

CASE STUDY

Bespoke Software / MSaaS

(Healthcare)

PROJECT OVERVIEW

Wagestream is a financial wellness platform implemented for client in healthcare industry, that enables employees to access a portion of their earned income instantly via a dedicated account. Staff can choose to opt in or out of the service.

To ensure timely and accurate compensation, all employee and shift data must be reconciled between Wagestream and their HRIS

system (Softworks), along with manually managed shift files. This reconciliation process was previously manual and error-prone.

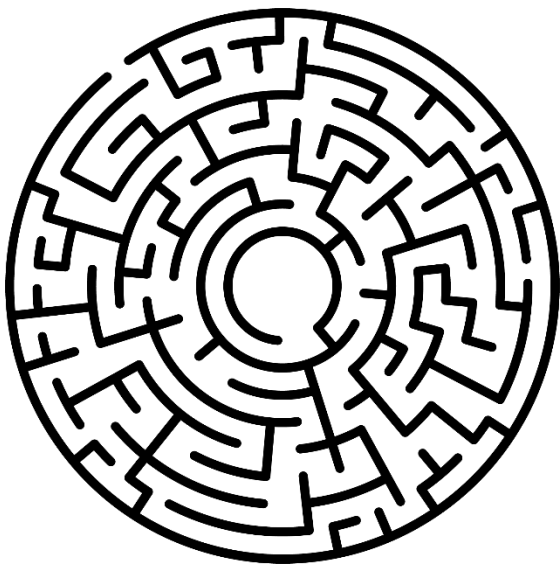
They engaged Special Work and Technology Limited (SWAT) to develop, host, support, and maintain a secure solution that would automate this reconciliation process — reducing processing time and minimizing human error.

CLIENT BACKGROUND

They provide specialist care and support for individuals with learning disabilities, autism, mental health conditions, and associated complex needs. Their mission is to help each

person live a safe, happy, and meaningful life—valued, respected, and supported to live as independently as possible.

THE CHALLENGE



Their reconciliation process, run twice weekly, involved complex data manipulation across multiple CSV spreadsheets. It was time-consuming and vulnerable to human error. Failures could result in delayed payments to frontline support staff—unacceptable in a care environment.

Adding pressure, their key subject matter expert (SME) was leaving, requiring a rapid solution delivery within two months to avoid knowledge loss and operational risk.

OUR APPROACH

SWAT facilitated a series of collaborative workshops with them to map the current processes, business logic, and approval workflows. Based on these sessions, we designed a bespoke, secure, single sign-on (SSO) enabled web

application with role-based access control (RBAC).

The Phase 1 solution was scoped and wireframed to enable fast implementation, eliminating reliance on the outgoing SME and ensuring continuity.

THE OUTCOME



The Phase 1 Wagestream Automation tool was delivered on time, with zero disruption to payroll processes. The solution dramatically reduced manual effort and error

rates, streamlining operations for their finance and Payroll teams.

SWAT continues to support, maintain, and configure the application under their MSaaS offering to ensure reliable performance and minimal operational overhead.

Following the success of Phase 1, Phase 2 is now underway. It will leverage APIs from their core systems to fully automate data ingestion—moving from manual uploads to a seamless, touchless service. This will further reduce labour requirements and eliminate cross-system errors.

TESTIMONIAL

“The SWAT team have genuinely done an awesome job of developing and deploying the WS automation tool – I cannot thank you all enough. As I said on our call, I would like to formally recognise this effort so do let me know who I should be telling that you’ve gone above and beyond, and have a very happy client as a result! I’m certainly singing your praises to everyone who’ll listen...”

About SWAT

Special Work and Technology Limited (SWAT) is a digital innovation and technology services company specializing in enterprise transformation. With a strong focus on customer success, we deliver tailored solutions across CPQ, digital platforms, managed services, and data engineering. Our expertise helps businesses accelerate growth, optimize operations, and stay ahead in an ever-evolving digital landscape.