

Long-Term Partnership Delivers Smooth ichris Upgrade for Transurban

Client

Transurban

Business Area

Business Applications –
HR & Payroll

Industry

Infrastructure

Location

Australia & North America



Overview

Transurban is one of the world's leading toll road developer, owners, and operators, with a network of 23 assets across Australia and North America.

The ASX-listed company support millions of customers to help them travel safely and efficiently. As a complex, large-scale infrastructure business, Transurban relies on robust, well-performing back-office systems to support its workforce and day-to-day operations.

Fast Facts

- Supported ichris 8.37 Business Rules Engine upgrade with specialist payroll expertise
- Delivered targeted impact assessment, regression testing, and system validation
- Post-deployment sanity checks confirmed system stability and readiness for BAU operations
- Long-tenured experts enabled efficient issue identification and rapid remediation

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“Atturra is an excellent partner to work with, demonstrating best-in-class capability in understanding our needs and delivering effective solutions. Their highly skilled technical team brings long tenure and strong retention of institutional knowledge. Atturra has consistently supported our requests with a clear understanding of our business priorities and how best to address them. They are a strong and reliable partner, and we find them very collaborative.”

Phil Britz, Head of ERP and Corporate Applications, Transurban

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Business Opportunity

Transurban was preparing for its yearly Frontier release upgrade to the ichris 8.37 Business Rules Engine. Identified as a critical system change, the organisation needed to ensure the upgrade could be delivered smoothly, with minimal disruption to payroll operations.

Transurban recognised the importance of combining technical system expertise with a strong understanding of payroll operations to help ensure release impacts were clearly understood, testing was appropriately validated, and potential payroll risks were identified early in the process.

Having supported Transurban's ichris environment and upgrade cycles over multiple years through its partnership, Atturra was once again engaged to provide specialist support for the release—bringing both system knowledge and operational context to ensure a smooth and controlled upgrade.

Solution

Working alongside Transurban's ERP and Payroll teams, Atturra provided specialist payroll expertise across all stages of the upgrade, supported by experience gained from delivering similar annual release activities across multiple clients.

The approach focused on helping Transurban understand the practical impact of the 8.37 release within its existing payroll environment, including which changes were relevant, where additional validation was required, and where opportunities existed to further refine current processes and configurations. This helped reduce the burden on internal teams to interpret release impacts independently and supported more informed decision-making throughout the project.

The engagement began with a targeted impact assessment of the release, identifying the changes most relevant to Transurban's payroll environment. Working collaboratively with Transurban, Atturra applied experience from similar upgrade projects to help assess potential configuration changes, identify impacts to existing payroll processes, and validate reporting requirements as part of the broader review process.

Regression testing was then refreshed and executed to align with Transurban's current payroll processes, alongside validation of system configurations and customisations. Throughout testing, issues were identified and addressed collaboratively, helping maintain momentum while reducing the likelihood of disruption to payroll operations.

Following deployment, additional validation checks were completed to confirm payroll processing remained accurate and stable, supporting a smooth transition back into business as usual operations.

Outcomes achieved

Transurban successfully completed the ichris 8.37 Business Rules Engine upgrade, with a strong focus placed on due diligence throughout the release process. This included impact assessment, regression testing, validation activities and post-deployment checks to support a controlled transition into business-as-usual operations.

During the post-release and hypercare period, two issues were identified, including one critical incident that resulted in additional manual effort for the Payroll Operations team. Atturra worked closely with Transurban to investigate the incidents, support troubleshooting activities and help identify the underlying root cause.

The long-standing partnership between Transurban and Atturra supported efficient collaboration throughout both the project and hypercare period, with established knowledge of Transurban's environment enabling a more targeted and informed approach to issue investigation, support and resolution activities.

Technologies

- ichris



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