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CASE STUDY

Taking payroll from **DAYS** to **HOURS** for a growing hospitality team.

Client: A hospitality and conference destination in Jamaica

Reduced payroll processing time while enhancing compliance and real-time workforce visibility.





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SUMMARY

How The Hotel Reduced Payroll Processing with BizPay

A historic hotel modernised its payroll and HR operations by shifting manual processes to a connected, automated platform.



Payroll processing took up to 2-3 days each cycle.



Statutory deductions were predominantly done using spreadsheets.



Attendance issues were not always noticeable until they affected operations.



HR, payroll, and attendance information existed in separate, disconnected systems.

[Read the full case study](#) ✓



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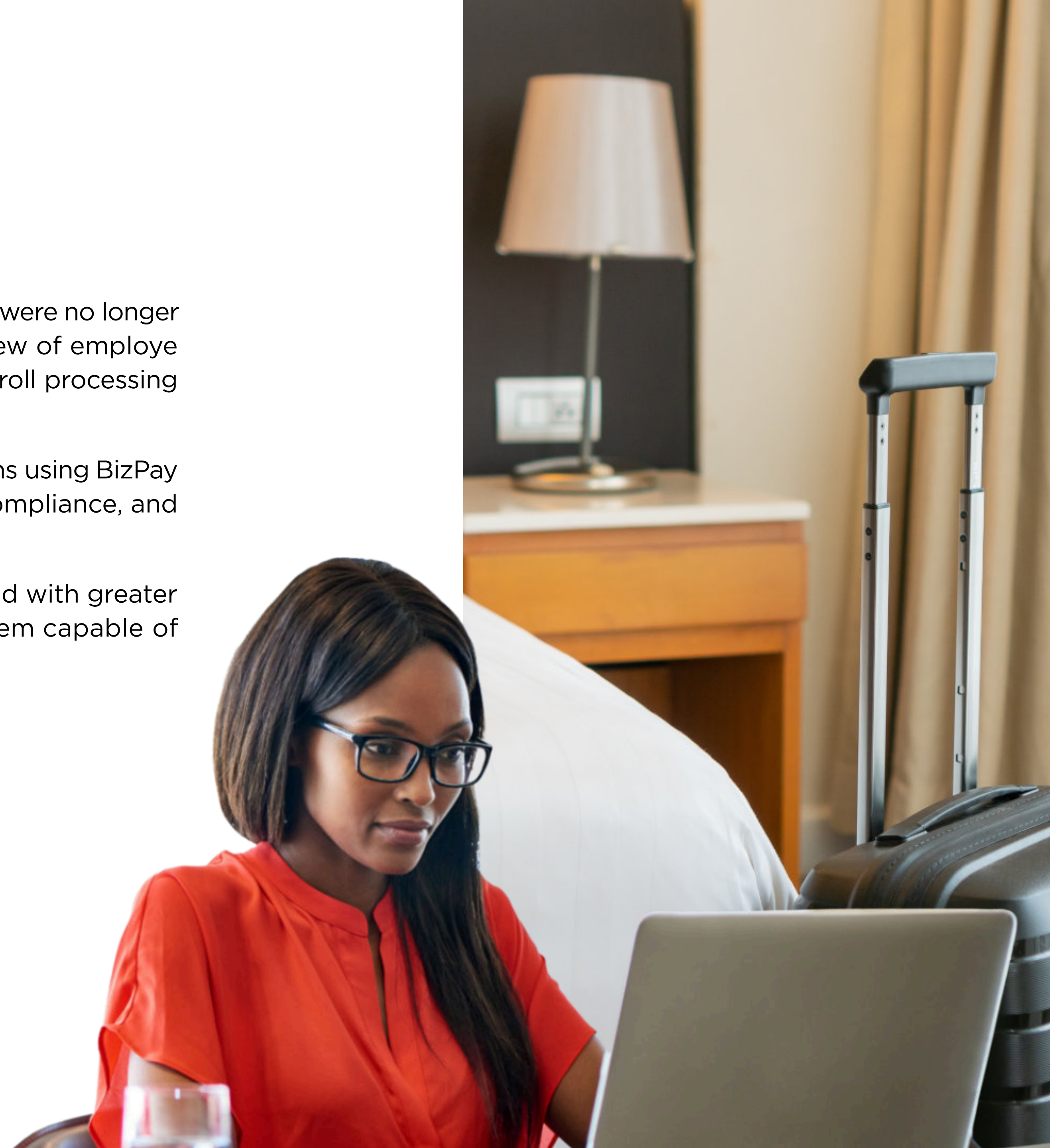
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OVERVIEW

