

Workforce management solutions

HR cloud shift a cool change

People fear change. In the corporate world, the old adage of "if it ain't broke, don't fix it" is a safeguard against a potential deluge of problems on the other side of the rampart.

Advancements in technology are often regarded with a blend of excitement and caution – what if it breaks the processes already in place? These fears can prevent companies from progressing, particularly in the field of human resources.

In today's world, technology drives results across a range of sectors, but HR often reaps more benefits and easier wins than most.

Departments dealing with people typically feature three pillars: recruitment, management and payroll. Each pillar involves three tiers of work: tier one is basic data entry. Tiers two and three require more advanced human thinking processes.

If a business could eliminate the need for people to look after the first tier, that human capital could be shifted to tiers two and three – a move that would increase productivity and add value to those roles.

"Old ways can be easily updated via technology," says Matthew Horton, co-founder of foundU.

"Workforce management presents so many moving parts that are seen as 'just the way it has to be', but we saw it as a gap in the market."

Horton, co-founded foundU in 2013 with Michael Ott and Tyson Armitage as a solution to their own workforce management problems.

Armitage recalls, "Like many businesses, we had issues with efficiency in payroll and employee management."

"We knew it could be done better but traditional platforms already on the market couldn't do what we wanted."

The trio found too much time or valuable human capital was going to waste.

"Needless time and energy is spent calling around to fill shifts, processing payroll, or onboarding new employees," Ott says.

"Manual payroll systems can be a nightmare. There are some truly ridiculous methods for handling simple tasks, like applying for leave."

They envisioned a complete end-to-end suite that could handle payroll, paperless recruitment and smart rostering. One that was intuitive, flexible, easy to use and cost-effective.

"We built foundU," Armitage says, "with a different approach to the other available products. We had workforce management in mind; we wanted to create efficiency; we wanted to provide real solutions."

The foundU platform addresses the entire employee life cycle, from recruitment to the exit interview. The self-managed recruitment module allows employers to build their dream team quickly and efficiently. The "onboarding" journey



Cloud-based foundU addresses the entire employee life cycle. Inset: foundU co-founder Tyson Armitage.

can be configured to meet the employer's requirements and features a free integrated Australian Work Rights check.

"Compliance is a big worry for many businesses today," Horton says. "We knew we had to try to remove that stress."

The payroll module also adheres to this philosophy: inbuilt award and agreement rules automatically calculate payroll based on approved hours. The platform also produces payslips and is linked to the Australian Tax Office.

"We know it's the little things that matter," Ott says. "All of those processes are complex and vulnerable to human error. It was important to make sure foundU could handle those tasks and take the pressure off."

Carefully built features and algorithms automate tier one work and free up staff to handle bigger things.

"We don't tell people how to run their business," Armitage says. "The flexibility of the platform prevents customers from having to make significant changes to existing processes."

Under foundU's hood is a gleaming in-house engine powered by the cloud. The platform's flexibility and scalability is due in large part to the power of the cloud, which allows employers and

"There are no build costs and we only start charging when you get up and running."

Michael Ott, co-founder of foundU

employees alike to access information from various devices any time, anywhere.

"Cloud technology was the right tool for the job," Horton says. "There are so many processes and the cloud allows us to be nimble and responsive"

The cloud also makes compliance obligations easy to meet thanks to regular updates.

"The foundU platform is Single Touch Payroll compliant software," Ott says. "Our customers are assured they can meet their new reporting obligations to the ATO."

The security framework provided by the cloud also gives the platform an advantage over traditional systems. Access is tightly controlled,

and automatic back-ups and regular audits are par for the course.

Armitage believes it's a step forward: "We aren't arrogant enough to say we have reinvented the wheel. All we are doing is challenging processes that haven't changed for decades and using the latest technology to do so. This ensures efficiencies as well as compliance."

In the 18 months since foundU launched, Ott says the customer response has been overwhelmingly positive.

"Often our prospective customers say it seems too good to be true. There are no build costs and we only start charging when you get up and running. You don't need to pay thousands for a software build and implementation. You don't need a team of experts to teach you how to use your own software. Challenging the mindset of larger organisations that there is a better, more cost-effective solution available is our only hurdle."

Change may be feared, but it's also inevitable. The foundU team believes you might as well change on your own terms.

"Our goal to eliminate the fear of change is through ease of use, so constantly improving customer experience remains at the forefront," Armitage says. "It never really ends."

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