

HRD

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Australia's top
HR service
providers
revealed

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HR SERVICE PROVIDER AWARDS

HRD's inaugural HR Service Provider Awards aims to recognise the best of the best when it comes to HR's most valued business partners

TO THE uninitiated, engaging an HR service provider must be a daunting task. Finding the vendor with the reputation, resources, and knowledge required – not to mention the right cost for those services – might be a full-time job in itself. Yet the benefits for seeking out the best of the best are significant. The most sought-after service providers can be HR's right hand, acting as a seamless extension of the in-house HR team, providing specialist expertise and

having deep knowledge of their sector.

There are three basic service provider classifications that HR can leverage: consulting/advisory, information technology and process outsourcing (see table opposite). Most HR professionals would have encountered these organisations either on the client side (ie, the business that is procuring the services) or the supplier side (ie, the business – or vendor – that is providing the service).

In this report, *HRD* has identified seven key specialist areas:

- » Employment law
- » Executive education
- » HRIS
- » Payroll systems
- » Reward and recognition
- » Talent management
- » Recruitment

Vendor submissions were vetted and voted upon by an independent panel of eight judges, comprising senior HR professionals from a range of industries (see p.64 for judging panel bios). Gold, Silver and Bronze medals were awarded to those vendors who received the highest number of votes in each category.

As HR's role becomes more and more strategic, it's likely that service providers will be increasingly called upon to help out with day-to-day transactional work, or to help in-house teams provide specialised services. Read on to see who's up to the task in 2017.

HR VENDOR LANDSCAPE

Type	Consulting/advisory	Information technology	Process outsourcing
Description	<ul style="list-style-type: none"> • Provision of advice, recommendations or project management services 	<ul style="list-style-type: none"> • Provision of technology services on premises or in the cloud 	<ul style="list-style-type: none"> • Provision of services to execute transactions or activities. This could be one-off or ongoing process outsourcing
Service example	<ul style="list-style-type: none"> • Remuneration benchmarking • Employee engagement advice/services • Employee relations case advice • Project management support • Recruitment services 	<ul style="list-style-type: none"> • Solutions could be end-to-end on premises (eg, SAP), or in the cloud (eg, Workday) • Solutions could be function-specific in the cloud (eg, Workable or LinkedIn) 	<ul style="list-style-type: none"> • One-off services like medical or background checks • Outsourcing and/or offshoring of HR processes like payroll, recruitment, mobility/relocation services, workers' compensation, etc
Vendor example	<ul style="list-style-type: none"> • McKinsey, Deloitte, PwC, IBM, Accenture • Korn Ferry, Mercer, Aon Hewitt • Herbert Smith Freehills, Minter Ellison, Holding Redlich 	<ul style="list-style-type: none"> • SAP SuccessFactors, Oracle/Taleo, Microsoft • Workday, Cornerstone OnDemand, SABA • Google, Apple, Custom Apps • LinkedIn 	<ul style="list-style-type: none"> • IBM, Infosys, Accenture • Manpower, Kelly • Recruitment agencies (various) • Training providers (various) • Corpsec, Kinnect Health
Impact	Strategic vs tactical Short-term vs long-term		
Coverage	Across multiple services Across multiple business units Across multiple geographies		

Source: From feature article, *A Perfect Partnership* by Peter Szilagyi, *HRD* issue 14.12

EMPLOYMENT LAW



Given Australia's notoriously complicated employment law system, it's hardly surprising that most HR professionals would draw on the expertise of specialists in this space.

Gold winner Harmers Workplace Lawyers has been a pioneer in this space and has won multiple accolades for exceptional services to clients since its establishment 21 years

ago. The firm's people and workplace (P&W) team has focused on providing advice that is both innovative and valuable in the face of the rapid transformation they are seeing in the way workplaces function. A unique point of difference to competitors is that they challenge the historical approach of getting employment lawyers involved only at the point of

escalation, instead shifting their client's focus towards risk management and promoting positive culture in the workplace, as well as anticipating issues and working strategically with a client before matters escalate.

