

# Transition to outsource services

## Background

As a result of the complexity of the health sector, a number of health agencies found it difficult to resource a payroll services team. With over 40 industrial awards and EBA's, maintaining the knowledge required to accurately apply these across large employee numbers was often problematic.

## Scope

*rivor* was required to conduct a complete review of the payroll services function with the objective of transitioning to a fully outsourced arrangement. In doing so, this required the restructuring of the payroll services department, redeploying some staff and embedding payroll specialists into the team whilst ensuring that there was no disruption to the underlying business.

## Benefits

The redesign of the payroll services operating model provided the health agencies with a result characterised by greater value, greater control and lower risk. *rivor* was able to install a team of payroll professionals that were supported by an accredited training program that ultimately provided greater integrity to the payroll function and outputs.

**Contact us today and we'll put you  
in touch with a *rivor* office near you.**

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