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Transforming Payroll Operations Through Automation and Integration at a Consumer and Commercial Products Distributor

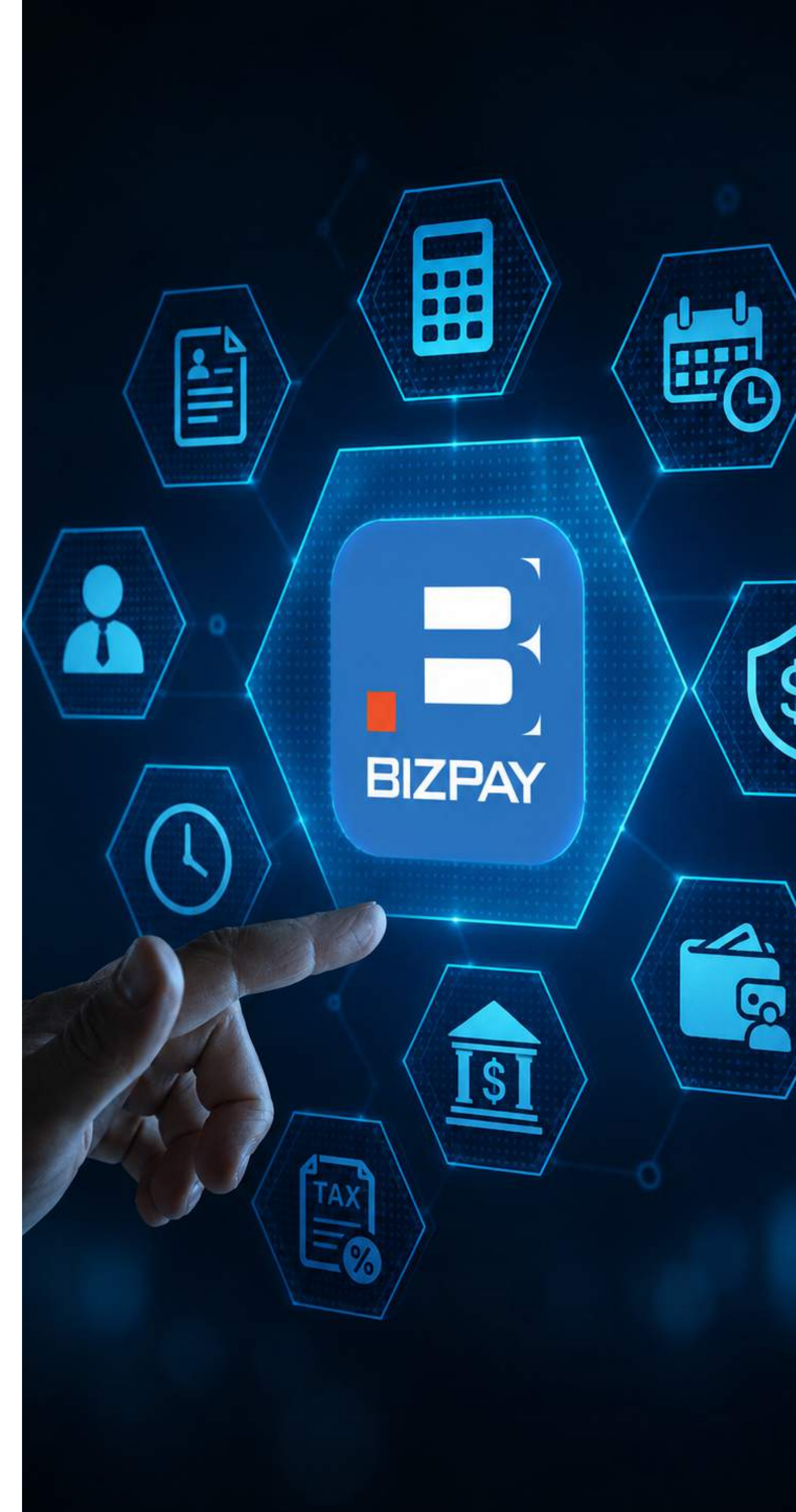
Client: An importer and distributor of consumer and commercial products in Jamaica

Solution: BizPay Central Workforce Management Platform

Industry: Distribution, FMCG & Hospitality Supplies

Location: Jamaica

With three payroll cycles and nearly 180 employees to support, the company modernised its payroll operations to decrease manual work and create a more straightforward way to manage workforce data.





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THE PROBLEM

The company ran three separate systems for payroll, HR, and attendance: Oasys, Connectteams, and Anviz, with no integration between them. Employee information had to be entered and kept up to date in each one separately, resulting in duplicating work if something changed.

Payroll processing was almost entirely manual. Updating records, preparing salary files, generating bank transfers, and validating information often took an entire day. There was also no automated method for generating the third-party files that payroll relied on. As a result, a small payroll staff performed repetitive tasks by hand.

Inconsistent Attendance Management. The timekeeping system was integrated for weekly staff; however, monthly and fortnightly employees were manually tracked, resulting in additional reconciliation and increased opportunities for errors.

THE SOLUTION

BizPay Central is a web-based payroll and workforce management platform designed to automate payroll and give companies real visibility into their workforce. For the company, that meant payroll automation, attendance management, reporting, compliance support, and employee records all living in one system instead of three.

Automated payroll calculations, bank file generation, reporting tools, role-based access, audit trails, and built-in compliance features replaced what used to be a patchwork of manual steps.

The rollout followed a structured onboarding process, including system setup, payroll validation, a parallel payroll run to catch discrepancies before go-live, training, and post-launch support, to ensure the transition didn't create new problems while solving the old ones.