One judge noted: "I'm impressed with the depth of knowledge shown by the Harmers team. It's something I appreciate as an HR director: in-depth knowledge of my business and what we do."

Silver winner Australian Business Lawyers & Advisors drew this comment from a judge: "Australian Business Lawyers & Advisors demonstrates a strong client focus in providing the best advice through access to a variety of legal resources. The ability to advise on a range of employment challenges plus the availability of easy templates is a great combination."

Legal Vision, meanwhile, was applauded for being a disruptor in the market: "A unique model that is invaluable to SME clients – their stats and feedback from clients speak for themselves. Clearly a provider focused on exceptional products and service."

SPECIAL REPORT

EXECUTIVE EDUCATION



With executives under immense pressure to guide their organisations through uncharted territory amid constant change, keeping skills up-to-date and sharp has never been more important.

Innovation is the key for Gold winner PD Training. For example, the company's unique bespoke IT system includes custom-designed personality profiling tools and reports to

ensure the student gets the best learning experience possible.

Thanks to these profiling tools, the company's trainers can better understand each participant's learning style and tailor the content on the day to ensure the practical skills learned during the training can be applied immediately in the workplace. After completing the profile, students become more

self-aware of their preferred learning style.

Capping it all is a mobile app – Orgmenta – which allows students to access the following training support tools:

- Pre-course communication with fellow participants and trainer Pre-course Personality Profiling Tool
- In-course interactivity with the course materials, polls and live chat
- Post-course collaboration with access to private LinkedIn forums, YouTube channel, 12 months e-learning access and email support

Meanwhile, Bronze winner Afterburner Australia was complimented by judges for a “unique, focused and engaging program targeting executive-level employees”.

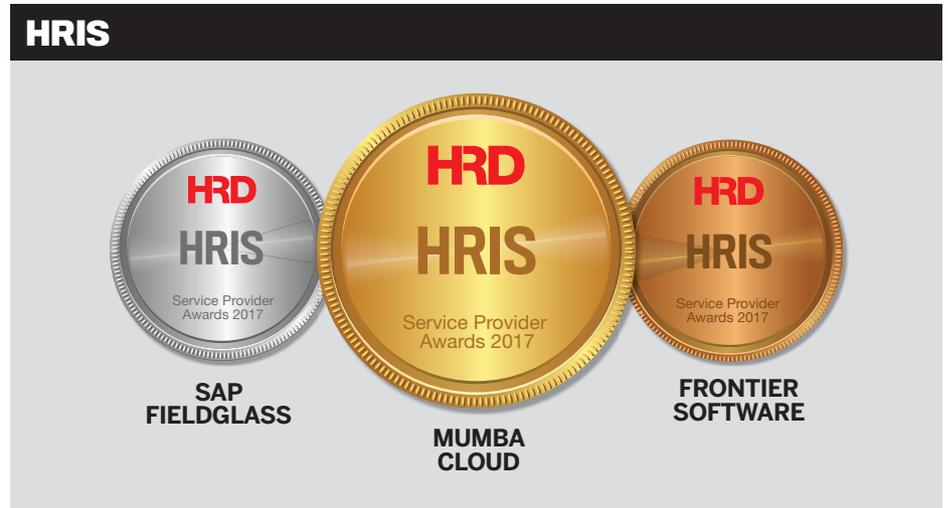
One judge commented: “Their Flex Methodology concept is proprietary and is backed up by being the process that fighter pilots have been using for more than 60 years. I was impressed with their average engagement rating of 96% and improving productivity by over 38% in the average workplace.”

Few categories are as competitive as HRIS. Judges paid close attention to user experience, compatibility and integration with existing technology and general accessibility – a critical consideration in this ‘anywhere, anytime’ world.