The hotel had reached a point where its manual payroll and staff operations were no longer viable. The management team was unable to obtain a clear, real-time view of employee schedules, regulatory compliance was contingent upon spreadsheets, payroll processing was time-consuming, and errors became more frequent.

The hotel decided to implement integrated workforce management solutions using BizPay Central and OrangeHRM. The goals were to automate payroll, simplify compliance, and gain accurate, real-time insight into the workforce.

The outcome is a payroll process that operates at an accelerated pace and with greater reliability, features enhanced operational oversight, and includes a system capable of growing alongside the organization.





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THE CLIENT

This entity has made its mark in the cultural hospitality sector. Located in the parish of Kingston and St. Andrew in Jamaica, its approach includes blending modern hospitality with Jamaica's rich heritage. The hotel also hosts events and offers accommodations in one of Jamaica's most famous major cultural towns.

Before BizPay Workforce Management, the hotel used a mix of systems without a dedicated payroll platform. This required significant manual work, duplicated data entry, and very little integration across systems.

The organisation currently employs around 40 individuals who are paid bi-weekly. Workforce management encompasses the monitoring of attendance, the administration of leave, and the organisation of schedules.





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THE CHALLENGE

For years, the hotel operated with a workforce management approach that evolved organically alongside its operations. As the organisation progressed, those systems grew more manual and challenging to maintain.

- ▶ Each payroll cycle involved several stages utilising various tools.
- ▶ Employee hours were recorded in a time tracking system.
- ▶ HR records were kept in isolation.
- ▶ Payroll calculations were entirely done manually using Excel.

What was expected to be a standard procedure was frequently extended to 2 to 3 days, necessitating multiple rounds of data entry and ongoing accuracy checks. Even a minor discrepancy in attendance records or overtime calculations can disrupt the entire process, requiring the team to go back and manually correct the entries.

Compliance introduced an additional level of stress. All statutory deductions, such as PAYE, NHT, NIS, and education tax, were computed manually. That created opportunities for mistakes and imposed a significant responsibility on the team to ensure accuracy, time after time.





