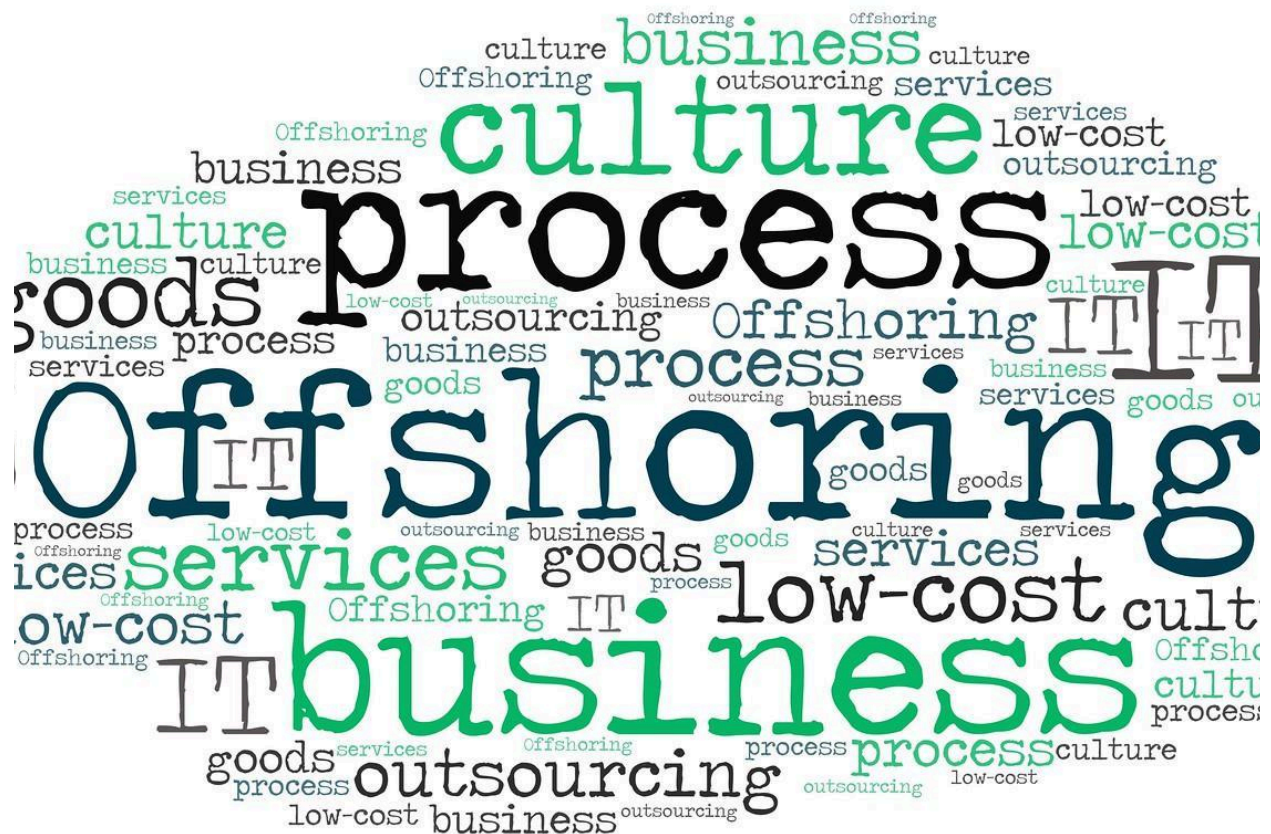# OFFSHORING AND OUTSOURCING
Redefining Payroll Helpdesk Efficiency and Global Operations

About the Brand, Objective & Problem Statement

➢ **Brand -** A global multi-billion-dollar finance & payroll services provider headquartered in the US

- ➢ **Objective -** Business Process Offshoring assessment of all their corporate functions.
- ➢ **Problem statement –** The company was facing challenges with its Human Resources Information System (HRIS) and US payroll services enquiry helpdesk.
- ➢ These include high operational costs, inconsistent service quality, and difficulty scaling to meet growing demands. The company is considering offshoring these functions to improve efficiency and reduce costs.

Challenges

- ❖ High costs associated with maintaining an in-house HRIS helpdesk and US payroll team.
- ❖ Inconsistent response times and service quality in HRIS support.
- ❖ Compliance risks in US payroll processing due to frequent regulatory changes.
- ❖ Difficulty in scaling operations to support company growth.
- ❖ Inefficiencies in current processes leading to errors and delays.
- ❖ Limited technological innovation due to focus on day-to-day operations.
- ❖ Employee dissatisfaction due to payroll errors and delayed issue resolution.

Solution From Vasutti

Implemented a comprehensive strategy focusing on:

- **Vendor Selection and Transition:**
  - Selected an experienced offshore provider with expertise in HRIS and US payroll.
  - Develop a phased transition plan to minimize disruption.
- **Process Standardization and Optimization:**
  - Document and streamline all HRIS helpdesk and payroll processes through SOP's.
  - Implementation of industry best practices and automation where possible.
- 3. **Robust Training Program:**
  - Develop & conduct comprehensive training plan for offshore staff on systems and processes in their learning portal.

- Provide ongoing training on US labor laws and payroll regulations.
- **Quality Assurance Framework:**
    - Establish clear SLAs and KPIs for service quality and accuracy.
    - Implement regular audits and continuous improvement processes through feed from training needs inputs.
- **Compliance Management:**
    - Set up a dedicated team of SME's for monitoring US payroll regulatory changes.
    - Implement a robust compliance check process.
- **Change Management:**
    - Communicate changes to employees and provide channels for feedback
    - Offer reskilling opportunities for impacted in-house staff

Results (tangible results with numbers)

- ➔ **Cost Savings:**
    - ◆ 40% reduction in operational costs for HRIS helpdesk and payroll services
    - ◆ Elimination of costs associated with in-house infrastructure and software licenses as against third parties.
- ➔ **Improved Service Quality:**
    - ◆ 30% improvement in HRIS helpdesk response times, calls & emails responses.
    - ◆ 50% reduction in payroll processing errors, through robust audits.
- ➔ **Scalability:**
    - ◆ Ability to easily scale support for company growth without significant cost increases due to cross skilling of employees (managing voice & non-voice operations)
    - ◆ Flexibility to handle seasonal peaks in HRIS and payroll queries, appropriate planning with forecasting.
- ➔ **Employee Satisfaction:**
    - ◆ Increase in callers' satisfaction scores related to HR services.
    - ◆ Reduction in payroll-related complaints by 50%
- ➔ **Reporting and Analytics:**
    - ◆ Real-time dashboards for HRIS and payroll performance metrics for effective feedback.

◆ Improved decision-making based on comprehensive data analysis.

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Let's Collaborate!

Choosing Vasutti means partnering with a team dedicated to your success and equipped to deliver real, sustainable transformation.

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