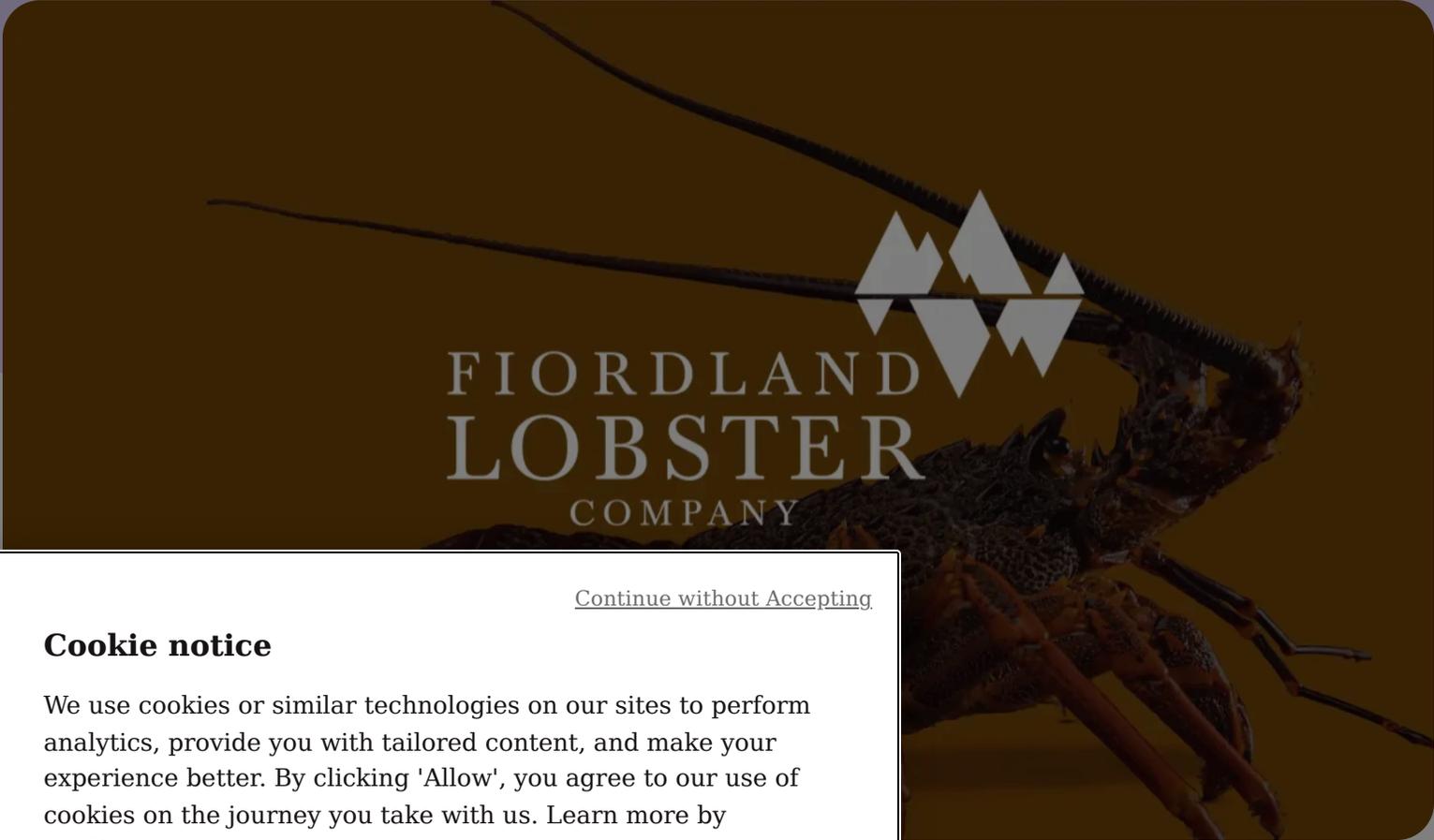




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How Employment Hero reeled in HR efficiencies for Fiordland Lobster Company



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LOBSTER
COMPANY

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Company	Fiordland Lobster Company
Location	New Zealand & Australia
Employees	~200
Product	EH Software – Platinum, Managed Payroll Weekly

Read this case study if:

- ✓ You're operating across multiple locations or countries and want consistent HR and payroll processes for every employee.
- ✓ You're tired of paper-based contracts, leave requests, and performance reviews.
- ✓ You want to boost employee engagement with digital recognition, accessible information, and a streamlined onboarding experience.