Gold winner Mumba enables large organisations with outdated and fragmented IT systems and processes to combine them into a single app with the same look and user interface, making it extremely easy to use without any training. Just as importantly, there is no need to upgrade existing IT systems to improve the user experience or add modern functionality.

One judge voiced the frustration that many HR professionals have with their existing systems: “The frustration I have is that we have great tools, but they are not connected. I loved the idea of an app that brings all systems together.”

Another judge commented: “As more employees work from home, remotely, and do not all have work computers, it's a perfect



tool for them to access payslips, profiles, leave, rosters and communications on the go. It's a tool I would want to use as an employee, and has potential to communicate and engage with workforces that are dispersed, mobile and transient.”

Frontier's HRIS solution was meanwhile applauded for covering the full gamut of the employee lifecycle, and having a user-friendly self-service interface. It also offers full integration with payroll systems, which the judges noted is not offered by many systems.



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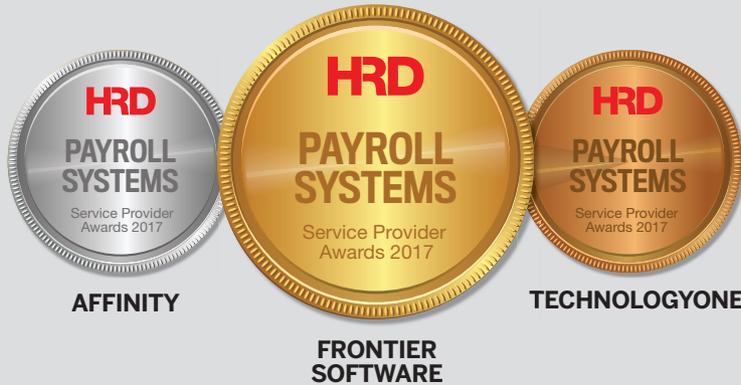
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SPECIAL REPORT

PAYROLL SYSTEMS



With stories of underpayment of employees breaking almost daily, getting payroll right and remaining compliant with a multitude of regulations has never been more challenging.

When asked how it felt to win Gold in this category and Bronze in the HRIS category, Nick Southcombe, Frontier's CEO, replied: "Firstly, humble; it is a competitive marketplace

with many of our competitors offering quality products and services. But most of all, I am pleased that the staff from all parts of the company will appreciate the wonderful public recognition of their hard work and dedication to Frontier Software."

Southcombe believes what put his company over the line with judges was the fact that it is

a local player. "We are Australian founded and owned with a great presence here. Our product is developed here in Australia but offers a global, integrated HR and payroll solution."

One judge commented: "Frontier Software has an impressive commitment to reinvesting back into R&D to remain leading edge. They also have a commitment to engaging and listening to customer requirements. The flexibility built into the system and the ease of scalability is unique."

Meanwhile, the judges noted Silver winner Affinity's strong local expertise, which allows the company to offer valuable advice, and a high degree of security around compliance issues. Affinity's client testimonials highlighted cost savings and data integrity as being key benefits of Affinity's offerings.

Bronze winner TechnologyOne was lauded by judges for being able to manage rapid growth clients while maintaining a level of service that has resulted in a 99% client retention rate. Their system also focuses on the employee experience as much as payroll's experience.

"A comprehensive reward offering that creates an exceptional employee experience. The ability to theme and tailor rewards is a great bonus for employers." Those were the words of one judge, commenting on why Reward Gateway's offering in the reward and recognition space is so enticing.

Reward Gateway's platform makes recognition a central part of company culture, helping to continuously recognise employees in easy and practical ways. These include social recognition, peer-to-peer recognition in the form of eCards, instant manager awards, and customised milestone awards. This is brought to life through the use of the core products Smarthub and SmartAwards, which facilitate continuous recognition.

The judges also liked Career Money Life, labelling them "a provider on the way up". Their platform gives employees and employers a wide array of choice across employee programs, including career transition, career development, parental leave, health and wellbeing and rewards and recognition.

