

When was the last time you considered any of the following questions?

- Is your payroll and HR administration in the 21st Century?
- Do you get added value from these functions?
- Is strategy part of the consideration for these functions?
- Do you include payroll as part of project initiation?
- What untapped knowledge and data is there within this function?

Back offices departments are often given less time and thought than those functions which obviously add to the bottom line unless there cost cutting initiatives or its clear that the function is not performing [due to the type or level of errors that start to gain visibility]. And yet these functions can add value and are a wealth of information about the organisation and its people that coupled with other information can become a very powerful tool.

Payroll and HR administration is deemed to be transactional and a necessary evil. However, the information available within the systems is crucial to the human capital management of any organisation.

Often the vagaries of systems and the deficiencies of report writing tools will make this a difficult task. Experience shows that where data is not stored in a way that all information about the people and their pay can be extracted and reporting tool limitations require a range of reports to be run and the data manipulated then that the system is very likely to be deficient in other areas.

This usually results in task also being added since it is not likely to have manager and employee self service, business rules that reduce the amount of manual calculations and data input or good interfaces with other systems and it's quite likely that HR and payroll are running separate systems. Resulting in:

The upshot being:

- the function is less efficient
- data is not owned by the right people
- quantities of paper are submitted each pay period –which has to be worked and input
- tasks take longer to achieve
- information for pay reviews and budget planning may not be readily accessible
- comparison of data such as overtime to absence and absence patterns can only be achieved through running a range of reports and manipulating the data outside of the system
- managers cannot access information about their staff easily and so haven't got the best tools available to help manage the teams

- time is not available to spend on projects within the organisation or developing strategy and moving the function forward.

Replacing or upgrading payroll and HR systems is rarely high on the agenda unless the system is at risk or a supplier contract is due to expire. And yet the investment to move to a newer version or a new system/supplier can deliver returns in tangible savings from a reduction in task and risk and increased compliance to being able to monitor absence, staff costs, expenses payments, overtime and so on against budget and manage and support the people more effectively.

Working with clients over the last few years its also clear that insufficient time is given to reviewing existing processes and challenging what has always been done plus working with the payroll provider to get the best possible use from the system.

Paris&Parks have been able to quickly identify where efficiencies can be achieved that not only improve the service given and free time to spend on more value added tasks but also make a difference to the Payroll and HR administration team which in turn improves the service provided. And is useful first step to starting a systems project.