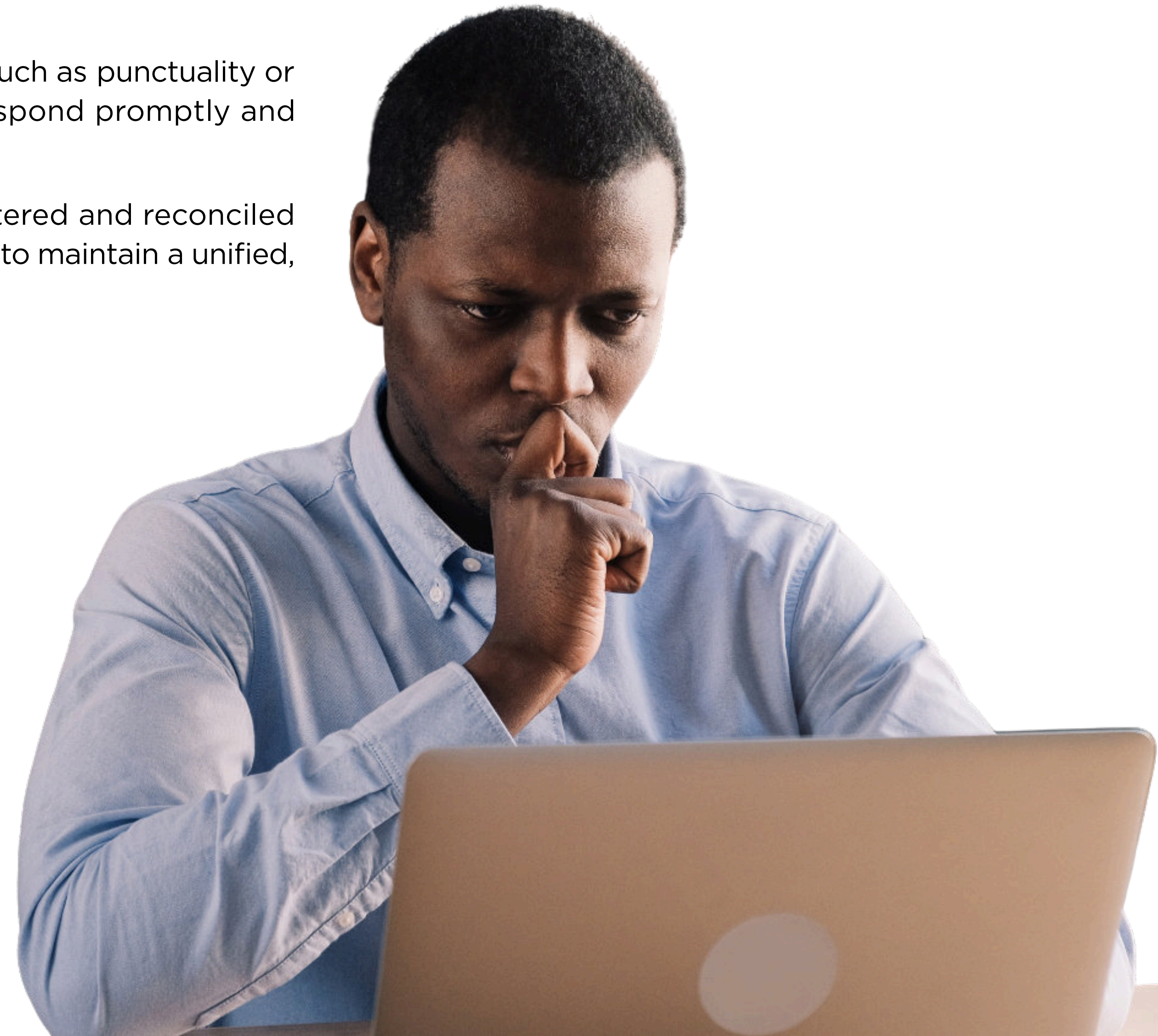
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THE CHALLENGE

Gaining clarity on workforce dynamics posed an additional obstacle. Issues such as punctuality or absences were sometimes not flagged in real time, making it harder to respond promptly and maintain consistent service.

With information dispersed across various systems, data needed to be entered and reconciled multiple times. This hindered decision-making speed and complicated efforts to maintain a unified, coherent understanding of the workforce.





