Customer Success Story:

Centre of Australian payments industry puts people first with new Human Capital Management system

Customer Name
Cuscal

Industry
Financial Services

Company Size
500+

Headquarters
Sydney, Australia

Solution
Cornerstone

The Customer

Cuscal is the largest independent provider of payments solutions for the Australian financial services sector. They partner with mutuals, banks (both large and small), fintechs and corporates to deliver payment services that meet the individual needs of their clients in often dynamic and fast-moving environments.

Cuscal are payments experts and have modern, modular technology platforms and significant data assets. They develop, implement, and manage complex transaction systems across the breadth of the financial services industry, using insight from real-time transaction data to ensure they're meeting their clients' needs as well as those of their customers.

With more than 50 years' industry experience, they have used their scale, banking and technical knowledge, and position on regulatory boards and associations to champion competition in banking and payments in Australia. Their presence on all major industry boards and associations and strong connections throughout the sector mean they can ensure the solutions they provide are built for the future.

The Challenge

Cuscal wanted to move from transaction-based performance management to a more holistic talent management and employee development system that prioritised strategic and skill-based development. Key to this was moving from a KPI-based system to an OKR-based system. Their current system was not fit for purpose, was difficult to use and track progress in and was used inconsistently across the business.

Cuscal is also undergoing a transformation with the move to agiled-based ways of working. They were looking for a system that would replicate and support these ways of working with more regular feedback, coaching and assessment against agile values and behaviours. They needed to be able to iterate and refine OKRs across each quarter, shifting away from annual reviews to quarterly reviews.

The technology stack didn't allow Cuscal to move to the style of employee management they wanted and needed to be replaced with more engaging and user-friendly portal.

Cornerstone Modules

Learning

Performance

Career

The Solution

We worked with Cuscal to build and implement an intuitive HCM platform using Cornerstone. The new platform allowed managers to be across and direct individual teams' performance and development objectives in a flexible and personalised manner.

- The new system supports more regular manager-staff check-ins and has the ability to create quarterly key results that can be regularly updated and monitored.

- It supports joint leadership responsibilities, which allows both the functional manager and a Product Owner to assess and provide detailed performance feedback for an individual in an agile squad.

- New reporting functionality allows Cuscal to see all the objectives aligned to each of their strategic priorities so they can track and monitor progress against them.

- The transparency created by allowing everyone to search and review OKRs for other staff has enabled better alignment and connection within and between teams, meaning there is no longer any tension throughout the year due to misaligned objectives.

- 360 assessments for those performing in Cuscal's squads have been successfully integrated with the rest of the company's HCM.

"Thanks to Agilyx Group, we've been able to streamline our systems and processes so we can spend more time focusing on what matters, growing our people."

Kim Archer, Head of OD and Talent

Key takeaways from the project

Cornerstone Performance
Enabled the company to stay connected with over 500 employees throughout the year and provided employees with clear OKRs through regular check-ins.

Regular and Recorded Check-Ins
Helped managers have a clear view of employees' progress at each annual performance review.

Connection
The connection between the learning and performance portals made it possible to not only rate past performance but also focus on future development.

Delivering Success

The Cornerstone platform gave Cuscal the ability to record and track managers' quarterly check-ins with staff and simplified the performance review process. Most importantly, using the new system, managers could tie feedback from their development sessions with staff and their performance reviews to their learning and development goals and keep track of their progress.

About Agilyx

Agilyx delivers unmatched business transformation solutions through the implementation of our leading-edge ERP, PSA, and HCM products and world-class services. Whether we're implementing your business solution or providing a full system analysis, we're driven to deliver valuable, long-term solutions matched with a world-class customer services team – helping people transform the way they do business.

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