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CASE STUDY:

A local passenger and courier service provider, Streamlines Payroll with BizPay Workforce Management

CUSTOMER SNAPSHOT

Industry: **Transportation and Logistics**

Headcount: **490 staff, across 20-22 locations island-wide**

Payroll owner: **Finance Department** (no dedicated payroll team)

Cadence: **Fortnightly and monthly runs**





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EXECUTIVE SUMMARY

The company, a premier publicly listed passenger transportation provider, employs nearly 500 people across more than 20 locations. Managing payroll for such a dispersed workforce demands speed, accuracy, and reliable systems to maintain service trust.

Before BizPay, the company faced mounting payroll challenges including manual processes, long processing times, unpredictable costs and occasional errors. With BizPay Workforce Management, payroll processing now takes hours instead of days, 100% data accuracy is ensured, and compliance and reporting are automated across all locations.

The company's journey shows how addressing operational pain points can unlock measurable efficiency, turning administration into an advantage.





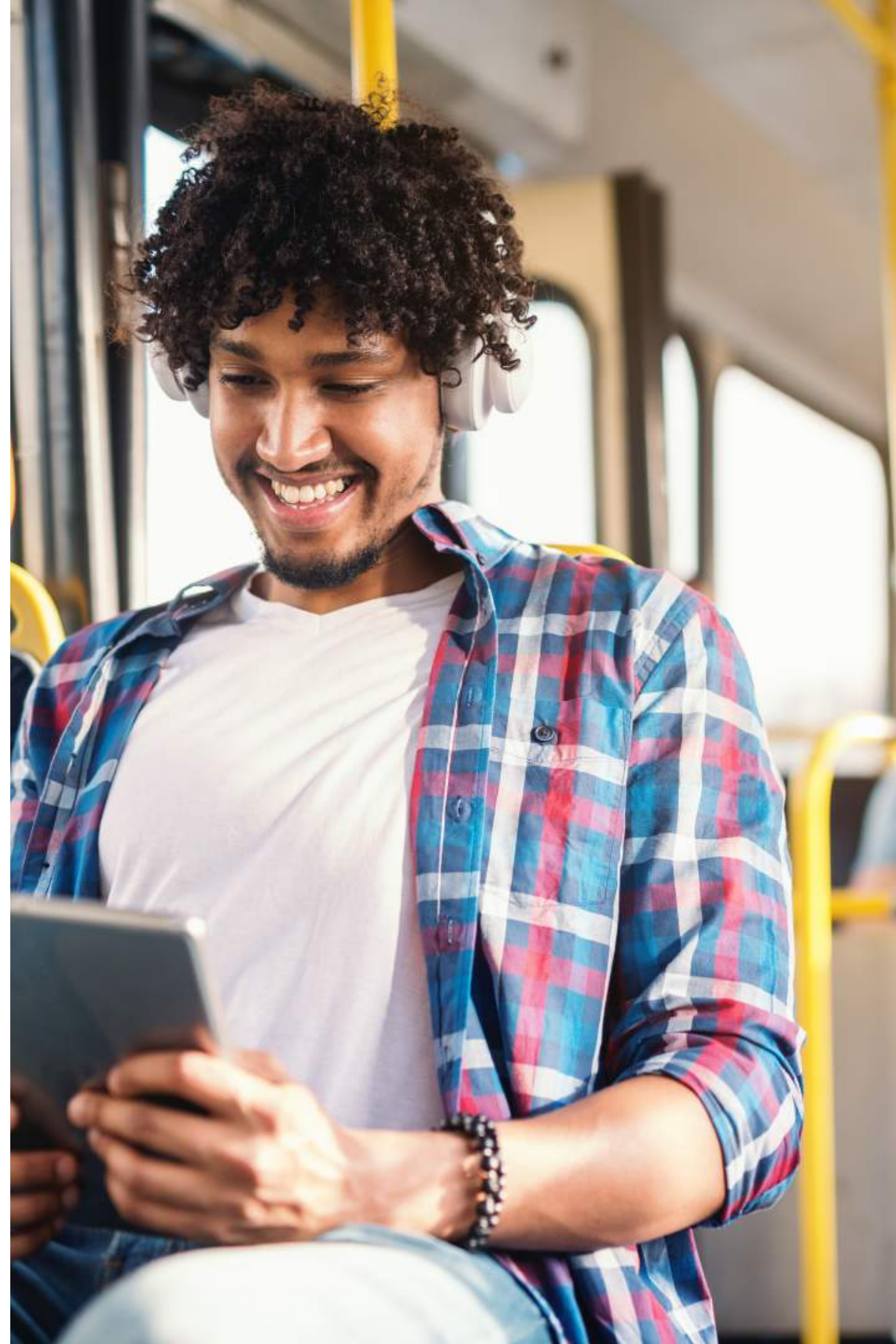
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ABOUT THE CLIENT

