

# CASE STUDY BEACON LIGHTING



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Liliana Yott,  
Payroll Manager

## BACKGROUND

Beacon Lighting was established in Melbourne in 1974 and is proudly an Australian, privately owned business.

The store network grew first in the Melbourne metropolitan area and the first franchise store was opened in Victoria in 1989. The expansion interstate began in 1998 when the first store was opened in Jindalee, Queensland.

Beacon Lighting is Australia’s leading lighting retailer with 59 stores in all capital cities and regional centres.

Beacon Lighting’s payroll team is made up of Payroll Manager Liliana Yott and an assistant who provides a payroll service to 40 company stores across Australia, plus six commercial divisions and a distribution centre in Derrimut, paying a total of 430 staff across the company.

## ADP

Beacon Lighting commenced using ADP in November 2006. Prior to moving across to ADP, Beacon

Lighting had experienced strong growth, increasing their employee base from approximately 200 to the current 430. “The main reason for moving across to ADP was the company was growing and the payroll system we were using was no longer meeting our requirements,” Liliana says. “The previous system required the managers of each store to fill in the timesheets for all the employees then they would have to send them via email to us in payroll, we would then reconcile those timesheets back to the information held in the system and make changes accordingly. That was taking far too long.”

ADP’s Payforce solution met this need with its ability to setup timesheets in the payroll system. “When we went looking for a system, we were trying to find one that would incorporate the timesheets as well so that they would link to payroll. Most other systems have payroll and then have to go to a third-party supplier to get a timesheet system that would work with payroll. With ADP’s system we can setup rosters for every full-time

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and part-time employee in every store which are available to store managers online. The managers don't need to worry about anything, all they need to do is go online and record changes to the rosters if someone is on annual or sick leave, as well as entering casual shifts. They find it easy to use and it has made life a lot easier," Liliana says.

### **TIME SAVING**

Payforce allows your key staff to spend more of their time on activities that are important to the success of the business. "Part of the challenge was reducing the amount of time spent at the stores doing the timesheets and reducing the amount of time at the payroll office processing the payroll," Liliana explains. "Payforce saves the store managers quite a bit of time as once they create the timesheet from the system – which takes less than a minute – all they need to do is make changes for annual and sick leave plus entering any casual shifts. Compared to our previous system it saves them approximately 30% of the time they spend on payroll."

### **AWARD INTERPRETER**

"We have introduced different agreements to cover the need of the business: stores, warehouse, administration, commercial and we have been able to incorporate them into the Payforce system," Liliana says.

"Having the Award Interpreter makes it easy as all you need to do is link the person to the right award (agreement) at the setup stage and from then on the system will know what to do and how to pay them. As a result, our payroll staff's productivity has increased. We now have more time to spend on other important tasks."

### **INCREASED EMPLOYEE SATISFACTION**

According to Liliana, "we have less pay queries with ADP. When we do have queries it's not normally due

to the system but rather the person entering the information into the system at the stores."

### **DATA ACCURACY**

Beacon Lighting has benefited from moving to Payforce – a complete payroll and HR system. "We have experienced less human error with ADP," Liliana says. "If you put the right information in you get the right output. And as the system has been setup correctly for our needs there is less opportunity for wrong calculations or errors, especially when calculating termination payments."

### **REPORTING**

"With reporting, the data comes straight from the system, so all the numbers add up. When you do reports from different systems, you need to do lots of cuts and pastes and can get in a lot of trouble, you often can't easily reconcile numbers which wastes a lot of time. We don't have that problem any more," Liliana says.

"The fact that we can run reports and download them into excel spreadsheets, so that different people can use them for different purposes, makes it a lot simpler for everyone in the business."

### **RECOMMENDATION**

"I would recommend ADP to retailers," Liliana says. "The biggest benefits of Payforce are the link between the timesheets held at different locations and the payroll system; the reporting which is a huge benefit; and the amount of information we can get out of the system."

"Our relationship with ADP is very good. I appreciate the fact that I can contact people who know what they are talking about. When I have a problem, the right person gets back to me with the answers."

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