REWARD & RECOGNITION



"Making access to the platform easy and free and the individual's ability to top up their account makes it a compelling, practical offering," one judge noted. Another said: "Career Money Life looks at the end-to-end proposition based on the individual as a whole person and rewards people beyond just monetary recognition."

Uprise, meanwhile, was called "a genuinely unique and much-needed proposition". It is an award-winning new technology portal for finding and supporting employees with mental health issues before they reach crisis point. Uprise is based on the idea that employees who need help are unlikely to ask for it, so Uprise reaches out to them.

AUSTRALIA'S MOST INNOVATIVE PAYROLL PLATFORM

Affinity is the proud silver medal winner in the

**"Payroll Systems"
Category of the 2017
HRD Magazine Service
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Affinity offers clever technology,
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SPECIAL REPORT

TALENT MANAGEMENT



Gold winner Cornerstone OnDemand's HCM platform features four product suites that support every phase of the employee lifecycle. The suites cover recruitment, learning and performance. Just as critically, the suite allows employers to manage all global

workforce data in one central location with administration, planning and visualisation capabilities.

The four product suites were organically built, which means they seamlessly integrate, taking away much of the data

entry and initial legwork needed with other solutions. They are also configurable to meet the talent strategy, compliance, business and workflow needs of any organisation.

One judge commented: "The range of applications and focus on UX makes Cornerstone a very valuable product. The scale on which it is used globally is testament to its robustness and client service focus."

Silver winner HRonboard tackles a niche but extremely important area: onboarding of new employees. The company guarantees two things: an "awesome experience" for new hires; and freedom from HR administrative tasks. To do this, they aim to ensure their software is easy to use, engaging and fun.

Our judges agree.

"Connecting an employee to the strategy from day one is not an easy task, but HRonboard sounds like they not only do that, but deliver it in an engaging way," wrote one.

HR Partners is one of Australia's largest HR specialist recruitment brands and has a wealth of experience and connectivity within the HR community. Examples of the latter are the HR networking opportunities offered by the firm to members of the HR community at all levels, including four public access groups where HR professionals can meet with their peers and learn from senior HR professionals.

While the team can draw on over 20 years of experience in the HR field, managing director and founder David Owens told *HRD* that the company's leading-edge technology has also been critical to its success. "We've led the way in virtual career fairs and the use of video in advertising job opportunities. We're always looking for new ways to innovate our HR recruitment service," he says.

HR Partners is expanding rapidly. This year the company launched offices in Auckland, Mulgrave and Parramatta. "I have no doubt we will continue to grow as people in the HR industry hear of our good work," Owens says. "We really appreciate this award as recognition of our hard work and delivery of service to our clients and candidates."

RECRUITMENT



Silver winner PeopleScout, founded in 1991, is among the world's largest RPO providers and has been helping clients make in excess of 300,000 annual hires across 69 countries worldwide for 25 years.

The firm takes a deep partnership approach with clients. Each of PeopleScout's solutions are tailored to meet the specific needs and objectives of clients, with a strong focus on

innovative sourcing and technology. This client-centricity was noted by our judges: "PeopleScout clearly develops a strong synergy with clients and gets to understand their business and supports each client's unique needs. It's not just all about saving client money (while this is important). It is also about ensuring the candidate experience is a positive one."

CONGRATULATIONS TO THE HRD MAGAZINE 2017 SERVICE PROVIDER AWARD WINNERS



PeopleScout is the world's largest RPO provider managing talent solutions that span the global economy, with end-to-end MSP capabilities supporting total workforce needs. Affinix™, PeopleScout's proprietary talent acquisition platform, empowers faster engagement with the best talent through an AI-enabled, consumer-like candidate experience.



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NEXT

SPECIAL REPORT

THE JUDGING PANEL


Rebecca Aston, organisation development manager, East Gippsland Shire Council

Rebecca Aston is the organisation development manager for East Gippsland Shire Council, the second largest council (in area) in Victoria. Her portfolio includes human resource management, L&D, organisation development, risk management and WHS.

