



Salary Review Solution For Salmat

Nerida McGrath, Human Resources Manager at Salmat Limited incorporated RemCentral, Hewitt CSI's salary review software, into the salary review process. She discussed with us the reasons behind the tool implementation and the outcomes for Salmat Limited.

What were the main drivers for implementing RemCentral?

Our major driver was to reward our people for their contribution and personal performance, whilst keeping IT staff within 20% of the market range for their position. The drivers were a combination of balancing retention with reward.

What are the key benefits you gained from using RemCentral?

Providing managers with a tool they can trust to reward and retain staff whilst removing the inevitable subjectivity that comes with salary review each year.

What are some of the outcomes for your organisation from implementing the tool?

Openness and transparency with staff about the tools we use to manage salary review. We held information sessions with staff explaining how RemCentral works. This increased the level of trust in the business. From an operational perspective, our cost models are competitive because RemCentral aligns pay to market rates.

How much time did RemCentral save you during salary review?

The HR input was greater this year because we implemented RemCentral in the business for the first time. However, for our line managers the time saving was significant – the time invested in allocating the reviews was reduced by about 40%. This is attributed to RemCentral integrating the market data and



performance reward in the one spreadsheet. Previously we provided managers with the market data separately from the review spreadsheets.

How have other members of your organisation responded to RemCentral?

Positively. A few line managers dread conducting salary reviews because they're concerned about how employees will react. We invest in training and development for our line managers in how to effectively facilitate this process. Although RemCentral does not make the salary review decision (managers ultimately allocate increases) the managers are grateful to have access to a reputable tool, which they can refer to during their dialogue with staff.

If you were recommending RemCentral to other organisations, what would you say?

Ensure your managers own RemCentral – it's not an HR tool; it's a performance management tool. Involve your management team and major stakeholders in the initial phase of determining the RemCentral inputs and outputs.

What is your favourite part of RemCentral (from a personal perspective)?

RemCentral is a professional tool that allows us to continue to enhance the credibility of the HR function in our business.

How did you find Hewitt CSi's support during the implementation of RemCentral?

Excellent – knowledgeable, supportive, accommodating.