Sprout Success Stories

Enabling 500% manpower growth for an
Australia-focused BPO

#GreatEmployersUseSprout

beepo | sprout SOLUTIONS

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Executive Summary

Beepo Inc. works with Australian-based companies that seek financial and organizational growth. It provides businesses in the financial services, accountancy, tech, and related industries with the external manpower to help achieve their business goals.

Just like its clients, Beepo has grown significantly over the years. This growth, however, made managing the company's HR processes a challenge. Sprout stepped in and delivered these results for Beepo:

1 Improved efficiency and helped reduce HR & Payroll Processing time by 50%

2 Provided all employees 24/7 access to timekeeping, payslip viewing, attendance applications, and more

3 Reduced payroll errors by 98%

4 Provided a single source of truth for all employee information

5 Simplified day-to-day management of HR processes

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About Beepo

Headcount
201 - 500

Industry
Business Process Outsourcing

Structure
Outsourcing Services

History

Beepo is a full-service, Australian-owned outsourcing company under the Probe Group of companies. It is one of the leading outsourcing specialists for businesses focused on sustainable growth in Australia, providing exceptional workforce support across various industries, including financial services, accountancy, NDIS, tech, real estate, and business services.

Mission

The company's primary focus is to help businesses, regardless of size, successfully increase their margins and grow sustainably with the help of offshore staff.

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Company Objectives

Beepo is Sprout's first customer in Pampanga. They have been with Sprout for **6 years**, and **have since grown four times in headcount.** However, the acceleration in business growth created the challenge of efficiently managing HR and Payroll processes.

Beepo was spending significant manpower managing its manual HR and Payroll processes. Its employees did not have access to a system that was available 24/7, and even simple tasks such as filing a leave or making an overtime request took some effort and was a time-consuming process.

The company's objectives were to **automate and speed up its HR processes to achieve sustainable business growth** and **give employees access to a system available 24/7 to address HR-related needs.**

Key Findings

50%
Decrease **in their HR and Payroll processing time**

24/7
Employees have access to a unified HR platform **24/7**

98%
Easily maintained Beepo's standard payroll accuracy of **98%** through Sprout's automated processes.

Streamlined HR Management
Integration of other HR tools helped **simplify** the company's HR processes.

Pain Point #1

⧗ *HR Staff taking too much time in processing*

Due to the fast growth of Beepo, it made it difficult to systematically gather data in one hub. As a result, the process required a significant amount of legwork and QA to capture accurate data. The company wanted to free its HR Staff from doing these tedious tasks so they could focus on other tasks that offer significant value to the organization.

Other than that, Beepo wanted to improve the working conditions of the HR members. It wanted to lessen unnecessary overtime in the hope of reducing burnout.

Beepo wanted to free up time spent on menial HR processes so they could focus their attention on bringing significant value to the organization.
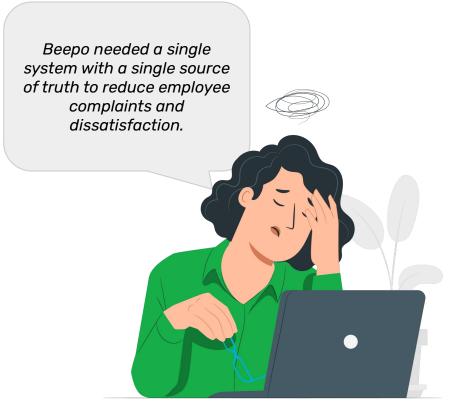
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Pain Point #2

⚠️ *Manual Intervention prone to human error*

Prior to having Sprout, Beepo's data could be traced to different sources and piles of paperwork. As a result, it was difficult to find what is needed at any given time.

Its data was also recorded on different excel sheets. The manual intervention led to a lot of errors in attendance and payroll processing, which led to employee complaints and dissatisfaction. The company needed a single system with a single source of truth.

Beepo needed a single system with a single source of truth to reduce employee complaints and dissatisfaction.

Pain Point #3

⚠ *Manual Work more difficult in a Remote Work Environment*

Recently, Beepo made the switch to a remote work set up. Because of the inherent risks associated with Remote Work Arrangements, they needed a cloud-based system that would allow them to access data anytime and anywhere securely.

Data Security and Integrity proves to be difficult when doing manual work. After all, there's the risk of unintentional changes or loss of data.

Beepo needed a system that would allow it to access data anytime and anywhere securely without fear of loss or unintentional changes.

