Northern Territory Primary Health Network
Australia

Northern Territory Primary Health Network (NT PHN) faced pressing challenges with their outdated payroll system, which raised both software and security concerns. Seeking to modernise their technology infrastructure, reduce risk, and integrate payroll with their existing HRIS, NT PHN embarked on a thorough evaluation process. Their choice? Frontier Software's ichris solution—a decision driven by its robust cybersecurity features, fully cloud-based SaaS offering, hybrid service options, and seamless integration capabilities.

Reflecting on the transformation, Rhiannon Lewis, ICT Transformation Project Manager, said, "Frontier Software's ichris solution has revolutionised our payroll operations, enabling us to modernise our technology, enhance security, and improve work-life balance for our team."

The implementation process further underscored the value of their decision. NT PHN commended Frontier Software's project team for their proactive approach and strong customer focus. "We often felt we were being looked after, which is crucial when implementing a system that pays your staff," said Lewis.

The impact of the transition was immediate and transformative. The ichris cloud-based solution facilitated broader access, allowing more staff to be trained on payroll processes. This newfound flexibility improved operational efficiency and reduced the organisation's reliance on a single team member.

Lewis advised other organisations to consider ichris for their payroll needs, stating, "If another organisation is considering Frontier Software and ichris as their payroll solution, I would tell them to seriously evaluate their proposal against their project objectives. Frontier Software matched our organisation well in terms of size, nature of service delivery, the solution itself, and price/budget."

The results for NT PHN speak volumes. Increased efficiency, enhanced security, and greater flexibility have marked a successful digital transformation of their payroll operations. With a modern, integrated system in place, NT PHN is well-positioned to meet both their current needs and future growth opportunities.

> "Frontier Software's ichris solution has revolutionised our payroll operations, enabling us to modernise our technology, enhance security, and improve work-life balance for our team. It's a perfect fit for our organisation's size and needs."
>
> Rhiannon Lewis, ICT Transformation Project Manager

phn NORTHERN TERRITORY
An Australian Government Initiative | RURAL **Workforce** AGENCY NT

FAST FACTS

Industry Sector: Health Services

Headcount: 100 Employees

Customer since: 2024

Delivery Method: Outsourced

Solution: Payroll, Self Service,

Country: Australia

www.ntphn.org.au