



Eziway goes head-to-head with industry giant

Disability Services

456 1-on-1 interviews

78 sites visited

6-week transition

5 Eziway staff onsite

4 states covered

11% lift in participation

The transition in 2018 of one of the country's largest disability and community service providers, proved that a protective and compliant salary packaging administration platform matters. The transition was the result of a rare national tender process where the client had simultaneous experience of two shortlisted providers—Eziway and Maxxia—before consolidating its fragmented program to a single provider under Eziway.

Background

Following the merger of Karingal Inc and St Laurence Community Services at the end of 2016, the emergent entity—Karingal St Laurence (KSL)—was one of the largest disability and community service providers in the country. In 2017, KSL rebranded as genU lending a fresh identity to a fully integrated business. Its FBT-exempt status meant salary packaging was key to its employee value proposition.

In 2018, 1,200 of 2,800 employees packaged across two providers, Eziway and Maxxia. Maxxia serviced the larger of the two entities, Karingal; while Eziway had served St Laurence since 2013. In mid-2018 genU sought to consolidate to a single provider with an emphasis on service levels for employees and economies of administration for stakeholders. Following a 3-month national tender process, Eziway was chosen as sole provider, and that's where the story starts.

Head-to-head

Tim Tingiri is Group Payroll Manager at genU having been Payroll Manager at St Laurence immediately before the merger. Tim and his team worked closely with Eziway in the management of 83 packaging accounts.

"Eziway's technology was always so reliable. I ran reports on live data whenever I wanted. I didn't have to request reports; I simply logged on and ran them myself by data set and date range. What's better is I knew the data was up-to-the-minute accurate."

"As for FBT reporting, I didn't have to wait till 1 April. I ran reports at any point of the year with our final being on 1 April. No employee who packaged with Eziway ever had an FBT liability. Their system made it impossible which was a great comfort to us."

"Soon after the merger, we realised there was a chasm of difference in ability and service between the two providers. We assumed because Maxxia was the largest in the market, that it would be ... better."

"Every pay cycle, Payroll and Finance would field issues from employees whose accounts were administered by Maxxia. By contrast, we had no issues from employees being managed by Eziway. Noise of this nature is quite telling. Eziway was set and forget and its ongoing administration was faultless."

"We discovered during transition that many of our people whose accounts were managed by Maxxia, did not have substantiation on file as evidence of expenditure, but were still allowed to package."

Transition proved the right decision

Eziway transitioned 1,146 Karingal staff onto the genU account. Client Relationship Managers (CRMs) visited 78 sites to provide staff with face-to-face assistance.

CRMs were armed with tablet devices and laptops to transition staff accounts direct into our system live. In most cases staff returned to their desk to a confirmation email from Eziway saying their account had been set-up.

Having our people onsite in such numbers and with the technology to review and transition accounts live, shortened the change process and overcame many issues we had with account data supplied by Maxxia.

Eziway reported these and other issues to genU during the transition and systematically worked through the problems one employee at a time. By the end of the transition, we had brought all genU employees inline with ATO guidelines. They now had a 'compliant' program.

Overall experience

According to genU, this was the Eziway transition experience:

- Accounts were setup correctly first time.
- Challenges faced by delayed or incorrect data from Maxxia were overcome.
- Eziway kept stakeholders informed on progress which they could follow on the Transition Dashboard.
- genU resources were immediately freed-up from dealing with 'noise' from staff.
- all compliance issues were resolved and the many packages that were trending toward FBT liability we adjusted at the point of transition to meet the threshold.
- Eziway achieved an uplift of new participants during transition of 11%.

"We had push-back from some transitioning employees who Eziway was forcing into compliance, but compliance is a key driver in outsourcing our program in the first place, so we backed Eziway all the way. By the end of the transition, we were supremely confident that we had a salary packaging program that would withstand an ATO audit."