

Relativity

Management Solutions (I) Pvt. Ltd.

The Compliance Experts

PAYROLL | COMPLIANCE | ACCOUNTING | TAXATION

CASE STUDY

Payroll Outsourcing Service

www.relativity.co.in



EXECUTIVE SUMMARY

A BPO Company with 350 employees spread across multi location had below challenges even after they outsourced to a vendor to do their payrolls.

Challenge #1:

Being unable to provide information to the employees hurts the Payroll efficiency

Challenge #2:

A lot of running around for information – Lack of Knowledge and advisory on compliance

Challenge #3:

Employees dissatisfaction leading the management to distract from the core business focus

“

In a fast 3 days onboarding timeline, we undertook a detailed study of the company and a quick audit to identify the gaps and actual issues faced by the client, we then quickly prioritized the problems to focus. We were asked to solve a specific need that the company had with regards to previous compliance issues, and penalties the company has to clear. We clearly understood and assisted the client for their immediate problem on compliance

”

Senior Payroll Analyst
Relativity Team

RELATIVITY'S SOLUTION

Every decision you make in servicing the client – plays a pivotal role in whether you ultimately succeed or fail.

The client geared up for process changes that we recommended and allowed us to explore the opportunities to tune in their payroll challenges.

#1: The workflow we followed for the client was very simple and understandable for the SOPC to handle the data efficiently. Employee Self Service portal has made a big difference for their employees to know their information then and there, which reduced the flow of queries to HR for payroll clarifications. Query handling reduced to 65% in six months' time.

#2: Client's SPOC and Account manager at Relativity collaborated to frame certain payroll laws and policies in place for the client as per the industry standards. Our regular mailing and knowledge sharing on the industry update related to payroll laws and policies helped the client to stay updated. Customized proactive suggestions and recommendations made their life easy to stay informed about the policies and procedure.

#3: With the implementation of ESS and helpdesk for handling the employees queries, the client was able to focus on their bore business and improve their productivity and growth. The employee count increased from 350 to 475 in a span of one year.

RESULTS

Over 3 months' timeline, the steps we adopted to improve the experience with the client showed up and during our 1st feedback from the client clearly stated that the queries handling have reduced considerably and were able to focus on their core business areas, which every business would love to do. In a span of one year the client grew from 350 to 475. Employees are also very happy and satisfied with the hands-on information provided via Employee portal.

