Retail Zoo
Australia

Retail Zoo has been building fantastic food franchises with a global brand presence that has been delivering sensational profits since 2000. Today, Retail Zoo has expanded to include Boost Juice Australia, Boost Juice International, Salsa's Fresh Mex, Cibo Espresso and Betty's Burgers & Concrete Co.

Retail Zoo had been an outsourced payroll services client of Frontier Software since 2004. In 2015, after a period of significant growth and change, Retail Zoo recognised the strategic advantage of re-establishing their payroll team in-house. Having hired competent payroll resources with considerable chris[21] experience, the team at Retail Zoo felt confident they could move to an on-premise model. Consulting their Frontier Software account manager, an effective solution was devised; Retail Zoo could simply move their database from Frontier Software servers to one of their own. At Frontier Software, we call it 'lift and shift'.

Not having to change providers ensured significant savings for Retail Zoo and almost zero downtime during the database transfer process. System performance and flexibility was retained as was all historical data. After the lift and shift of data was completed, Retail Zoo enjoyed a business as usual outcome. Retail Zoo now has a greater degree of control over payroll and has gone on to build a significant reporting capacity across the entire business. Importantly, they are well-aware how easily they could employ the lift and shift technique to revert to an outsourced service model should their needs change in the future.

"Transitioning from an outsourced to an on-premise solution was seamless. Retaining historical data means we can just continue processing with full reporting capability".

Lisa Fisher, Head of HR, Retail Zoo

FAST FACTS

Industry Sector: Retail

Headcount: 1300+ Employees

Customer since: 2004

Delivery Method: On-premise

Solution: Payroll, Self Service,

Country: Australia

www.retailzoo.com.au

Frontier software

Human Capital Management
& Payroll Software/Services

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