

Unit4 Prosoft helps Oligo grow revenues by 200% in one year



Oligo



This leader in human resources (HR) outsourcing services to clients across Asia has grown revenues by 200% in one year using a connected suite of intelligent and adaptive Unit4 Prosoft HR solutions.

By standardizing on Unit4 Prosoft, Oligo is supporting its clients with a comprehensive suite of administrative and strategic HR services that are geared to helping deliver engaging and efficient employee experiences.

- Contributed to 200% growth in previous financial year and 62% growth to end of 2020
- Meets 80% of clients' HR functional needs, compared with 50% previously
- Supports complex payroll needs in multinational jurisdictions
- Manages HR services from anywhere, across any device

HR services built for the future

Oligo provides HR, attendance, and payroll outsourcing solutions to organizations across Asia. Headquartered in Singapore, with regional offices in Malaysia, Thailand, and Indonesia, Oligo works with clients across all sectors to drive efficiency, service quality, and certify data security.

Three years ago, the company made a forward-thinking decision that would create a fast-growing, prosperous future. Oligo switched to Unit4 Prosoft from an assortment of different payroll processing systems. According to Bryant Shah, Sales Consultant at Oligo, these fragmented systems were hindering Oligo's growth.

"The platforms we used struggled to cope with the complexities of modern payroll," he says. "Time and again, they required manual intervention to manage the precise statutory calculations needed in each country. This approach absorbed precious resources and undermined the quality of service we promise to our clients. They also lacked the functional scalability critical for larger headcounts."

Industry

Business services

Location

Singapore

Size

Operations in 7 countries

Product

Unit4 Prosoft

Challenges

Replace an outmoded, fragmented, legacy suite of HR platforms that was hindering Oligo's growth.

Key metrics

200%

Business growth in one year

62%

Growth in 2020

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Bryant Shah

Sales Consultant, Oligo

Complete, integrated, unified HR management

In response, Oligo deployed Unit4 Prosoft. The smart, flexible solution underpins Oligo’s HR and payroll outsourcing service, providing complete, integrated, and unified HR management – whatever the size or type of client. Unit4 Prosoft supports clients throughout Asia, from Singapore, Malaysia, and Thailand, to Indonesia, Vietnam, and the Philippines. “Unit4 Prosoft supports all our HR services and functions at lower cost compared with larger enterprise-scale HR platforms,” says Bryant.

The solution comprises both administrator and employee self-service modules:

- Personnel
- Regional Payroll
- Leave
- Claims
- Attendance
- Timesheet
- Appraisal
- Training

According to Bryant, this comprehensive suite enables Oligo to be more agile and responsive to clients’ needs. “Before Unit4 Prosoft, the old systems only met approximately 50% of our clients’ HR requirements. Now, during new business presentations with Unit4 Prosoft, we can meet up to 80% of clients’ requirements straight out of the box on day one,” he says. “That creates a compelling proposition for clients.”

Configurability is a stand-out feature of the Unit4 Prosoft implementation. “Some of our clients have very complex HR requirements, such

as payroll in multiple country jurisdictions or unique time and attendance processes. Unit4 Prosoft is so easy to use, we can configure these needs quickly and precisely. The leave modules, for instance, provide highly granular settings. You can tell the technology is designed by HR experts for use by HR experts,” says Bryant.

The Unit4 Prosoft solution is also increasing efficiency and enhancing customer experience. Bryant cites a customer in Thailand: “The client was previously calculating their payroll and attendance manually. With Unit4 Prosoft, we are automating those processes. Accuracy and responsiveness have been transformed, which, in turn, improves the client’s employee satisfaction.”

Unit4 Prosoft also supports increased workforce mobility. From a simple,

intuitive interface, client employees can administer various processes, including expense management. “We can build personalized expense claim forms in Unit4 Prosoft and show how they appear in the app. They are immensely popular with clients, reducing the time and resources involved – and liberating staff to move forward with other tasks,” Bryant says.

The bottom line is that Unit4 Prosoft is helping Oligo grow revenues and expand its client base. Prior to implementation, Oligo had approximately 40 clients. Three years later, it has more than 100. Bryant explains, “During financial year 2020, Oligo grew revenues by 200% and our client deals were larger than before. By the end of 2020, we had grown 62%. Unit4 Prosoft is a vital contributing factor in that growth and success.”

