



WORKPLACE RECOVERY **CASE STUDY**

THE PAY MUST GO THROUGH



Workplace recovery in the event of a disaster

Education Payroll plays a crucial role in New Zealand's education scene. The government-owned company is responsible for paying 100,000 teachers and support staff at around 2,500 schools around New Zealand every fortnight – paying out around \$170 million per pay period and \$4.4 billion each year. Established in 2014 following a decision to transfer ownership and

management of the schools' payroll service from the incumbent provider to a state-owned company, Education Payroll is redeveloping its systems to create a world-class payroll company. It is an essential service for the New Zealand government and one Education Payroll is contracted to deliver every fortnight, even in the event of a crisis.

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A critical part of disaster recovery and business continuity planning

Arlene White, Education Payroll Chief Executive, said: "Under all the legislative authorities delegated to me, it is my responsibility to have a disaster recovery plan and a business continuity plan, and that includes providing space so we can deliver the core services we provide, even in the event of a disaster. We needed an alternative site in the event of a disaster or something happening where we couldn't get into our current premises, which is a single site in Wellington."

Flexible workspaces have become a crucial piece of disaster recovery infrastructure in recent times. In the event of a disaster, such as an earthquake, flood or cyclone, companies displaced from their offices, or with staff unable to easily commute, are seeking out flexible workspaces for their teams. But large-scale disasters also mean high demand for these spaces. And while some businesses have disaster recovery plans which include a static recovery location – a set location, often near the company's disaster recovery servers, and prearranged ahead of a disaster – large regional disasters often mean workers can't access the recovery



location, which may itself be damaged depending on the scale of the disaster.

Education Payroll's agreement with Regus means the organisation is able to move its employees to any one of its 14 workspaces in Auckland, Wellington, Christchurch or Dunedin. Rather than relying on a pre-determined location, the team can be relocated anywhere depending on the impact of a disaster, and typically at one tenth of the cost of a traditionally recovery space.



REGUS WORKSPACE IN AUCKLAND, NEW ZEALAND

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The agreement gives Education Payroll guaranteed office space, within 24 hours, for up to 70 of its staff, ensuring the organisation's critical services continue. A full set-up including laptops, internet access and phone lines are available if needed and White says Education Payroll will use whichever technology services are required to enable it to access its systems, including data disaster recovery options if needed, via a virtual private network.

Insurance for a critical service

"It's like a basic insurance plan. We pay an annual fee, much like an insurance premium, which guarantees 24-hour access to 70 seats in whichever location across New Zealand so that we can continue to deliver our services.

So what attracted Education Payroll to Regus? "The premises here were well presented and its offering was reasonably priced, as well as its guarantee that it could have us set up and running in 24 hours and the multiple locations they operate out of in New Zealand."

The Ministry of Education has also taken space in Regus Plimmer Towers in Wellington.

"They offer us a service that we need and want. Hopefully, we will never have to avail ourselves of the services, but it's nice to have them there as an insurance if something does happen in Wellington again similar to the Kaikoura earthquake where everyone was scrambling to get space and get up and running again," White said.



ABOUT REGUS

Regus provides places to work for everyone, worldwide. We have built an unparalleled network of office, co-working and meeting spaces for companies to use in every city in the world. It's a global infrastructure built for businesses to support every opportunity.

Our network of workspaces enables businesses to operate anywhere, without the need for set-up costs or capital investment. It provides our customers with immediate cost benefits and the opportunity to fully outsource their office portfolio. Designed to enhance productivity and connect 2.5 million like-minded professionals, it's an instant global community and a place to belong.

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