

# Pivot Software helps New Zealand's largest electricity generator to improve its remuneration processes.



## Meridian Energy Ltd

### CLIENT:

Meridian Energy, New Zealand's first energy provider with certified carbon neutral electricity.

### BUSINESS PROBLEM:

Ensuring people management policies were brought to life through consistent and efficient remuneration processes.

### SOLUTION:

Pivot's Remuneration Ally tool for managing the remuneration review process.

### RESULTS:

A user friendly tool that delivered improved accuracy, efficiency and consistency at all touch points.

## A leading employer in the New Zealand marketplace

Meridian Energy is New Zealand's largest electricity generator and supplies around 200,000 residential and business customers throughout the country. So committed are Meridian to their desire to be carbon neutral, their new office in Wellington is New Zealand's first certified five-star green building to be constructed.

Being a leader towards carbon neutrality also flows through to a culture of early adoption of technologies to aid in their strategic goals in all elements of the business.

Over an eight year period, the company has grown from a staff of 50, to more than 500, and is considered to be a leading employer in the New Zealand market.

Meridian believed they were able to offer a unique employment experience for their staff, but wanted to also make sure that their policies and processes regarding how people are valued, motivated and challenged were consistent with the "sales pitch" delivered to prospective employees through the recruitment process.

## Process improvement required

As a fast growing organisation, some of their processes regarding remuneration management required improvement. The remuneration review process is a critical people management procedure that has many stakeholders.

"The Board and Senior Management expect accurate, well analysed information and to be able to trust that agreed budgets and policies have been adhered to," says Andrew McLachlan of the People and Performance team. "The Human Resource team's credibility is strongly influenced by the efficiency, accuracy and timeliness of the annual remuneration review process.

This is therefore the key foundation to leverage other value-adding Human Resource initiatives with our customers. We had problems with data integrity and version control which is often apparent when using spreadsheets for this process and as the workflow was manual, approvals, changes and updates were difficult to control."

Andrew believes that employees need to see that what they are "sold" at the recruitment stage is in fact operating in practice within the company.



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"Pivot's understanding of our needs and responsiveness as we moved through the implementation phase was greatly appreciated by the team."

"This year's review has been commented on by the Chief Executive and other senior managers as the most professional in the short history of the company."

**Chris Jones**

*Director People and Performance*



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## Meridian chose Pivot's Remuneration Ally

Having knowledge and experience with a wide range of web-based solutions, Andrew was aware of what was possible. After considering several options including customising Meridian's existing payroll and HR Information systems, Andrew chose Remuneration Ally for several reasons.

"Remuneration Ally provided us with a best of breed solution, completely configured to our needs whilst giving us connectivity to other systems we already had in place. All other remuneration solutions we looked at involved customisations that added risk and cost to the exercise."

## A professional and robust outcome

Remuneration Ally's secure database allowed for the provision of permission-based access to relevant and appropriate data. This eliminated errors associated with the previous spreadsheets and the need for re-work. As it managed the workflow process all decisions were auditable.

Through re-defined templates, board reporting was completed at the push of a button, resulting in 100% accuracy and a well-focused professional board report, two weeks ahead of schedule.

Pre-defined letter templates automatically created accurate and professional employee communications while still allowing managers to add personal comments. All stakeholders have seen significant improvements.

"Much of the positive feedback we received related to the simplified review process, to the robustness and transparency of decision making and the clarity and simplicity of reporting, which the company had not experienced previously. Remuneration Ally tool was responsible for much of this feedback."

## About Pivot Software and Remuneration Ally

Pivot Software provides advice and software solutions that enable large organisations to improve the effectiveness of their remuneration processes. We are human resource professionals who understand how well-managed remuneration contributes to employee engagement.

Pivot's flagship Remuneration Ally solution is used by organisations in sectors like banking, insurance, utilities, retail and government to improve their control over the complex and often emotional process of remuneration. Utilising our software as a service means no need for corporate IT involvement or the installation of any special software.

*"Make the decisions regarding your people  
and we will take it from there".*



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