

CASE STUDY · BAHAMAS · TELECOM

# Cable Bahamas cut payroll from 5 days to 1.5.

The Caribbean's largest telecom operator runs HR, Workforce, Payroll, and Talent for 850 employees on one record. Three payroll staff close every cycle across Nassau and the Family Islands.

IN GOOD COMPANY · BAHAMAS CLIENTS



# Cable Group of Companies

Caribbean's largest telecom operator. BISX-listed. All four Workzoom suites on one employee record for more than four years.



BY MATTHEW WOOLLEY · FEATURING SHANIKA PINDER & PATRICK FERNANDER

## Marketing & Sales Operations, Workzoom

WORKING WITH HR AND FINANCE BUYERS ACROSS CANADA AND THE CARIBBEAN

This case study covers Cable Bahamas' four-year run on all four Workzoom suites, including the three-step pay process built for Bahamian National Insurance Board compliance and C10 reporting. Stats and quotes match the published case study at [workzoom.com/case-studies/cable-bahamas](https://workzoom.com/case-studies/cable-bahamas).

Last verified May 2026 · [workzoom.com / case-studies / cable-bahamas](https://workzoom.com/case-studies/cable-bahamas)

### INDUSTRY

Telecommunications

### EMPLOYEES

850

### WORKZOOM CLIENT SINCE

December 2021

### HEADQUARTERS

Nassau, The Bahamas

### SUITES IN PRODUCTION

HR

Workforce

Payroll

Talent

## THE CHALLENGE

# Five days of payroll, every cycle.

Payroll took five days on average. Different pay groups, multiple Bahamian banks, and NIB calculations per pay group, all rolled up for the C10. Employee data sat in fragments across HR, time, and payroll systems. Slow at month-end, painful at audit for the BISX-listed parent.

### BEFORE WORKZOOM

- Manual spreadsheets passed between HR and payroll every cycle.
- Three payroll staff carrying 850 employees across Nassau and the Family Islands.
- Onboarding varied by department; new hires had inconsistent first weeks.
- Reporting required exporting and re-stitching data outside the platform.



## **PAYROLL**

### **Pay Processing**

Three-step pay run with built-in Bahamian NIB validation and C10 reporting. Cut total processing time from 5 days to 1.5.

## **WORKFORCE**

### **Timekeeping**

Time flows directly to payroll, removing the Excel handoff that stretched every cycle.

## **HR**

### **Personnel**

Single source of truth for every employee. Reporting runs on live data, not stitched exports.

## **TALENT**

### **Performance**

Reviews and goals tied to the same employee record as pay and time.

## THE RESULTS

# Payroll cycle down 70%.

Payroll dropped from five days to a day and a half. The same three-person team now closes the cycle for 850 employees on Workzoom's three-step pay process. NIB contributions, C10 reporting, and direct deposit are calculated automatically every cycle.

# 70%

Faster payroll processing  
5 days down to 1.5

# 3

Payroll staff for 850 employees  
~30% below mid-market benchmark

# 4

Suites on one record  
HR, Workforce, Payroll, Talent

Industry benchmark: roughly one payroll FTE per 100-150 employees at this headcount band. Cable Bahamas runs at one per 283.



"Payroll runs cleanly, and HR processes are no longer a tedious grind. It's simplified how we work, and freed us to focus on our people."

SHANIKA PINDER · PAYROLL SUPERVISOR AND HR BUSINESS PARTNER · THE OPERATOR



"The advantage of choosing Workzoom comes down to features, price, and personal support. We talk to the same team every day. That is not what we got from the global vendors."

PATRICK FERNANDER · DIRECTOR, COMPENSATION & BENEFITS · THE BUYER

## SCOPE · FOR THE RECORD

### What Workzoom did *not* replace

Workzoom replaced the HR, Workforce, Payroll, and Talent stack on a single employee record. Cable Bahamas continues to run general ledger, banking, treasury, and BISX-listed financial reporting on existing systems. Workzoom integrates via standard journal entry exports and bank file output rather than replacing them.

# See Workzoom against your team's reality.

A 30-minute walk-through with your team's structure, your country mix, your real pay cycles, and your real questions. No sales script, no slide deck.

5

days of payroll · the Cable Bahamas outcome on the same suites you'd run.



1.5

[Book a 30-min walkthrough →](#)

[See pricing in detail](#)



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