Aston's HR team at East Gippsland Shire Council was recognised by *Human Resources Director* as one of Australia's most innovative teams, for the work they have done, and continue to do, in diversity and inclusion practices.

Rebecca holds a BA in psychology and a graduate diploma in human resource management and industrial relations, from the University of Melbourne.


Fiona Fahey, director of human resources, Cancer Council NSW

As director of human resources at Cancer Council NSW, Fiona Fahey is responsible for leading the delivery of human resources and volunteering strategies, programs and services in order to build a diverse and productive workforce in support of the organisation's vision of a cancer-free future. Fahey and her team recently won the Australian HR Award for Employer of Choice (NFP and government).

She holds a bachelor of social science (human resources) and a master of commerce (human resources) from UNSW. She has more than 16 years' experience in HR, working across a diverse range of industries, including community services, financial services, engineering and education. Fahey has held a number of senior positions in the corporate, NFP and public sectors, including Mission Australia and NSW Trade and Investment.


Cherie McGill, executive director human resources, Mantra Group

Cherie McGill joined Mantra Group in 2004. As executive director human resources, she is responsible for the human resources practices for all brands across the organisation, including payroll, OH&S, learning and development and corporate social responsibility. She has over 20-plus years' experience in the HR sector and has held senior HR management positions with both the Saville Hotel Group and P&O Australian Resorts.


Jennifer Pangas, founder, HRHack

Jennifer Pangas is an HR and design-thinking leader. In 2016, she was acknowledged by *HRD Magazine* as leading one of the most innovative HR teams in Australia, for her work in leadership at Stockland.

She is currently the director of hrhack.com.au that helps HR teams use design-thinking to position themselves for the future.


Steve Reid, HR director, oOh! Media

During the last few years, Steve Reid has driven a strategic people and culture agenda, focused on building leadership capability, identifying and developing future talent needs and ensuring oOh! continues to build an exceptional culture that engages its people and delivers on its strategy.

Previously, Reid spent 17 years in ICT and financial services, helping build three start-ups in Optus Vision, Orange and 3 Mobile, in Australia, and managing the people and culture streams of the \$4.5bn merger between Vodafone and Hutchison. He spent three years as general manager, HR at Vodafone before moving to Bankwest as head of HR and organisation capability.


Pip Russell, vice president, human resources, Pacific, Schneider-Electric (Australia)

Pip Russell has enjoyed a varied career in human resources spanning more than 25 years in HR generalist and specialist roles in the energy management, pharmaceutical, professional services and IT industries in Asia-Pacific, Europe and the US. While geographies and industries have varied, the constant has been roles and organisations that are about change and transformation.

She is currently the vice president for human resources for Schneider Electric's business in the Pacific, leading a team supporting over 4,000 employees across five business units.


Lauren Trethowan, senior strategic people partner to the CIO, Australia Post

Lauren Trethowan is a registered psychologist with over 15 years' experience in people and change, with a focus on designing great workplace cultures, employee experience and developing capability.

She is a senior strategic people partner to the CIO at Australia Post and member of the technology senior leadership team. Prior to this, she led the enterprise culture team at Australia Post; and she has over eight years' consulting experience as a senior manager at PwC.


Phil Turner, HR manager – talent, L&D, technology and projects, Lindt Australia

Phil Turner is a commercially savvy HR and communications manager with over 15 years' experience spanning different industries in Australia and the UK. His motivation is to constantly drive innovation and apply best-in-class approaches to enhance the employee experience, improve operational effectiveness, and empower employees to embrace change.

His consistent track record includes being a four-time Australian HR Awards winner across multiple categories, and a two-time Australian HR Awards finalist for best use of technology. **HRD**



Unified Talent Management

According to a recent Gallup survey, only 24% of employees in Australia reported to feeling engaged in their work. So what can organisations do to support employees and help keep them involved and passionate?

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