized organisations, and midmarket companies with a range of easy-to-use, secure and efficient business management software and services – from small business online accounting (Sage One), accounting practice management (Sage HandiSoft), payroll and HR (Sage MicrOpay), to business management and customer relationship management (Sage Business Solutions).

Sage energises the success of businesses and their communities around the world through the use of smart technology and the imagination of our people. Sage has reimaged business and brings energy, experience and technology to inspire our customers to fulfil their dreams.

We work with a thriving community of entrepreneurs, business owners, tradespeople, accountants, partners and developers who drive the global economy. Sage is a FTSE 100 company with 14,000 employees in 24 countries.

For more information, visit www.sage.com/au