

5 Key Steps to Truly Integrate Your HR, Payroll and RTA Systems



Introduction

Following our recent webinar on streamlining HR, Payroll & Rostering, Time & Attendance (RTA) systems, this resource explores how to go beyond functional upgrades and achieve true integration across your HR technology.

Most organisations don't struggle with HR or payroll individually, they struggle with the **gaps between them**.

True integration isn't simply "connecting systems." It's rethinking how people, data and processes flow together across HR, Payroll and RTA. These five steps summarise the most important actions you can take to build an integration that works, and keeps working.



STEP ONE

Understand where the friction really is.

Before exploring new systems or tools, it's essential to understand where your current processes are falling short. Integration problems don't start with software. They start with data mismatches, legacy systems, and inconsistent processes.

- Many RTA systems send **clock-in/clock-out times directly to payroll**, even though payroll requires completed timesheets for correct award interpretation. This mismatch is one of the most common disruptors in aged care and shift-based environments.
- Legacy platforms, especially older payroll or RTA tools, were **not built for open APIs**, which can cause expensive workarounds before integration even starts.
- Teams often rely on undocumented processes or institutional knowledge, leading to inconsistent workflows and unseen risks.

WHAT TO DO

- Map every handoff point: roster > timesheet > award interpretation > payroll > finance.
- Identify where information is manually re-entered or exported into spreadsheets.
- Document your real processes, not the ones that exist in policy documents.
- Bring IT in early, they often know the hidden limitations of current systems.

Your goal: Reveal the real barriers before they become costly integration blockers.

STEP TWO

Establish a single source of truth.

You can't integrate successfully if three systems all think they own the employee record.

- Define which system owns core employee data (usually HRIS).
- Ensure RTA pulls only what it needs, e.g., position, cost centres, leave balances, not its own parallel version of the truth.
- Prevent payroll from receiving inconsistent or unapproved data from rostering or timesheets.

In the example from our webinar, success came from establishing HR as the master record, letting RTA handle timesheets and approvals, and pushing only approved, structured timesheets into payroll for award interpretation.

WHAT TO DO

- Decide which system is the "source of truth" for each data type.
- Ensure employee changes (bank details, positions, qualifications) flow from one place.
- Reduce or eliminate double entry, especially for onboarding and personal details.

Your goal: Avoid conflicting data and reduce the compliance risk caused by duplication.

STEP THREE

Connect HR, payroll & rostering workflows end-to-end.

This is where most integrations fail, not because of the tech, but because of the process design.

From the webinar, the key breakdowns included:

- Organisations trying to integrate but keep all their old manual workarounds.
- Payroll teams being overloaded and unable to support testing cycles.
- Employees not adopting new RTA workflows and reverting to spreadsheets or paper.

WHAT TO DO

- Connect rostering > time capture > timesheet approval > payroll > finance reporting.
- Build your processes around the best practice of the integrated system, not legacy habits.
- Allocate realistic testing time, for example payroll may need to process a pay run twice during testing.
- Assign an internal “champion” to drive adoption and ensure employees actually use the system.

Your goal: A connected workflow that reduces admin, improves award compliance, and removes the “interpretation guessing game.”

STEP FOUR

Create a unified experience for employees & managers.

Even the best integration fails if managers or employees don't adopt it.

The webinar highlighted common adoption blockers:

- Staff find new tools "too hard," so they revert to paper timesheets.
- Multiple logins and disconnected interfaces create mistrust.
- Lack of visibility leads managers to approve incorrect timesheets, cascading into payroll errors.

WHAT TO DO

- Enable SSO and consistent user design across systems.
- Provide simple, mobile-friendly ways for employees to enter time and apply for leave.
- Train managers on approving correct data, effective integration depends on accurate, timely input from users.

Your goal: An employee experience that reduces friction and drives correct data at the source.

STEP FIVE

Make smarter decisions with connected data.

When HR, Payroll and RTA systems talk to each other, you gain a complete, real-time view of labour activity.

Integrated systems allow finance, HR and operations to:

- See real-time labour cost impacts.
- Validate that timesheets match rostered hours and award requirements.
- Produce audit-ready data for funding bodies and regulators.
- Improve forecasting accuracy with true labour cost visibility.

Your goal: Position HR as a strategic business partner. By connecting performance, payroll, and learning data, you can measure the true ROI of your people initiatives and proactively drive organisational success.

From pressure to performance.

A successful integration doesn't start with technology. It starts with clarity

- Clear ownership of data
- Clear workflows
- Clear documentation
- Clear communication between HR, Payroll, Finance, IT, vendors, and operations.

With the right preparation, the right partners, and the right mindset, integration becomes not only achievable but transformative.

ELMO's AI-forward HR and payroll software **empowers HR professionals** to lead with strategy and confidence.

The platform **unifies the entire employee lifecycle** – from recruitment and onboarding to learning, payroll and beyond – **in one secure system.**



Founded in 2002, ELMO Software is the trusted provider of cloud-based HR technology solutions to 2,000+ mid-sized organisations and over one million end users across Australia and New Zealand.

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