



Case Study: Tugela People

With over 12 years in the HR and payroll industry, Tugela People has established itself as a leading cloud-based HR and payroll solutions provider, supporting over 300 small to medium-sized businesses globally.

Tugela People's mission is to transform the HR and payroll landscape for mid-sized multinational companies through cutting-edge cloud-based solutions that streamline workforce management. Tugela People empowers organisations to unlock their potential by delivering innovative, user-centric platforms that drive efficiency, compliance, and growth in a global, interconnected environment.

When Tugela People launched their managed payroll service, they were committed to aligning with this mission, offering clients the best possible experience through innovative software. Traditional payroll workflows—often dependent on spreadsheets, shared email inboxes, and client-specific rules documented in shared drives—required a more streamlined and efficient approach.

"We needed a way to deliver a modern and engaging service to our managed payroll clients, reflecting our commitment to excellence", said Thomas Schilling.

Tugela People partnered with **changeopen** in 2023 to enhance their payroll services for clients. Each client has the option to access a Tugela People-branded instance of the **changeopen** customer portal. All payroll data and queries are managed through this portal, with **changeopen** exporting the necessary data for each payroll system.

Read more about Tugela People's managed payroll service, as well as their wider offering, [by clicking here](#).

Requirements:

- To reduce client dependence on manual processes.
- A solution that could integrate seamlessly across all payroll systems.
- To deliver an exceptional experience to their managed payroll clients.

Benefits:

- Automation saves time, making the service more cost-effective and efficient.
- Flexibility to switch payroll software without disrupting the customer experience.
- Exceptional customer satisfaction.



"Not only has changeopen streamlined our payroll data flow, saving time, it has also improved our clients visibility and control of their payroll process."

We now promote changeopen's customer portals, query hub and intelligent scheduling as benefits of choosing us as a payroll service provider."

Thomas Schilling
Commercial Director and
Founder of Tugela People.