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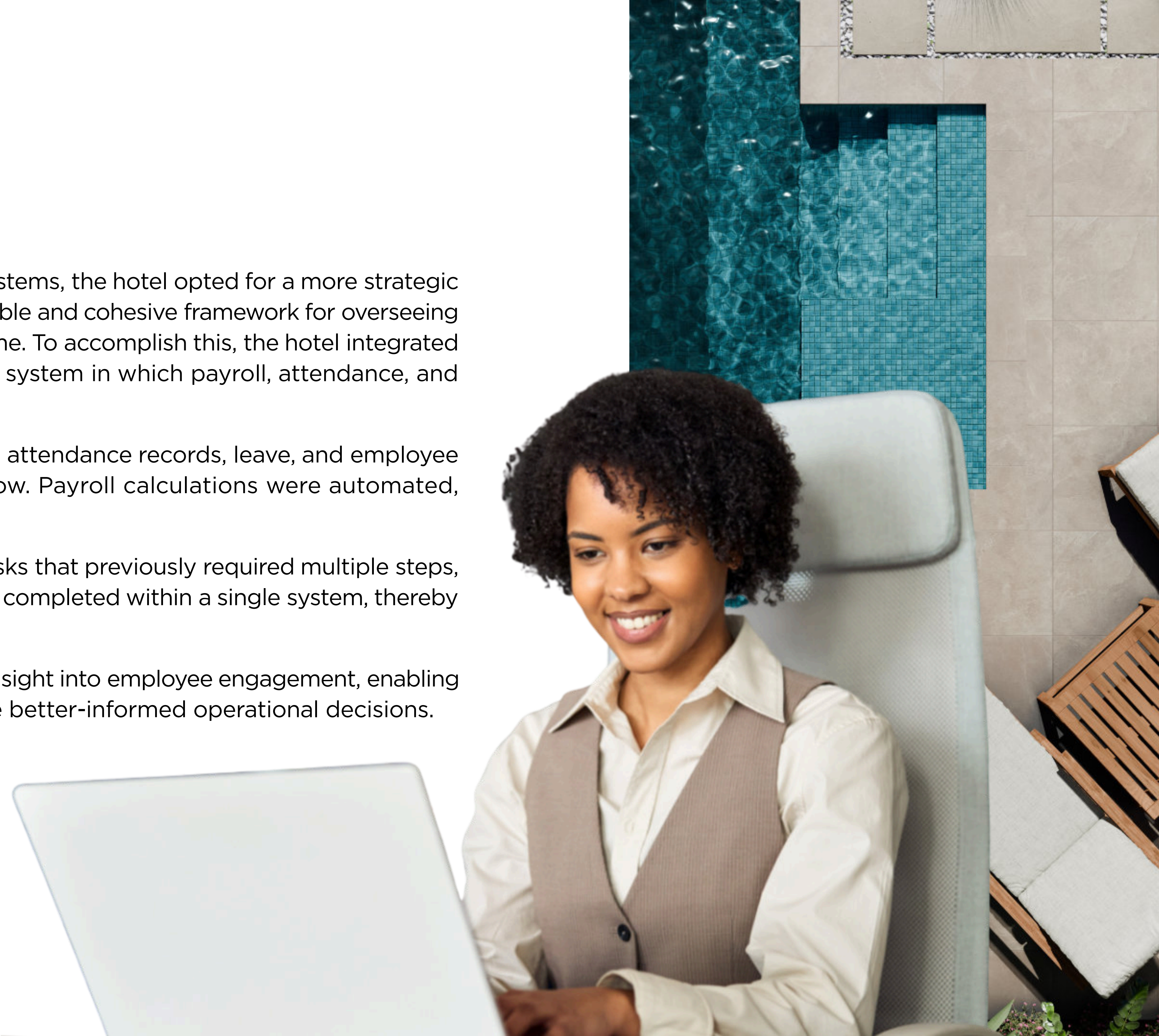
THE SOLUTION

Instead of persisting with the optimisation of isolated systems, the hotel opted for a more strategic direction. The objective was to establish a more dependable and cohesive framework for overseeing personnel, information, and everyday activities in real time. To accomplish this, the hotel integrated BizPay Central with OrangeHRM, establishing a unified system in which payroll, attendance, and HR operations collaborated seamlessly.

Instead of manually transferring data between systems, attendance records, leave, and employee information were now integrated into a single workflow. Payroll calculations were automated, removing the need for repetitive manual checks.

This shift changed how the team worked day-to-day. Tasks that previously required multiple steps, manual verification, and cross-referencing could now be completed within a single system, thereby improving accuracy and reducing effort.

Equally significant, the hotel's leadership gained timely insight into employee engagement, enabling them to address attendance concerns swiftly and make better-informed operational decisions.





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THE RESULTS

The impact of moving to an integrated system was felt almost immediately, particularly in areas that had previously required the most manual effort.

A faster, more efficient payroll process

Payroll processing improved from 2-3 days to just 1-2 hours per cycle, significantly reducing administrative workload and freeing up time for higher-value activities.

Greater accuracy and compliance confidence

By automating statutory deductions, the organisation significantly reduced its reliance on manual calculations. This not only improved accuracy, but also strengthened confidence in meeting compliance requirements.

Real-time visibility into workforce operations

Access to real-time attendance data allows managers to identify attendance issues early, respond more quickly, and make better-informed decisions around staffing and scheduling.

A more scalable way to operate

The organisation moved from a process that relied heavily on manual effort to one that could scale more easily.

“What used to take days, is now done in hours. Payroll is faster, more accurate, and much easier to manage. The visibility we now have into our workforce has improved how we run operations every day.”





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