Experience Effortless Payroll: How Our Smart Pay Platform Achieved 99.9% Accuracy

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Overview

The client, a leading global consulting and professional services firm with a workforce of 350,000+ employees and operations across the globe, faced the challenge of scaling payroll processing systems to accommodate their rapidly growing workforce. They sought a solution that would enable seamless payroll processing while adhering to stringent multi-state compliance standards.

Objective

Implement a modernized payroll system capable of handling a rapidly expanding workforce, while ensuring strict compliance with complex multi-location payroll regulations.

Business Challenges

As the workforce expanded, the client faced difficulties in ensuring seamless payroll processing while maintaining strict compliance standards. The primary challenges included:

- **Compliance:** Multi-location payroll compliance with various location-specific payroll regulations was complex
- **Data Sharing:** Challenge in sharing of payroll data (registers, returns, and remittances) across multiple teams
- **Multiple Access Points:** Data flow became error-prone with multiple data access points across teams

The Solution

We implemented a comprehensive solution that streamlined customer interactions by establishing specialized channels for high-priority issues. Key initiatives included: AFT (After First Transfer) Tracker: This tool minimized repeat calls, ensuring that customer inquiries are resolved efficiently on the first contact; TED (Technical Expertise Desk): A dedicated desk to handle internet-related issues, providing customers with access to specialized technical support; Enhanced Urgent Query Support: handling of urgent queries, ensuring that critical issues received prompt attention.

We achieved seamless integration using Siebel, Hummingbird, and the Service Portal which significantly improved response times and overall service delivery, enhancing the customer experience and operational efficiency.

Value Delivered

Our Smart Pay Platform facilitated seamless data transmission and compliance management, transforming the client's payroll system. The unified approach to payroll calculations and audits ensured accurate, timely payroll processing across their global workforce. By eliminating inefficiencies and reducing the risk of errors, the client was able to achieve significant cost savings and improved payroll delivery.

99.9% Accurate payroll processed	**350,000** Pay slips processed every month	Reduced cost for the client, reduced errors

Business Benefits

Compliance Assurance	Operational Efficiency	Scalability	Employee Satisfaction