

## What you need to know about popular payroll solutions

The table below outlines some of the key facts users need to know about payroll solutions for SMEs and medium-large enterprises. The options listed here are by no means exhaustive. A product's inclusion should not be regarded as an endorsement by Chartered Accountants Australia and New Zealand. Information included in this guide has come from the relevant vendors.

Product	Target segment	Is support included?	Type of support provided (email/online ticketing/phone support)	Service level agreement on support response time	Onboarding included	Digital contracts	Email triggers for workflow	Policies and procedures supplied	Desktop or cloud	Integration options (Open/restricted API)	Does your product also have workforce management, onboarding/HR, recruitment?
<b>Aussiepay</b> by ReadyTech	Australian small-medium businesses. Those that want their payroll managed so they can focus on their business.	Yes	<ul style="list-style-type: none"> <li>Email</li> <li>Phone support</li> </ul>	Support response time is four hours.	Yes	No	Yes	No	Cloud	Restricted API	No
<b>Dayforce</b> by Ceridian	Businesses with 300+ employees. Those looking to combine HR, payroll, workforce management, and talent management into a single application.	Yes	<ul style="list-style-type: none"> <li>Email</li> <li>Online ticketing</li> <li>Phone support</li> </ul>	Support ranges from within one business hour for urgent matters to within 24 business hours for low-priority matters.	Yes	Yes	Yes	Yes	Cloud	Open API	Yes
<b>Definitiv</b>	Medium-large enterprises.	Yes	<ul style="list-style-type: none"> <li>Email</li> <li>Online ticketing</li> <li>Phone support</li> </ul>	Depends on the issue. Issues preventing the current payroll from being processed are to be responded to within two hours. Complete service level agreements are at <a href="http://www.definitiv.com.au/terms-conditions/">www.definitiv.com.au/terms-conditions/</a> .	Yes	Yes	Yes	Yes	Cloud	Open API	Yes
<b>foundU</b>	Businesses with 20-3000 employees. Australian employers with a need to manage rosters, shifts, industrial awards/EBAs.	Yes	<ul style="list-style-type: none"> <li>Email</li> <li>Online ticketing</li> <li>Phone support</li> </ul>	Support response time for Level 1 issues is three hours.	Yes	Yes	Yes	No	Cloud	Restricted API	Yes
<b>HR3</b> by ReadyTech	Australian small-medium businesses. Those with more demanding payroll needs that seek the flexibility of modular HR admin and WH&S management.	Yes	<ul style="list-style-type: none"> <li>Email</li> <li>Phone support</li> </ul>	Support response time is four hours.	Yes	No	No	No	Desktop, Cloud	Restricted API	Yes
<b>iPayroll Ltd</b> (NZ) <b>CloudPayroll</b> (AU)	All industries.	Yes	<ul style="list-style-type: none"> <li>Email</li> <li>Online ticketing</li> <li>Phone support</li> </ul>	Within four hours.	Yes	Yes	Yes	No	Cloud	Open API	No
<b>KeyPay</b>	Accountants, bookkeepers and payroll outsourcing.	Yes	<ul style="list-style-type: none"> <li>Email</li> <li>Online ticketing</li> </ul>	Level 2 support for Accounting Partners. Median first-time response time is 10 minutes and median resolve time is 12 minutes.	Yes	Yes	Yes	Yes	Cloud	Open API	Yes
<b>Microkeeper</b>	Businesses with 10+ employees. Specialising in fluctuating staff numbers, rotating rosters or multi-site businesses: hospitality, health care, service industries, farming, labour hire services.	Yes	<ul style="list-style-type: none"> <li>Email</li> <li>Online ticketing</li> <li>Phone support</li> </ul>	Resolution on first call, or within one business day.	Yes	Yes	Yes	No	Cloud	Open API	Yes
<b>PayHero</b> by FlexiTime	Accountants and companies with 1-1000 employees. Specialising in complex payroll for employers with part time, casual, contract and variable hour staff.	Yes	<ul style="list-style-type: none"> <li>Email</li> <li>Online ticketing</li> <li>Phone support</li> </ul>	Target support response time for PayHero is within one hour.	Yes	No	No	No	Cloud	Open API	Yes
<b>PaySauce</b>	Small-medium businesses.	Yes	<ul style="list-style-type: none"> <li>Email</li> <li>Phone support</li> </ul>	Same day resolution for A-priority faults, with 80% of calls answered within 30 seconds.	Yes	Yes	No	No	Cloud	Restricted API	No
<b>Zambion</b> by ReadyTech	Australian and New Zealand medium businesses. Those with more demanding payroll needs that seek an all-in-one solution for the full employee lifecycle.	Yes	<ul style="list-style-type: none"> <li>Email</li> <li>Phone support</li> </ul>	Response time is based on the priority of support required and starts from one hour. Most responses are within the working day.	Yes	Yes	Yes	No	Cloud	Restricted API	Yes