The client is a premier coach service in Jamaica, connecting major towns and cities across Jamaica. Managing nearly 500 employees across a growing network, the Finance Department must deliver payroll that is accurate, error-free and fully compliant every cycle.





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THE CHALLENGE

For a company operating tight schedules and across multiple locations, payroll accuracy is non-negotiable. As the company's workforce expanded so did the demands on its Finance Department, having to now manage hundreds of employees, variable pay types and multiple statutory submissions every month.

Manual re-entry, long processing times and limited reporting made it difficult to keep pace. Payroll cycles could stretch to three days, leaving little margin for validation before payday. In addition, cost unpredictability from system changes and updates made long-term budgeting difficult.

The company needed a payroll solution that could deliver three things: speed, accuracy, and complete visibility.

“Payroll for us isn’t just an admin task, it’s how we maintain trust with our team. We needed something that works every time.”





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THE SOLUTION

BizPay Workforce Management anchors the company's payroll operation with integrated automation, improved accuracy and real-time reporting. Key enhancements include:

- Direct integration with OrangeHRM, eliminating duplicate entries.
- Automated calculations for salaries, deductions, and statutory requirements.
- Intuitive interface and process automation, reducing manual input and risk of error.
- Ongoing work to integrate the company's time and attendance system will soon enable a seamless flow of overtime and incentive data directly into payroll.

Accuracy and Compliance: All tax and pension thresholds are updated automatically in line with the Tax Administration of Jamaica's requirements. Reports such as S01, S02 and P24 are generated instantly.

Insightful Reporting: Finance now has real-time access to cost summaries, payroll trends and compliance status across all 20+ locations. This enables faster decision-making and greater visibility over workforce costs.





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THE SOLUTION CONT'D

Cost Stability: BizPay's transparent pricing model provides the company with a fixed annual cost. This predictability provides greater financial control and a clearer understanding of the total cost of ownership. All platform enhancements are included during the subscription period, ensuring the company continuously benefits from new features.

“Payroll became quick and accurate again; everything we needed was there, without the extra work.”





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THE RESULTS

The local passenger and courier service provider now runs payroll with confidence and consistency. The Finance team no longer spends hours validating data or correcting errors. BizPay ensures compliance, accuracy and timely delivery every cycle.

Processing time: Reduced from three days to hours

Data accuracy: 100% synchronisation between HR and payroll data

Compliance: Automated updates align with local regulations

Visibility: Instant access to reports and statutory forms

Cost control: Predictable pricing with no surprise fees

“Everything connects now. Once the data is in, payroll runs itself; it’s quick, clean, and accurate.”





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TURNING ADMINISTRATION INTO ADVANTAGE

The company's experience shows that tackling real operational challenges head-on delivers measurable business value. By combining automation with integration, BizPay enables large and complex operations to achieve accuracy, compliance and control.

For organisations that manage hundreds of employees, BizPay delivers measurable value through faster processing, built-in compliance and actionable reporting, turning payroll from a back-office process into a reliable driver of efficiency and trust.

