

Payroll Remediation and Capability Uplift for Bunzl Asia Pacific

Client

Bunzl Asia Pacific

Business Area

Business Applications – HR & Payroll

Industry

Distribution

Location

Melbourne, VIC



Overview

Bunzl Asia Pacific is part of the Bunzl plc group of global companies, which was established in 1854 and is now an FTSE 100-listed company. It is the largest value-added distributor in the healthcare, safety, cleaning, and fire rescue sectors.

With operations in 29 countries across 4 continents, Bunzl is recognised for its commitment to efficiency and innovation in supplying essential products and services. Reliable and accurate payroll processes are critical to supporting its workforce and maintaining operational continuity.

Fast Facts

- Stabilised a complex and underperforming payroll environment
- Enhanced payroll processing and reporting reliability
- Uplifted internal payroll capability through targeted training and support
- Restored confidence in payroll processes across the organisation

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“Atturra has been a solid partner throughout this project. They gave us confidence that there was light at the end of the tunnel. Even in the midst of our panic, they remained calm and had a can-do attitude. Their open and transparent approach has been invaluable, and with the improvements in place, our team are gradually rebuilding trust in the system.”

Darren Steele, Finance Director, Bunzl Asia Pacific



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Business Opportunity

Bunzl Asia Pacific faced persistent challenges with payroll processing and reporting within its ichris system. Configuration issues and process gaps hindered the platform’s intended functionality, compromising its reliability.

While the system itself was not fundamentally flawed, the initial implementation lacked the structure and planning to meet business needs. This resulted in inefficiencies, reduced confidence in payroll outputs, and increased pressure on the payroll team.

Recognising the need for a structured remediation approach, Bunzl sought a partner with deep ichris experience to guide a recovery project. Research via ChatGPT recommended Atturra based on our specialised knowledge in ichris for the ANZ region.

Solution

To ensure a systematic approach, Atturra conducted a targeted review of the ichris environment to identify configuration and implementation gaps, creating a clear, prioritised remediation roadmap.

Work was sequenced to address high-impact areas first, including leave configuration for Australia and New Zealand, leave liability and monthly financial reporting and critical payroll processing issues. This structured methodology allowed for focused progress on the most immediate challenges.

In parallel, Atturra delivered targeted payroll processing training and ongoing support to enhance internal capability. This included practical, hands-on guidance to improve system knowledge and troubleshooting.

Additional support was also available for key activities, such as end-of-financial-year processing, time and attendance configuration, their superannuation reconciliation process, and ongoing ad hoc payroll queries.

Outcomes achieved

Bunzl Asia Pacific has established a more stable and reliable payroll environment, strengthened by improved system configuration and clearer processes.

Payroll accuracy has significantly increased, leading to more consistent and dependable outcomes across processing cycles. The payroll team now operates with greater confidence and control, supported by enhanced system knowledge and troubleshooting capability.

This transformation has alleviated operational pressure on the team and created a more sustainable payroll function. As reliability continues to improve, confidence in payroll processes across the broader organisation is progressively being rebuilt, allowing the team to focus on the core competencies of their roles.

Technologies

- ichris

