

“Fujitsu PalmSecure has transformed how we manage over a thousand employees, providing a better experience for them and real-time management for us. It’s bringing our organisation into the 21st century.”

Greg Springall  
HR and Safety Manager  
Menzies Group

Menzies has deployed Fujitsu PalmSecure to 40 sites, enabling real-time monitoring of employee movements as well as automatic payment and reporting via Inzenius.

#### At a glance

Country: Australia  
Industry: Facilities Management  
Founded: 1969  
Website: [menziesgroup.com.au](http://menziesgroup.com.au)

#### Challenge

Menzies needs to track and manage thousands of employees across hundreds of client sites. However reconciling employee performance with payroll was taking hours and left room for human error. The company wanted a secure, flexible ID management solution that would integrate with its existing systems.

#### Solution

Menzies has rolled out Fujitsu PalmSecure and Inzenius to 40 sites with around 1,200 employees. It provides an authentication system using biometric technology that identifies users based on vein pattern recognition and connects with back office applications to automate payment.

#### Benefit

- Enables Menzies and its customers to manage resources more effectively
- Payroll paperwork can be completed instantly, freeing up internal resources
- Menzies can attract new business and grow the company through its use of cutting edge technology

## Customer

Established in 1969, Menzies is one of Australia's leading privately-owned providers of cleaning and related property services. The company employs over 4,000 employees and turns over almost AUS\$300 million annually with operations across all major Australian cities and regional centres. It provides a range of services, including contract cleaning; property and specialist maintenance; security services; manpower and labour hire; and waste and environmental management.

## Products and services

■ FUJITSU PalmSecure



## Challenge

Managing rosters and payroll across thousands of sites for contracted employees while meeting government legislation and union compliance is not an easy task. Menzies had been using two separate systems: one to monitor attendance and one to ensure relevant wage payments were made on time. However, reconciling the data was time-consuming and had the potential for human error.

"We would upload the roster to our attendance application and employees would then use their phones to clock in and out but it didn't talk to the payroll system, which meant that a typical field manager with responsibility for 40 people would need to spend one day per week performing admin to reconcile the figures," explains Greg Springall, HR and Safety Manager, Menzies Group. "We also need to be compliant with industrial regulations and ensure that everyone gets paid the right amount. As a family business, even one incorrect and undervalued payment is one too many."

Menzies wanted to find an integrated solution that could more accurately track workplace activity while connecting to payroll and ensuring the many terms and conditions its own clients required were met. It evaluated three key players and decided local Australian firm Inzenius was best placed to provide a simple, secure and reliable identity management platform.

"Inzenius had a host of reference sites who gave a good account of the flexibility, security and simplicity of the platform," adds Springall. "It could also deliver a biometric system that would perform in remote regional sites with non-existent phone connections."

## Solution

Menzies has already rolled out the new biometric identification solution to 40 sites with around 1,200 employees. The system is based around Fujitsu PalmSecure, a leading-edge authentication system using biometric technology that authenticates users based on vein pattern recognition rather than iris scanners or fingerprint readers. As veins are internal and have a wealth of differentiating features, attempts to forge an identity are extremely difficult, thereby enabling a high level of security.

Russell Bode, CEO, Inzenius comments: "We looked at fingerprint ID but found it only delivered 88 per cent accuracy, dropping to 70 per cent at the end of shift when workers have picked up dirt and dust. With Fujitsu PalmSecure, we are getting 99.8 per cent on the first read."

The Fujitsu solution enables employees and contractors to accurately record when and where they are, ensuring everyone gets paid the right amount on time. Clients also have real-time visibility of what's happening and can easily respond to changing demands.

"It is a really straightforward plug-and-play solution that can connect over 3G and integrate with our own payroll and management applications," continues Springall. "We have trained and upskilled our own managers to install and integrate the Fujitsu solution onsite."

## Benefit

The clear advantage to the new Fujitsu PalmSecure is the transparency of operations it provides as well as the security of access, meaning employees can only enter permitted locations and are tracked in real-time. This means resources can be deployed more flexibly across multiple sites.

"It gives our clients so much more control and enables us to manage each contract significantly more effectively," remarks Springall. "That makes for better service at lower costs with the workload distributed in the most efficient way possible."

The Fujitsu solution also reduces the administrative burden, freeing up management time. Previously, each manager would devote one day per week to reconciling payroll with attendance; that process is now automated and the time can therefore be spent more productively.

"Our managers can add more value to the business rather than being buried in paperwork. They can produce accurate reports at the touch of a button rather than spending hours," comments Springall. "That makes for happier employees and a more effective business."

Fujitsu PalmSecure not only automates employee tracking, security and reporting, it also helps Menzies grow the company. Whenever it bids for a new contract, the company now highlights its use of this leading-edge technology.

"It's bringing our organisation into the 21st century, where a company of our size needs to be. It makes us look professional and, honestly, it looks cool, which makes it attractive for potential clients," concludes Springall. "Fujitsu PalmSecure has transformed how we manage over a thousand employees, providing a better experience for them and real-time management for us."

## FUJITSU

Email: [info@au.fujitsu.com](mailto:info@au.fujitsu.com)

Tel: +61 2 9776 4555

© 2017 Fujitsu and the Fujitsu logo are trademarks or registered trademarks of Fujitsu Limited in Japan and other countries. Other company, product and service names may be trademarks or registered trademarks of their respective owners. Technical data subject to modification and delivery subject to availability. Any liability that the data and illustrations are complete, actual or correct is excluded. Designations may be trademarks and/or copyrights of the respective manufacturer, the use of which by third parties for their own purposes may infringe the rights of such owner.