THE IMPACT

The time required to process payroll was reduced by automation and a unified, integrated workflow. The reconciliation of work that previously consumed hours per cycle has also decreased due to the elimination of the need to divide employee data across multiple systems. Additionally, automated calculations reduced the number of errors introduced into a payroll run.

Automated statutory calculations and audit trails provide the company with a significantly more robust paper trail for compliance than manual processes could provide.

Data encryption, role-based access, and multi-factor authentication added a layer of security that was not there before. With reporting now centralised, the company team has greater visibility into payroll and attendance. This visibility will become more valuable as the company keeps growing and needs a system that can grow with it.

“Our goal was to simplify payroll administration while creating a more integrated view of our workforce information. BizPay Central provided a foundation for reducing manual effort, improving payroll accuracy, and positioning our business for continued growth.”



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How The Company Modernised Payroll and Workforce Administration with **BizPay Central**





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OVERVIEW

The company has been around since it was established in 1976, when it started life as a livestock farm before pivoting into distribution in 1995. It has since grown into one of Jamaica's leading fast-moving consumer goods and hospitality supplies distributors, but its systems had not kept pace with that growth. Payroll, HR, and attendance were spread across separate platforms with no connection between them, and that gap was showing up as evident with duplicate records, manual data transfers, and heavy reconciliation work.

Payroll itself bore the brunt of it. A full working day would be required to prepare salary files, update employee records, and run payroll, which is an excessive number of hours for a task that should be routine. The company brought in BizPay Central to fix that. BizPay Central is a workforce management platform built to bring payroll, employee data, attendance, and reporting into one place. The goal was to implement a system that could scale as the company kept growing.





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ABOUT THE CLIENT

The company is a Jamaican, family-owned business that got its start in 1976 as a livestock farm before expanding into distribution in 1995. Today it is one of Jamaica's leading distributors of fast-moving consumer goods and hospitality supplies, with roughly 180 employees spread across monthly, fortnightly, and weekly payroll groups.

Industry: Distribution, FMCG & Hospitality Supplies. Business size: ~180 employees.

Operations: Multiple concurrent payroll cycles: monthly, fortnightly, and weekly.





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THE CHALLENGE

Fragmented systems and duplicate data. The company's payroll, HR, and attendance functions ran on three separate platforms (Oasys, Connectteams, and Anviz) with no integration connecting them. That meant employee information had to be entered and maintained separately in each system, creating inefficient duplicate work.

Manual payroll processing. Updating employee data, preparing salary files, and processing bank transfers all required significant manual intervention. A full payroll cycle would take an entire working day, and heavy reliance on the payroll team made the process slower and more fragile than it needed to be.

Gaps in attendance and leave management. Weekly employees had an integrated timekeeping solution, but monthly and fortnightly staff relied on manual attendance and leave tracking. That inconsistency created more reconciliation work and more room for discrepancies to show up in payroll.

Growth outpacing the systems in place. As the company continued to grow, it needed a platform that could support automation, integration, and reporting at a scale the existing setup simply was not built for.





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THE APPROACH

MC Systems started with a discovery process to understand the company's existing payroll and workforce environment and pinpoint where manual work could be reduced. From there, implementation followed a phased path: project initiation and onboarding, payroll system configuration and data validation, a parallel payroll run to test the new system against the old one, user training and knowledge transfer, and finally go-live with ongoing support.

Running payroll in parallel mattered most for building confidence. It allowed the company's team to compare outputs from BizPay Central against their existing process, detect discrepancies before they became real problems, and proceed with the go-live process with a comprehensive understanding of the new system's functionality.





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THE SOLUTION

BizPay Central became the company's single home for payroll administration, employee records, attendance data, compliance support, and reporting.

In the context of payroll, this entailed integrating automated calculations, statutory deductions, staff loan management, pay advice generation, and payroll reporting within a single system rather than multiple platforms. On the workforce side, workforce reporting was integrated with leave management, time and attendance, and personnel records.

The platform was also selected specifically for its ability to integrate with HR, payroll, and time and attendance systems, improving data consistency across the board rather than just moving the same fragmented data into a new place.

Security was built in from the start: data encryption, role-based access controls, multi-factor authentication, audit logging, and compliance support all came standard with the implementation.





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THE RESULTS

Operational efficiency. Automation and centralised processing are expected to meaningfully cut down the manual work that used to define the company's payroll cycle.

Productivity. Time spent preparing salary files, updating records, validating attendance, and completing payroll runs should drop significantly.

Compliance. Automated statutory calculations, audit trails, and stronger payroll controls give the company better support for regulatory compliance than the old manual process could.

Security. Encryption, multi-factor authentication, role-based access, and audit trails give payroll data protection that simply didn't exist before.

Visibility and reporting. Centralised reporting gives the company a clearer, more complete view of its workforce and payroll data for decision-making.

Scalability. The company now has a platform built to support a growing workforce and future business expansion, rather than one that adds friction with every bit of growth.

"By moving toward a more integrated payroll environment, we were able to simplify key workforce management processes and reduce the administrative burden on our payroll team.

The project has created a stronger operational foundation for future growth"





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KEY TAKEAWAYS

The company consolidated three disconnected systems into one integrated workforce management environment, diminishing its reliance on manual payroll administration in the process. Automated calculations and workflows improved payroll accuracy, while stronger compliance, auditability, and data security came built into the new platform. The end result is a scalable foundation the company can build on as the business continues to grow.





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