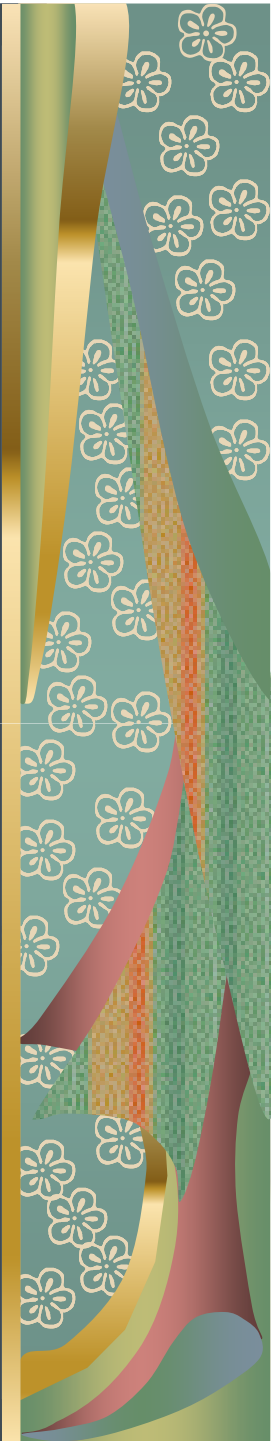




# Singapore Association of the Visually Handicapped

Judy Lim  
Executive Director



# Why we use iServe

(accounts, payroll and procurement)

- Cut cost
- Handled by the professionals
- Induce public confidence
- Move towards long term stability
- Receive subsidy from VWOs-Charities Capability Fund (VCF)

# Outcome

- Reduce staff strength by two
- Has less HR issues because only deal with ST Electronics (e-Services) Pte Ltd
- Focus more of our time on SAVH core mission after having iServe to relieve us of the administrative function
- Foresee long term savings because fees payable to ST Electronics (e-Services) Pte Ltd remain constant whereas staff salaries, if paid, increase every year

# Payroll

- Previously, had turnover of three payroll staff within a year
- Hard to find another staff to cover duty for payroll
  - knowledge of payroll software
  - Confidential
  - Time-based
  - Accuracy

Outcome:  
All headaches gone!

# Procurement (SmartBuyer)

- No need for three quotations (supplies tired of quoting and the need to find new companies to quote)
- Save staff's time
- Increase in efficiency as some purchases are made faster especially for urgent ones
- Low prices of items because of ST Electronics (e-Services) Pte Ltd's aggregate demand

# Handover

- Smooth
- Handled by very experienced and professional staff

## Transition period:

- Pain of letting one staff go; the other staff resigned on own accord
- Adjustment of new roles for remaining staff; more of co-ordination works

# Amount payable to ST Electronics (e-Services) Pte Ltd

## For staff strength of 26

Before subsidy from VCF:

- Accounts – Average of \$2,100 per month (excluding GST)
- Payroll - \$780 per month
- Procurement - \$60 per annum

# Amount payable to ST Electronics (e-Services) Pte Ltd

After subsidy from VCF  
(for first year at 95%):

- Accounts – Average of \$105 per month (excluding GST)
- Payroll - \$39 per month
- Procurement - \$3 per annum

# Total savings

- 1<sup>st</sup> year: \$85,000
- 2<sup>nd</sup> year: \$76,000\*
- 3<sup>rd</sup> year: \$73,000\*

\*(drop in savings due to decreased funding over the years)

# Long Term Sustainability

- That VCF will continue to fund this shared services programme beyond the third year
- That ST Electronics (e-Services) Pte Ltd will decrease the fees charged over the years as more organisations participate in the shared services programme, especially the payroll fees

THANK YOU!

