

Case study

A Business Services client with a global workforce experienced significant inefficiencies following the implementation of a large ERP system. With over 10,000 employees worldwide, each with unique compensation and taxation requirements, the global payroll team struggled to manage disjointed systems, leading to a laborious and error-prone process.

The Challenge:

The business is poised for rapid growth with aspirations to increase its workforce tenfold. However, the existing manual processes for data management and employee inquiries are not sustainable and threaten to create significant bottlenecks and payroll inaccuracies.

Our Solution:

The consulting process undertaken for the Business Services client involved a meticulous framework to diagnose current issues, followed by the design of a future-proof solution.

Diagnosis and Analysis:

- Conducted thorough analysis of employee roles, compensation benefits, and taxation across various countries to understand the key regulatory and legal requirements.
- Evaluated existing payroll processes to identify inefficiencies, with a special focus on the manual tasks that were most time-consuming by mapping existing processes.
- Assessed the ERP integration points to discover data flow issues contributing to the disjointed payroll processes.

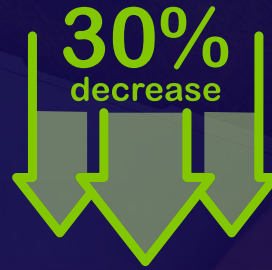
Recommendation and Design:

- Proposed an automation solution of the data transfer process whilst the full integration is being built, employing AI to reduce errors in data handling and validation.
- Designed an integrated payroll system leveraging cloud-based solutions for real-time data synchronization across ERP, payroll and workforce scheduling systems.
- Developed a comprehensive security framework to protect sensitive data across all platforms.

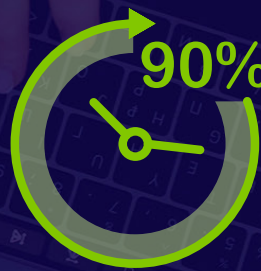
Implementation and Change Management:

- Implementing a new payroll system integration in phases, beginning with the most critical pain points to ensure minimal disruption.
- Conducting extensive training for the global payroll team to adapt to the new automated processes.
- Established metrics and reporting for ongoing evaluation and optimization of the payroll processes.

The identified benefits:



By automating routine inquiries using an employee facing AI virtual assistant, the client saw a 30% decrease in operational costs associated with payroll management.



Reduced the data handling time by up to 90%, saving the payroll specialists approximately 15 hours per week.



The new integrated system can easily accommodate a 10x workforce increase without additional resources.

Transform your payroll process with our expert AI solutions. Contact Acquire.AI to unlock efficiency and scalability tailored for your business's future.