

# HR Team at Australian Mining Giant Achieves HUGE ROI in Six Weeks

“Traditionally, the HR team was viewed by our internal customers as a hindrance to progress. Now, we are regarded much more favourably. Plus, the change was seamless to the employees, all they noticed was the improvements.”

**HR Team Leader  
Australia**

## Results

- HR Management Team: Improved personal brand and reputation with the C-suite for achieving goals and with the internal customers for delivering a superior service
- 75% reduced workload for downstream payroll staff (from 28 cases per month down to just 7)
- Organisational: 60% higher productivity as unnecessary manual handling is significantly reduced (5 days turnaround down to just 2 days)
- Increased Employee Engagement: Informal feedback indicates higher job satisfaction, reduced stress and better employee experience. I.e. morale is higher, the reputation of the team has improved, and they now earn bonuses due to their higher performance
- Financial: Efficiency gain estimated at \$1.26m p.a.
- ROI of 1,575% achieved in Year 1
- Time to Payback: 23 days

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[versaSRS.com](https://versaSRS.com)

## Our Customer

Our customer had a significant amount of unstructured HR processes, such as leave applications, employment contracts, bullying reports, unfair dismissals, and payroll. Each task was handled manually via email, which was time-consuming.

Internal investigations revealed that HR Managers spent on average 60% of their time on these manual processes, with the ensuing errors causing both over-payments and under-payments to staff, resulting in an estimated financial payroll blowout of \$200k per HR Manager each year.

In addition, the huge number of emails to process created a stress-filled and high-pressure workload that was prone to human errors, time blowouts, as well as legal and compliance issues. These negative impacts also led to the team missing out on their performance-based bonuses and rewards.

Ultimately, the personal and professional reputation of the HR team suffered, both within the organisation, as well as across the industry. The team was suffering from burnout and mental health issues, and people began leaving the organisation. Because of worsening reputation in this close-knit industry, the organisation was increasingly having trouble attracting new talent, which led to longer recruitment times and eventual staff shortages that further exacerbated the problems.

Software implementation is like painting, it's all in the preparation. This can be a deterrent for organisations who can see the need for improvement in their processes but stop short of automation. Yet the difference between keeping up and getting ahead is often down to technology.

**For a complimentary Information Call, contact us on +61 8 8363 1914**

**or schedule an appointment here:**

**<https://calendly.com/versadev/information-call>**

## Our Solution

Following the VersaDev 5-Step Customer Assurance Process, we worked with the customer to co-create and then implement versaSRS in just six weeks end-to-end, including change management.

Using versaSRS, the customer now has a central point of entry to all HR processes ("one front door") with standardised templates that ensure all the required information is gathered at the point of entry, in order to be accepted and actioned.

Over the next 12 months, the customer will further move to eliminate all requests via email, and will use versaSRS automation exclusively.

## Customer Outcomes

Manual email processes have been reduced practically down to zero. They have been replaced with structured business processes and now carry appropriate governance.

The change to versaSRS has also eliminated significant amounts of human errors, yielding significantly greater efficiency and productivity, while also resulting in lower legal and compliance risk.

After only six weeks, the team was already demonstrating higher performance, meeting their timelines. This has led to them earning more bonuses, as well as resulting in improved individual and corporate brand reputation. Now, for the first time, management has full transparency into process productivity with qualitative and quantitative metrics and KPIs, leading to tighter individual accountability.

**Processing time was reduced by 60% 5 days turnaround down to just 2 days, leading to an estimated efficiency gain of \$1.26m p.a., translating into an ROI for the customer of 1,575% achieved in Year 1. Time to payback was a mere 23 days!**

**Assess your current HR Process Performance Now:**

**Discover: "How Are We Doing Really?"**