How Sprout Helped Beepo

Result 1

Decreased processing time for HR personnel and shortened manual processing time by over 50%

Result 2

Provided employees with 24/7 access for timekeeping, filing leaves, and other tasks

Result 3

Reduced payroll disputes and other human errors

Result 4

Helped streamline HR management further with additional HR and payroll tools

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With Sprout, Beepo was able to decrease processing time and reduce the manual process by more than 50%.

Before Sprout, Beepo was spending about four days every payroll run managing the end-to-end HR and Payroll processes.

Sprout's paperless and cloud-based platform helped decrease Beepo's processing time and manual processing **by 50%**

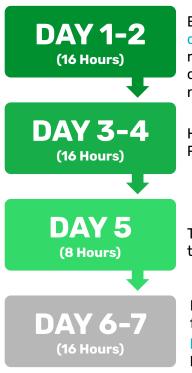**Automated internal processes with the following:**

Timekeeping   Undertime   Overtime

Leaves   Holidays

Result #1

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Beepo's Process before Sprout

Employees log in and out through biometric devices set up in different sites and locations.

DAY 1-2
(16 Hours)

Every cut-off, HR Team downloads biometric logs through 13 different USB devices to capture all timekeeping information. In addition, accomplishment reports are requested from employees. These requests are then plotted and consolidated in Google Sheets for further validation and adjustment inputs, if needed.

DAY 3-4
(16 Hours)

HR will then manually prepare the Overtime, Undertime, Leave, and Holiday Report along with miscellaneous items such as employee loans.

DAY 5
(8 Hours)

This will then be validated by another HR personnel. This file will be transferred to the Payroll Team.

DAY 6-7
(16 Hours)

Payroll is processed through Google Sheets, requiring the input of formulas and functions to make the process more efficient. A payroll .txt file is generated by f plotting the payroll data in a separate file converter to ensure compatibility with payroll bank specifications.

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Beepo's Process after Sprout

Employees log in and log out through Sprout Web Bundy. As an alternative to biometrics devices, it lets employees can punch in and/or out without scanning their fingerprints. Logs are automatically recorded just like an actual log from the device.

DAY 1
(4 Hours)

Come cut-off, the HR Team validates attendance and checks if there are any discrepancies to be corrected by the use of reports (Leaves, Holidays, Overtime etc.) readily available in Sprout.

DAY 2
(4 Hours)

Payroll is processed right away and is then submitted to the accounting and auditing team for final review within the next four (4) hours.

DAY 3
(2 Hours)

The Accounting and Auditing Team conduct their final review. The Payroll .txt file is automatically generated from Sprout and can readily be used for crediting. Payslips are also viewable in employee dashboards.

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Employees have *24/7 access to the payroll system*

Another tangible benefit of adopting Sprout is that all Beepo employees **have access to the system 24/7.** For example, they could easily file for overtime, monitor attendance, and track timekeeping anytime, anywhere.

Result #2

Payroll-related disputes and other human errors were reduced to a 2% threshold

Adopting Sprout helped Beepo **reduce its payroll-related disputes and other human errors** that stemmed from the manual handling of processes.

Result
#3

✓ *Integration of other tools from Sprout's suite of HR Solutions*

Sprout provided Beepo integrate other HR-related tools thanks to its comprehensive product suite. As a result, the Beepo head office will be changing its payroll system, but it will continue to use the timekeeping HRHub platform.

For Payroll, Sprout developed a **General Ledger feature** that accurately generates the data they need to upload in their Netsuite accounting system.

The company was also able to successfully transition from an in-office to a remote work setup thanks to Sprout HR's **Official Business Attendance Application.**

Result #4

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Why Beepo Loves Sprout

Sprout was Beepo's top choice when they first scouted for a timekeeping and payroll solution 6 years ago. They have taken Sprout with them through two acquisitions and 500% manpower growth.

Beepo's management is also confident with how Sprout secures client data and complies with NPC and ISO standard processes.

Aside from these, Beepo and its employees share that Sprout is convenient, and easy-to-use, and customized for local government requirements. They rely on Sprout to provide payroll-related documents such as payslips and processing 13th-month pay.

Beepo's Finance/Admin Manager Marilou Garcia shares that they used an in-house HRIS in her previous company. When asked about the difference, she asserts that the Sprout platform is better because Sprout conducts R&D for its products and services.

To top it off, Beepo has been very vocal about making referrals for Sprout, bringing in three large BPO clients to make the switch to Sprout's holistic, all-in-one people platform.

See how Sprout's holistic, people platform can transform your company.

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