

E-tivity[®] Express makes Dollars and Sense for IGA Mount Evelyn

The **E-tivity Express** Workforce Management solution is saving time and money while improving payroll accuracy for IGA Mount Evelyn, an Independent Grocers of Australia outlet based in the Dandenong foothills, east of Melbourne.

A successful, family-owned concern, IGA Mt Evelyn was bought by Jim Ingpen back in 1973 as a Big Star grocery store and developed it into its current status as a Supa IGA in 2000.

The Challenge

The Ingpens have built their success on a long-term commitment to focus on their core business of retail and outsource all non-core functions.

In 2007, the company went back to the market to replace its ageing Simplex payroll capture and Workforce Management solution.

“Our motto has always been that payroll is family-controlled so I personally sign off on all payments every week,” said Tony Ingpen.

“With 80+ staff, I needed a solution that would efficiently capture the hours worked by each employee and provide accurate records that we could supply to our payroll processor. It had to manage the various awards and compliance issues associated with different grades of staff while freeing up my time to focus on running the store and managing my team,” he said.

The Solution

IGA Mt Evelyn chose the **E-tivity Express** hosted solution with the E-tivity biometric clock, which uses fingerprint scans to accurately record the hours worked by each employee.

While the use of fingerprints for data capture is consistent with the store’s previous solution, the web-based **E-tivity Express** system is far more accessible and eliminates the need to fax payroll records through to payroll for processing.

E-tivity Express also handles all compliance issues around different awards, penalty rates and holiday loadings, offers advanced rostering capabilities and includes powerful reporting features for generating a wide range of reports to improve labour management and budgeting.

The Benefits

Despite the size of the organisation, **E-tivity Express** gives Tony Ingpen the ability to manage his complete payroll in just 90 minutes each week, regardless of what else is going on in his world.

“I’ve always said I should be able to manage this business from a beach in Port Douglas,” said Mr Ingpen. “**E-tivity Express** allows me to log into the system securely from anywhere in the world and access all the information I need to see how my business is performing and pay my staff on time.



The Benefits

- Entire payroll process completed in just 90 minutes a week
- Awards applied for each store position with automatic calculation of the various rates of pay
- Frees up time to focus on customers and staff

“Over the past couple of years, I’ve actually finalised payrolls from Japan, Vanuatu and Thailand and it’s never been a problem,” he said.

E-tivity Express uses the company’s standard roster as the basis for the payroll and Tony simply confirms or makes adjustments to the actual hours worked and enters whether there’s a public holiday or any other special circumstances like annual leave.

“The software applies all the awards for the different positions such as checkout operator, storeman, supervisor or manager, and automatically calculates the various rates of pay so I don’t need to worry about that side of things.”

Once Mr Ingpen has checked the payroll information and confirmed the final budget, the approved data file is sent electronically to our payroll processor.

“The entire process is very efficient, so I can focus on running the store and maintaining a strong presence in the community,” Mr Ingpen said. “I’d rather be out on the floor talking to customers and working with my team than sitting in the back office crunching numbers. **E-tivity Express** gives me that freedom.”

Mr Ingpen said **E-tivity Express** is at least four times more productive than the old manual payroll processes the company used to use and offers much greater flexibility and security.

“If I was to employ someone to do the payroll in-house, it would take them around three full days every pay cycle and on top of that they’d have to work hard to stay up to date with all the work rules and pay rates affecting our people,” he said.

“On top of that, **E-tivity Corporation’s** help desk is fantastic and whenever we have an issue they’re very responsive and resolve it immediately. We’ve never had any downtime from an issue with **E-tivity Express**.”

Mr Ingpen appreciates **E-tivity Corporation’s** commitment to on-going development and said he regularly receives updates about new features and capabilities that have been added to the system to improve its functionality and make payroll processing easier.

He also likes the confidence of knowing that his payroll data is backed up off-site, so if the supermarket ever experiences a disaster, nothing will stop his people from being paid on time.

“With **E-tivity Express**, there’s really not much that can go wrong. As a small business, it’s great to have that level of confidence in the reliability, accuracy and security of our payroll system,” Mr Ingpen said.

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