About Fiordland Lobster Company

From the chilly southern waters of New Zealand and Australia, [Fiordland Lobster Company](#) exports premium southern rock lobster to customers around the world, most notably China,

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company's operations are as
of this bustling business is [Toni](#)
ordland Lobster Company and

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ASSES

Before Employment Hero, Toni was navigating a highly manual HR and payroll environment.

From paper-based employee files and leave requests to running two separate payroll systems, one in Australia and one in New Zealand, everything was time-consuming and fragmented.

“Employment contracts, leave applications, even onboarding forms – everything was on paper,” Toni said. “If you applied for leave, you did it on paper. There was nothing automatic.”

The inconsistency between the two countries’ systems created an uneven employee experience. Toni knew a change was needed – not just for efficiency, but to give every team member the same, modern workplace experience.

Casting the net for the right solution

Toni considered other platforms, even ones she’d implemented in previous roles, but Employment Hero came out on top.

“For me, it was about ease of use for the end user,” Toni explained. “Employment Hero had the right feel – it was accessible, [mobile-friendly](#), and provided more bang for buck.”

The decision wasn’t just about features; it was about creating a system that could support everyone, from tech-savvy office staff to factory workers without smartphones.

“It can be as simple or as powerful as you want it to be. The implementation team made it so easy,” she said.

Smooth sailing with payroll and HR

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as been immediate. Employees [s](#), and [access their information](#)

*“processing time significantly,” Toni
do them, and managers don’t*

ing her to run reports and access
d, Toni no longer has to “dig

Hooking performance and engagement

Before Employment Hero, performance appraisals were a 10-page paper marathon, per employee. Now, the process is online and streamlined.

Fiordland has also launched its first online performance appraisal program, boosting engagement and making reviews more accessible for both managers and staff. For Toni, some of the biggest wins have been the automation of employment contracts and onboarding.

"It's all systemised now. Everything's ready before they start, so they can jump straight in from day one," she said.

[Company-wide announcements and digital recognition](#) for birthdays and anniversaries have added a splash of joy to the workday, reeling in a stronger sense of connection.

"It makes a difference to people when they see their birthday or work anniversary recognised. They think, 'Oh, everybody knows me,'" she noted.

A fresh catch for onboarding

With Employment Hero's [onboarding features](#), the process is now centralised, consistent, and engaging.

New hires receive their contracts, policies, and even a welcome video from the CEO before day one, helping them feel part of the team immediately.

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tells them when they need to be needs to be set up for credit

a splash

enting Employment Hero.

scanning, and filing. Now it's

With all that freed-up time, Fiordland Lobster Company is now better equipped to focus on what it does best – delivering world-class lobster to the world.

From tide to streamlined ride

Employment Hero is the all-in-one HR, payroll, and recruitment platform that streamlines your employment processes so you can focus on growing your business!

Employment Hero has helped Fiordland Lobster Company untangle its HR and payroll processes, improve consistency across countries, and boost engagement from the factory floor to the boardroom.

Looking to streamline HR and bring more value to your business? [Book a demo with our business specialists today.](#)



Jump into Employment OS.

Every step of the employment
un ahead.

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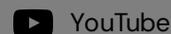
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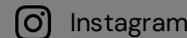
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Quick Demos



Newsroom

Malaysia



Canada



What we do

Employment Hero is an end-to-end HR, payroll and recruitment solution designed for New Zealand businesses. Our suite of powerful employment tools help streamline your workday, so you can focus on what matters.

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*Work email

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