

## Datacom's Business Continuity and Disaster Recovery - Among the Best in the World

Late last year, we had two UTI members in New Zealand to audit our Kapua Data Centre as well as the Orbit Data Centre in Auckland.

We received an Uptime Institute (UTI) Management and Operations Stamp of Approval and given a rating of **95.6** out of **100**. The highest rating UTI, a global authority on data centre infrastructure, has ever handed out was **96**.

The pass mark to get the "**Stamp of Approval**" is a staggering **80** points. The average of all data centres undertaking the review is **79.2** points which translates that barely **50%** of centres pass the first time round.

The audit acknowledges our centre's methods of procedure as excellent. The average score in this category is **13** out of **20** but Orbit and Kapua both scored **20**.

We recognise that having your information stored securely should be a key consideration when planning your business continuity(BC) and disaster recovery(DR) processes, but having the ability to retrieve that information after a disaster is paramount.

We house all payroll information in our Orbit Data Centre located in the North Shore suburb of Albany. This purpose built facility offers a high level of operational consistency whilst incorporating green technology and sustainable development practices.

Datacom has 4 data centres in New Zealand; in the unfortunate event of a local or geographical disaster that forces the disruption of services in one centre, the other can act independently and provide a full service availability.

All of Datacom's payroll applications are running in at least two of these data centres. Any data that is changed in one data centre is automatically replicated to the other within a maximum of 15 minutes.

It is also important to know that the procedures are in place and are reliable to switch over to the DR systems when needed. We run a DR test at least every 6 months to confirm that there are no issues.

So, rather than dealing with the cost and complexity of internal BC and DR processes, give us a call on **0800 72 97 97** and we'll eliminate this considerable hassle off your hands. As a New Zealand based company, we are thrilled to be rated as among the best in the world.

## Summer Holidays? Not Us...

While many businesses in NZ have their annual close-down period for the end of 2014 financial year, we at Datacom Payroll have been busy enhancing our payroll product over the holiday season.

Our aim was to provide all our customers with improved performance and functionality to welcome 2015. So, what did we get up to?

Below will summarise the list of work that we have done –

### Reports:

- **Report User Subscriptions – Sort Users Alphabetically**  
Report list are now sorted by first name then last name.

### Report Builder:

- **Excel Reports To Be Converted Into PDF Reports**  
Reports in Excel format can now be exported to PDF format. We would also like to mention that for larger reports with more than 15 columns, the information will overflow onto another page.
- **Additional Fields For Deduction Category In Report Builder**  
New fields have been included which include Bank Account Numbers, Code, Particulars, Reference and Remaining Debt Balance.

### Other Enhancements:

- **Cost Allocation Screen Only Shows Active Cost Allocations**  
You are now able to view the Cost Allocations valid at the effective date.
- **Ability To Create Back Pay For Terminated Employees**  
We have added a new type of timesheet that will allow you to back-pay terminated employees. However, you will first need to set-up a timesheet structure.

### Performance Improvements:

- **Attribute Field Report**
- **Cost Structure Screen**
- **Employee Details Save**

If you would like to find out more on any of the enhancements listed above, give us a call on **0800 72 97 97**, we will be happy to answer any questions you might have.

# Case Study - Treating With Care

Canopy Cancer Care Ltd is a private oncology and haematology clinic specialising in the treatment of cancers in adults. Based in the suburb of Epsom in Auckland, Canopy Cancer Care has a team of over 40 members ranging from doctors, nurses and administrative staff.

Canopy Cancer Care had been handling their payroll processes internally but in 2013 made a conscious business decision to outsource their payroll to Datacom.

The implementation of EasiPay as their payroll solution means that they can now apply all of their staff's effort to ensuring that their patients have the best outcome possible.

We had a 'Sit-Down' with Business Manager Ashley Furlong to find out what she thought about our payroll bureau service, EasiPay:

- 1. What were the key features that made you choose EasiPay and EasiESS?**  
*The level of service, simple set-up and the reduction of time taken by someone internally processing payroll each week aided the decision of going with EasiPay, which was the preferred choice.*
- 2. How did you find the support of Datacom Payroll during the implementation phase and Go-LIVE?**  
*The initial set-up was satisfactory. Our employees found the transition went very well.*
- 3. When you first started to use EasiESS, how easy did you find the product?**  
*We first started using the system at the beginning of the tax year: April 2013. After a few weeks of use, it became very familiar and easier to use.*
- 4. How do you find EasiESS now?**  
*Now, the product is very suitable and logical.*
- 5. Is there further support available for you for any questions or queries?**  
*When we come across any issues or have questions we ask Coco who is fantastic and really goes out of her way to help.*
- 6. How do you find the quality of this support?**  
*The quality of the support is top class. We very much appreciate all the work Datacom Payroll does with Canopy.*

Your time is valuable. Let us help by our payroll bureau service to run your payroll for you. Give us a call on **0800 72 97 97** and get more time for business.

To find out more about Canopy Cancer Care, you can visit their website by following the link: <http://www.canopycancercare.co.nz/>

# 2014 EOY Processing "Un-Official" Report Card

If you've been running payroll for a while, you'll know that December is traditionally a hectic time for anyone in the payroll industry.

With regards to payroll processing, there are numerous components to consider such as Public Holidays, Annual Leave, Estimating Hours on Timesheets, Advanced Payments, etc. in order to have a seamless pay-run.

However, the element that usually goes unnoticed is the sheer volume that has to be processed within a limited timeframe and the immense strain it has on a payroll system. With the holiday processing period now behind us, we can gladly say that every one of our customers was paid successfully.

Below will list a handful of processing components along with some interesting figures and the final grade we have given ourselves:

## Number of Pay Packets Processed:

An astonishing **467,509** pay packets was processed in the month of December; well over double the volume that we processed back in December 2013.

**Grade: A**

## Number of Reports Processed and Distributed:

Unfortunately, we grade ourselves on a pretty harsh curve. Although the numbers would seem quite high, we did not double our report distribution from the previous year. We had **557,690** reports generated.

**Grade: B**

## Amount Banked:

We had **\$600** million banked in the month of December. Despite being well over the **\$500** million mark, we owe it to ourselves to bring it to at least the **\$700** million mark in December this year.

**Grade: B-**

## PAYE Intermediary:

We hit our highest record in PAYE for December 2014. A total of **\$95.6** million was paid to IRD on behalf of our PAYE Intermediary clients. Earning us a solid A+.

**Grade: A+**

From the results of our "Un-Official" Report Card, it's apparent that more and more businesses are processing their payroll using our cloud based software. We would like to take this opportunity to thank all of our customers for their patience, understanding and cooperation during the "Silly Season".

In the meantime, rest assured we will not be resting on our laurels. We'll keep diligent with managing and upgrading our systems behind the scenes to ensure that our entire payroll product suite continues to meet and exceed expectations.

We have a pay system just right for your business.



**DATACOM** Payroll

To get time back to work on your business, call:

**0800 72 97 97**

We'll discuss what will suit your needs - big or small.

[www.datacompayroll.co.nz](http://www.datacompayroll.co.nz)