

Live in 40 days: How Payapps Limited saves hours every month on onboarding and payroll using Bob

Payapps Limited (“Payapps”) comprises three companies (GCPay, Payapps, and FMI) that provide software for the construction and facilities management sectors. With employees in the US, Canada, Australia, New Zealand, and the UK, Payapps employees work either fully remote or according to a hybrid work model. The company ran HR manually, using Sharepoint, spreadsheets, Dropbox, and email, which wasn’t efficient—just updating the company org chart could take hours. They wanted to implement a single HR platform to help them provide a great employee experience for onboarding and performance management, provide real-time people analytics, and scale with them as they grew. They found all that and more in Bob and went live in just 40 days. They couldn’t be happier.

	<i>Founded in</i> 2014	<i>What they do</i> What it does: Software provider
	<i>Headquarters</i> Melbourne	<i>In a nutshell</i> Payapps Limited provides software solutions that enable general and subcontractors working on complex building and construction projects to manage progress claim and approval processes and simplify the planning and maintenance of large facilities such as universities and hospitals.
	<i>Employees</i> 150	
	<i>Sites</i> 5	

Automating HR, from onboarding to performance management

At Payapps, the entire onboarding process was manual. The HR team emailed new hires with important docs such as policies and contracts and manually arranged meetings with their managers and colleagues. Now, using Bob, all onboarding-related tasks **are automated**, saving hours each month. As part of onboarding, new starters can also share details about themselves, such as their hobbies or interests, helping their colleagues to get to know them better. Payapps has also tailored onboarding according to each of their sites, using the business brand and regional-specific paperwork to ease the process.

At Payapps, they believe that the onboarding process is an introduction to the business and needs to leave a great first impression. Since implementing Bob, they have received regular feedback from their new starters that their onboarding process made them feel welcome and that they are excited to join the team.

Bob has also helped Payapps to revamp their performance management processes. Previously, they managed performance reviews annually using MS Word. Now, they run performance reviews using Bob, with separate review cycles per business unit and with all stakeholders giving their feedback through a central platform. A continuous feedback model of quarterly check-ins is planned for 2023.

Payapps’ people and culture team also ran a global project to consolidate all employee goals within Bob, giving them more impact and greater visibility. Now, team members and managers can easily collaborate and discuss their goals using Bob’s 1-on-1s and document progress updates and feedback, keeping everyone on track.

Bob is a real value add. It enables us to manage our processes effectively and spend more time concentrating on our core business. One of the things I like best is the customized reporting—it’s really easy to slice and dice information. The platform supports initiatives such as engagement surveys or rolling out a new performance review process. It’s amazing how much time it’s saved us, being able to step away from spreadsheets.”

Tiffany Karsten
Chief People Officer, **Payapps Limited**

Streamlining payroll with Bob’s Payroll Hub and Xero integration

With their people working across different geographies, Payapps runs pay cycles in each region. This was previously a time-intensive process that involved manually adding new employees and managing employee changes such as changes in salary, address, or marital status.

Using **Bob’s Payroll Hub**, all employee changes are automatically synced, saving the payroll team a significant amount of work every month. Payroll Hub integrates with Xero, their online accounting software, making payroll a breeze. Plus, using Bob’s Time Off feature, Payapps can sync employee leave across their sites, saving hours of admin time, particularly in the lead-up to the end of year.

Another Bob feature that has saved Payapps’ people and culture team a significant amount of time is Bob’s Directory and Org Chart. Previously, the team spent at least half a day every month manually updating organizational charts for the various entities under the Payapps parent company whenever someone joined the business, was promoted, or a function was redesigned. Using Bob, the people and culture team can easily make organizational changes across sites and entities using the employee data template and upload all changes simultaneously.

Bob has automated and streamlined processes across Payapps’ complex organizational structure, helping them manage their entities and people across geographies, increasing efficiency, and providing a better employee experience for everyone.

The HiBob onboarding process is our introduction to the business and leaves a great first impression. We have had regular feedback from new starters that the onboarding process is great, and they feel excited about joining the team.”

Tiffany Karsten
Chief People Officer, **Payapps Limited**

Main takeaways

- Bob’s onboarding workflows and Org Chart saves the people and culture team hours of admin work every month.
- All employee goals across the company are now consolidated and easily visible in Bob.
- PayApps loves Bob’s performance reviews and plans to move to a more continuous quarterly feedback model in 2023.
- Bob’s Payroll Hub streamlines payroll at Payapps, saving them a full day of work every month.
- Payapps’ people and culture team loves Bob’s Directory, Org Chart, and reporting, which makes viewing employee details and making employee changes a breeze.

Payapps’s favorite Bob features

Payroll Hub
Integrate with your chosen payroll systems

Onboarding
Make a great first impression for your new hires

Performance
Run review cycles and set actionable goals

Payapps’s workflow integrations