



**FACTS IN BRIEF**

**The Client**

Peter Rowland Catering is a leading catering and event management company in Australia who cater for more than 370,000 patrons during the Melbourne Cup Carnival. Their Flemington Racecourse venue caters for and employs 2,000 casual and 25 permanent employees.

**The Challenge**

To achieve savings in labour costs through increased visibility, flexibility and control over scheduling and payroll functions.

**The Solution**

Peter Rowland at Flemington implemented the Inzenius labour logistics system in early 2002, allowing greater management of their entire labour force.

**Business Benefits**

Inzenius has enabled the company to control the cost of labour which is one of their largest expenses. More than 1% of annual revenue has been saved in labour costs since its inception in 2002. The processes of scheduling and payroll have been automated and are now easier, faster, more accurate and efficient than before.

**About Inzenius**

Inzenius is the newest labour logistics software system - and the most advanced in the world - providing multi-million dollars savings to labour intensive organisations in industries such as hospitality, health, services and utilities. It is the first product of its type to combine the scheduling to payroll process for greater visibility, flexibility and control of labour costs. As an internationally patented system, Inzenius delivers best practice human capital management. It has been developed by Inzenius, a software development company of the same name.

**For Further Information: [info@inzenius.com](mailto:info@inzenius.com)**



## Melbourne Cup caterers first past the post with Inzenius

The event management company which caters for more than 370,000 race-goers at the Melbourne Cup Carnival in November each year, is saving an estimated 1% of annual revenue in labour costs by using Inzenius, the world's most advanced scheduling to payroll labour logistics software.

As one of Australia's leading catering and event management companies, Peter Rowland Catering organises premier events at landmark Melbourne venues such as St Paul's Cathedral, National Gallery of Victoria and Flemington Racecourse, home of the largest event in the Southern Hemisphere, the Melbourne Cup Carnival.

During the four-day carnival at Flemington Racecourse, the company manages 13 restaurants

and 80 retail outlets and caters for up to 120,000 patrons each day.

The Melbourne Cup venue holds a further 30 race meetings and 250 private functions such as gala dinners, weddings and conferences across the year. To cater for these, Peter Rowland at Flemington employs up to 2,000 casual and 25 permanent employees.

Internationally patented, Inzenius is a software system that streamlines the scheduling to payroll process to provide organisations with greater control over labour management leading to dramatic labour cost savings and payroll efficiencies.

**The Challenge**

Keeping track of a large labour force is an arduous process for any company but it was made more difficult for the Melbourne Cup caterers when they inherited a scheduling and payroll system that was ineffective.



According to Peter Rowland at Flemington's Human Resources (HR) Manager, Caroline Thornton, the legacy system was unwieldy and led to the loss of tens of thousands of dollars in overstaffing.

"It lacked the sophistication to recognise when a staff member had been scheduled twice. When you are managing so many staff, this caused havoc during busy functions as we'd often find ourselves down on staff numbers," Ms Thornton said.

Another drawback was that HR could not access historical schedules as it only recorded actual hours rather than schedules which was frustrating and time consuming.

But even worse was that the system was not able to create reports for HR to forecast labour costings which, subsequently, led to overstaffing and diminished profits.



### The Process

In addition to needing a new system, as part of their contract with the Victorian Racing Carnival, Peter Rowland Catering had to provide a scheduling and payroll system that met certain reporting requirements.

The company looked at various software systems and selected Inzenius for its high-level functionality and reporting capabilities.

It provided a complete antidote to the previous software as well as taking Peter Rowland Catering to a new level in the management and control of their staff.

As a Microsoft based system, Inzenius was easy to install and intuitive with extensive functionality to manage the scheduling of 20 to 2,000 staff right through to the payroll process for timely and accurate payments.

"Now we can copy and paste schedules and we only need to enter the event field of information without creating them from scratch," Ms Thornton said. "One of the beauties of Inzenius is that we have schedule templates but we can also access our schedules from year to year as well as the hours actually worked. This is important for us in formulating our current schedules."

### The Solution

Inzenius has revolutionised the way that Peter Rowland Catering manages their labour force at the home of the Melbourne Cup, Flemington Racecourse.

The key advantage is that Inzenius has enabled HR to forecast their staff requirements for every

event, restaurant and retail outlet based on allocated labour budgets.

Each outlet operates on a profit and loss scenario and, prior to each event, forecasts are run in order to calculate the true costs of the labour component.

Ms Thornton: "If, for example, our revenue for an event is \$10,000, we know our labour must be \$1,000. We look at Inzenius to find the cost of the staff allocated. If it is \$1,500, we know we have to change staff times or take a person out. What makes this so compelling is that we can totally control our labour costs across our operation."

Inzenius has also made payroll much easier, faster and more efficient. Payroll Supervisor, Mary Miltenoff said it had made her job a "no brainer" and provides full access to all employment details at the push of a button.

"I can see in a glance where an employee has worked, how long they have worked, how much they were paid, their annual leave and sick leave entitlements," Ms Miltenoff said.

She said that the scheduling to timesheets to payroll process was now automated.

"Inzenius calculates everything using the appropriate awards, staff's age details and whether they are casual, part-time or contract. It's 100% reliable and accurate."

