



With over 15,000 employees across Australia and New Zealand, ISS manages one of the largest and most diverse workforces in the region. Each year, large numbers of new hires join the business - many of whom are new to Australia or speak English as a second language. For such a high-volume and complex operation, manual onboarding processes had become a significant operational burden.

"Frontline staff needed a simple, intuitive process," said Reza Saadat, Head of Payroll. "Many of our people aren't native English speakers or particularly tech-savvy. The system had to be accessible and user-friendly."

Before implementing Frontier Software's onboarding, intelligent workflow, and app-based self-service modules, ISS relied on disconnected systems with manual data entry - resulting in inefficiencies, delays, and a poor candidate experience. "We had people working full-time just to process new starter forms. It could take days to get someone set up in payroll. Now it takes minutes," Saadat said.

The transition to a fully integrated, digital solution transformed onboarding. The process now flows seamlessly from recruitment through to payroll, ensuring new employees can complete compliance steps, access training, and view rosters before they even arrive on site.

"The general feedback from the business has been overwhelmingly positive," Saadat added. "Managers are thrilled to see new hires set up quickly, and they now arrive fully prepared on day one."

The success of the project, Saadat says, came down to more than just technology; it reflected a deeply embedded commitment to collaboration. "Frontier Software were professional, responsive, and personal; from the account manager through to the CEO. That human touch really stood out."

Reflecting on the experience, he is clear. "Don't hesitate. Frontier Software's solution is easy to use, customisable, and genuinely well supported. It's made a real difference to our business."

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Reza Saadat, Head of Payroll



FAST FACTS

Industry Sector: Facility Services

Headcount: 15,000+

Customer since: 2012

Delivery Method: On-Premise

Solution: Payroll, Self Service, Mobile Self Service, Onboarding, Intelligent Workflow

Country: Australia

www.issworld.com/en-au