

## OPEN MINDS

**INDUSTRY:** Community Services (mental health and disability support)

**EMPLOYEES:** 500

**PRODUCT:** Aurion Cloud

Open Minds is an independent not-for-profit (NFP) organisation that works with people to enhance their mental health and wellbeing. Open Minds had been hosting an Aurion payroll solution on their own infrastructure since 2015, when in March 2020 they migrated to the Aurion cloud. The new software solution ensures Open Minds' payroll compliance, minimises maintenance and upgrade work for the IT team, and gives their entire staff a more transparent, responsive payroll experience.

*"The switch to Aurion cloud was the most seamless process, ever. The migration was faster than scheduled, and actually quicker than the scope, which gave us extra time for testing before we released the service to the business. Aurion engaged with us really well, they were always available for questions. There was nothing for us to be concerned about."*

**Karl Stringer, Applications Support Specialist**

openminds



When Open Minds first went looking for a payroll solution, they needed a system that could deal with the complexity of the many different awards that apply to their employees. They investigated what was fit for purpose, and found Aurion had a solid footprint among Community Services organisations.

***“I’ve been using Aurion since 2006 in various capacities,”*** said Karl. ***“It seems to be the application of choice in our sector.”***

### **Finding the right ICT strategy**

Open Minds had been looking to expand their Aurion solution into a full HR information system (HRIS), or interface with other applications to build a combined HRIS, but were focussed on finishing their payroll implementation before embarking on other HR services.

It’s a small IT team at Open Minds, so they needed someone else to manage the day to day maintenance and the heaving lifting for upgrades, and they wanted to look after as little infrastructure as possible.

After using Aurion on-premise for four years, a new manager in 2019 led Open Minds to adopt a new strategy of best-of-breed tech services and cloud-based solutions. The migration from on-premise hosting to an Aurion SaaS solution commenced in late 2019 and was live in March 2020.

### **Timing the migration**

The migration from on-premise to SaaS essentially required a lift-and-shift of Open Minds’ data and ensuring their staff could access Aurion through the secure Citrix environment, which required registry changes to allow the network to pass through (Open Minds use a thin client).

The migration was timed at the start of a new pay period, and the only issue was that their staff couldn’t access payslips for a few days, although they were aware of the brief shutdown.

***“There was really no impact,”*** said Karl. ***“It was a seamless, easy process. Our Customer Advocate was always available to for questions. I couldn’t speak highly enough of just how seamless it was.”***

### **From on-prem to cloud: counting the benefits**

Although Open Minds still have the same payroll procedure, with their data and processing just hosted in a different location in Australia, moving to the Aurion cloud has improved the way employees receive and check notifications about their payroll and leave.



When Open Minds had their Aurion solution on-premise, there was an issue with notifications not coming through, which needed to be checked manually. The ripple effect of those notifications not being resolved was that the payroll team would have conversations with managers and chase pending transactions for staff who were mostly paid via Aurion Timekeeper. Shifting to Aurion SaaS allowed all those notifications to be automated in real-time, delivering the Open Minds team visibility to manage and approve leave more easily.

Karl commented that, ***"We are a mobile workforce. Going to the cloud gave us that opportunity for users to be able to log in, see their payslip from home and the rest of it. They can now access Aurion self-service, which they couldn't do before on their mobiles, and because Aurion is scalable on a webpage, it looks great."***

### What comes out in the wash

***"When you're trying to shift from one environment to another,"*** said Karl, ***"you find all the configuration complexity you haven't considered. When you make a change, legacy set-up you might not even be aware of comes out in the wash."***

To alleviate concerns you may have about switching to a cloud-based service, Karl from Open Minds recommends you find examples of those who've had a good experience; talk to your peers, end-users, and other organisations who've been through a cloud project.

***"It was really evident that there was nothing to worry about with shifting to Aurion SaaS from on-premise,"*** Karl said. ***"There's a groundswell of Aurion customers who've already moved across, which was pretty key to us, because no-one wants to go first!"***

### Key factors for success:

- + mature process for implementation and training
- + flexible integration with existing systems
- + staff adapted to changing requirements

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