

**GO-AHEAD  
SINGAPORE  
ESTIMATES  
SAVINGS NEARLY  
S\$150,000  
ANNUALLY**

Go-Ahead Singapore, a leading bus and rail-centric transportation service leveraged Unit4 Prosoft HRMS technology, enabling their HR and payroll processes to be scalable, cost-effective and managed efficiently.

## Background

Go-Ahead Singapore is a leading local public transport provider and a subsidiary of the Go-Ahead group, a UK-based transport operator which enables more than one billion journeys a year. Go-Ahead Singapore is their first foray into Asia. In November 2015, the company commenced its operations in Loyang and currently the company has a fleet of over 400 buses operating 28 services at the Loyang Bus Depot, serving Punggol Bus Interchange and Pasir Ris Bus Interchange.

“ Prosoft HRMS has been a fantastic choice for Go-Ahead Singapore. Our HR and finance teams have experienced an increase in efficiency and productivity. The system has also enabled our employees to free up their time to work on more strategic tasks. For example, our HR team no longer needs to export/import Excel reports into the system to process claims or payroll so they now can spend that time building insightful HR reporting instead. ”

Wendy Soh, Finance Director,  
Go-Ahead Singapore

## The Story

In the first month of their operations, with a headcount of six employees, Go-Ahead Singapore's payroll team prepared their payroll manually. As the company grew in headcount, they outsourced payroll to a local vendor. However, the company soon realised that the system in place was not efficient and too costly. Also, the system was unable to provide audit trails and exceptional reports, there were no notifications provided when changes were made in the system and there was an inability to segregate duties between the payroll and HR functions.

Furthermore, there were complexities in recording complex shift work patterns of employees such as the bus drivers. In addition, the process of preparing payroll using the previous system was very lengthy as they first need to export the payroll data to Excel and then provide it to the outsourced vendor. The vendor then took three to five days to process, leaving Go Ahead Singapore with just one working day to make all payments.

Go-Ahead Singapore decided to carry out a requirements and systems review of the different HR solutions in the market which would meet their business needs and reduce costs while still being able to keep the HR department lean, thus maximising their productivity.

The company eventually selected Unit4 Prosoft for its ability to seamlessly integrate with the duty allocation system at Go-Ahead Singapore and the out-of-the-box configurations which are compliant to regulatory requirements.



In comparison to the costs related to the outsourced payroll provider, the investment on the previous HR software and the extra time employees spent on manual processes, Go-Ahead now saves S\$12,000 monthly by streamlining their processes with Unit4 Prosoft.



In addition, Unit4 Prosoft provides the ability to scale, covering more than one geographical location which caters to the company's future expansion plans. Their HR department remained lean despite a massive surge in headcount. The Unit4 solution was also able to streamline the company's HR processes such as complex shift work patterns and automate payroll tasks without compromising on quality and speed, while freeing up employees' time to focus on other duties. Furthermore, having a HR software in-house helped to reduce the company's monthly operational costs.

Go-Ahead Singapore has currently deployed four modules from Unit4 Prosoft – Personnel, Leave, Payroll and Claims and they are considering other capabilities in the near future. The team of two HR professionals are now managing the HR needs of more than 1,000 employees. The implementation of the solution took only three months and the team from Unit4 was responsive to the needs and requirements of Go-Ahead Singapore's team to ensure a smooth and easy implementation process.

## Outcomes

- **Increased savings:** With Unit4 Prosoft, Go-Ahead Singapore no longer needs to outsource their payroll to third-party vendors, saving them over \$144,000 annually in operating costs.
- **Increased efficiency and productivity:** The HR team can free up their time to do other tasks and payroll gets processed faster within two to three working days with all salaries and statutory obligations being paid on time.
- **Simplified payroll:** Data for payroll no longer needs to be extracted and sent to third parties. Go-Ahead Singapore is able to easily configure Unit4 Prosoft to simplify payroll calculations and keep track of each employee's attendance records, claim submissions and overtime hours.
- **Out-of-the-box compliance with regulatory requirements:** The system has built-in features that can meet regulatory and compliance requirements as per the respective geographical location where the company is operating in.
- **Digitisation of processes:** With the introduction of the ePayslip, there will be a trail of all payslips and employees can print their own as required. Besides saving time in printing and distributing monthly payslips, this also helps the company increase its participation to go green and save the environment.
- **Scalability:** Unit4 Prosoft is able to meet the changing HR needs of the growing workforce i.e. from six employees to more than 1,000 without the need for any additional solutions or tools. The solution is also able to support future expansion plans of the company around the region as Unit4 Prosoft uses only one single database even if deployed in multiple countries. This will simplify future regional reporting as well.
- **Reliability and Transparency:** Users are prompted whenever a change is made within the HR system. An audit trail will also be provided as evidence of the sequence of activities that have affected a specific transaction at any time.

“ We have been able to enjoy savings on our operational costs, thanks to Unit4 Prosoft as we now are able to carry out our HR tasks in-house instead of outsourcing it. This will save us more than S\$144,000 a year. ”

Wendy Soh, Finance Director,  
Go-Ahead Singapore

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## About Unit4

Unit4 is a leading provider of enterprise applications empowering people in service organizations. With annual revenue of over 500M Euro and more than 3000 employees worldwide, Unit4 delivers ERP, industry-focused and best-in-class applications. Thousands of organizations from sectors including professional services, education, public services, not-for-profit, real estate, wholesale, and financial services benefit from Unit4 solutions.

Unit4 is in business for people.