

# How Whales Regional Workforce Achieved More Offshore with Dijital Team

## The Challenge

Before engaging Dijital Team, Whales Regional Workforce faced challenges managing payroll workloads as their onshore staff capacity decreased. After several team members left, the remaining staff were stretched thin managing the complex and manual payroll processes required for multiple clients with different systems. The company needed a reliable, cost-effective solution to maintain accuracy and ensure smooth operations without overburdening the existing team.



*“ My two boys are wonderful. They’re part of the family now! The payroll runs smoothly, the accuracy is incredible, and the workflow across time zones works perfectly. I’m a huge fan of Dijital Team and the people they’ve brought into our business.”*

*Cheryl McLachlan*

Cheryl McLachlan, Payroll Manager  
Whales Regional Workforce

## How Dijital Team Helped

Dijital Team partnered with Whales Regional Workforce to provide dedicated offshore payroll officers to support the company’s growing labour hire operations. These skilled team members, based in Sri Lanka, manage payroll processes for hundreds of workers employed under Australia’s Pacific Labour Scheme and other visa programs. The partnership helped Whales Regional Workforce streamline operations, improve accuracy, and achieve round-the-clock productivity by leveraging the time zone difference between Australia and Sri Lanka.

# Case Study: Whales Workforce and Dijital Team

## Customer Goals

- Fill critical payroll resource gaps quickly and affordably
- Maintain high accuracy across multiple payroll systems
- Achieve better workflow continuity across time zones
- Ensure smooth transitions and long-term team integration



## About Whales Regional Workforce

Whales Regional Workforce is an Australian labour hire company that specialises in recruiting, employing, and placing workers from the Pacific region, including Fiji, Papua New Guinea, and Samoa, into industries facing labour shortages. The company's workforce primarily services the meat processing sector, providing reliable and skilled labour under long-term visa arrangements. With a strong commitment to supporting both clients and employees, Whales Regional Workforce has built a reputation for operational excellence and cultural inclusivity across its network.



## The Result

The offshore payroll team has been an outstanding success. With two dedicated resources, Arkum and Mukesh, Whales Regional Workforce now benefits from smooth, accurate, and continuous payroll operations. The time zone difference has created a natural workflow extension, enabling payroll processing to continue even after Australian business hours. The transition between team members, including a handover from an outgoing staff member to Mukesh, was seamless. Accuracy levels remain exceptionally high despite the manual nature of the work, and the offshore team has become an integral part of Whales' operations.

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## Deliverables

Dijital Team provided Whales Workforce with:

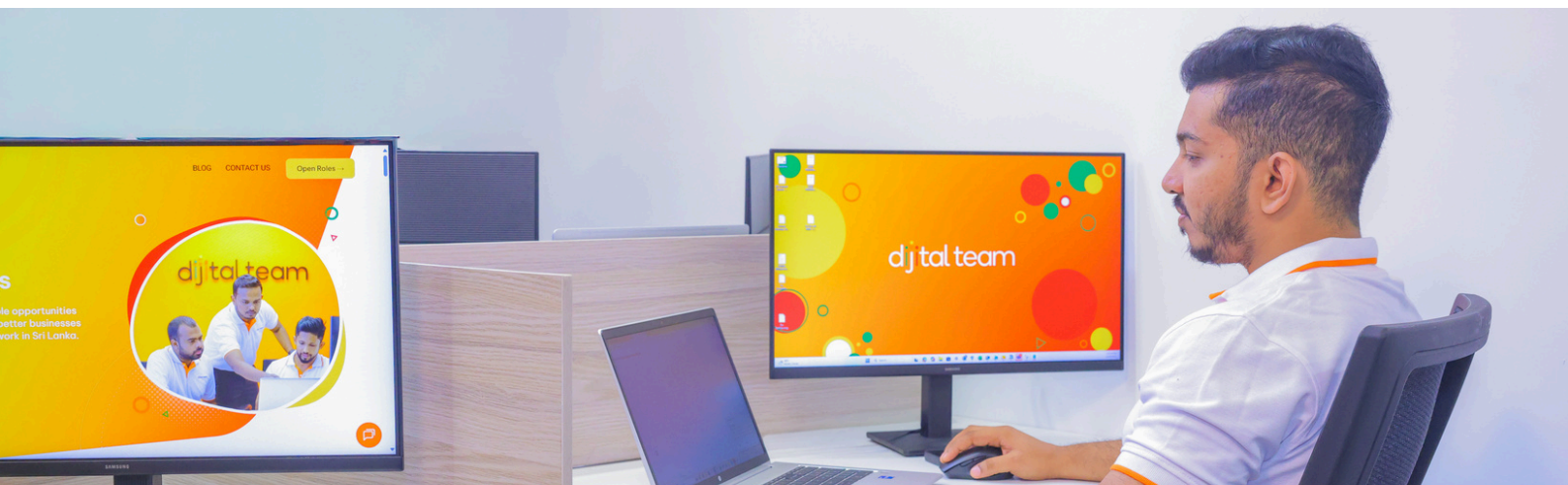
Two dedicated offshore payroll officers

Customised recruitment and interview process

Seamless onboarding and handover support

24-hour operational continuity

Long-term integration and team stability



## The Dijital Team Difference

Dijital Team worked closely with Whales Regional Workforce to understand their payroll requirements and create detailed job descriptions for offshore roles. After several interview rounds, two successful candidates were selected and onboarded. Dijital Team ensured language fluency, technical capability, and cultural alignment were key considerations throughout the process. The offshore payroll officers, based in Sri Lanka, were integrated directly into the Whales payroll function, reporting to the Payroll Manager and working seamlessly alongside local staff.

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