

Frontier Software

Australia

As a vendor of payroll and HR software, Frontier Software is an early adopter of its own solutions, including the Onboarding module, ONB²¹.

Before implementing ONB²¹, the employee onboarding process at Frontier Software faced several hurdles, including delayed and incomplete employee data, and the need for constant follow-ups to ensure new hires completed crucial tasks. Setting up new employees in ichris could consume up to 30 minutes for each hire.

ONB²¹ significantly changed that. Offers and acceptance are managed via the ONB²¹ app, eliminating the need for third party signature software. The simple user interface keeps users on top of their required actions via wizards and real-time progress charts. Data provided by new hires updates ichris immediately, so that new hire setup now takes less than 10 minutes.

HR Manager Kathy Pallas is clearly seeing the benefits. "ONB²¹ has not only streamlined onboarding and payroll processes but has also significantly improved the overall experience for HR administrators and new hires. It has positioned our HR operations for the future, making them more efficient, adaptable to remote work conditions, and better suited for the digital age."

For Payroll Administrator, Margaret Tomasiello, ONB²¹ removed many administrative bottlenecks. "I have reduced the time taken to set up a new employee by more than 65%. Not having to re-key data also minimises the possibility for error and in my job, that's paramount."

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Margaret Tomasiello, Payroll Administrator, Frontier Software.

Frontier
software

Human Capital Management
& Payroll Software/Services

FAST FACTS

Industry Sector: Software & Services

Headcount: 550 Employees

Customer since: 1983

Delivery Method: On-premise

Solution: All modules

Country: Australia

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Payroll users only form one part of the equation, however. Onboarding is about streamlining the process and experience for new employees. When it comes to creating great first impressions, the employee experience from application to onboarding matters.

New Frontier Software employees have rated their experience of ONB²¹ positively. Here's a snapshot of some of the feedback we have gathered.

"Navigating the app was easy and intuitive; the workflows made everything quick and stress free".

New Hire – Melbourne

"Being able to complete my onboarding using my ipad made the whole process simple. I did it on the bus."

New Hire – Brisbane

"It was really easy to get all the paperwork and administration done before I even started. First days are stressful enough!"

New Hire – Sydney

