# nexdigm

# Zenith Technologies

Service(s) offered: **Payroll, Administration and HR Compliance**

Sector/Industry: **Healthcare, IT**

# Streamlining payroll process for Zenith Technologies, a Life Sciences Automation Provider

## Context

Our client, Zenith Technologies (a Cognizant Company) is a prime life sciences automation services provider specializing in delivering scalable technology solutions and end-to-end factory solutions for the pharmaceutical and medical industry.

Zenith Technologies wanted us to build a payroll processing system that would decrease the error rate and improve employee satisfaction.

## Challenge

- There was a lack of integration between the timesheet and payroll processing systems.

- The sheer volume of engagement with employees made remuneration proliferation difficult as they had multiple salary structures in the form of hourly rates, fixed and part-time salaries, etc.

- Exceptions involved for many employees, e.g., A fixed salaried employee would get paid extra if he works more than expected hours

- Dependency on the timesheet and limited time between submission of timesheets and payroll processing

- The absence of unified payroll instructions across divisions led to missouts

- Leave and absences not being tracked accurately or at regular intervals

## Case Highlights

- 24-hour turnaround times achieved for all payroll-related queries

- 100% accuracy for all payroll-related transactions

- 100% adherence to all project-related timelines

- Created a centralized repository for all payroll-related instructions

- Co-ordinated with multiple business functions across geographies and acted as a Single Point of Contact (SPOC) for all deliverables

- Dissatisfied employees as missing timesheets would lead to discrepancies in pay-outs, resulting in mass queries

- Different payroll software for every geographical location led to a lack of synchronicity

- Limited availability of resources at Zenith Technologies' end to facilitate payroll processing

> " We've been associated with Nexdigm for nearly a decade now and they have been a brilliant partner and an integral part of Zenith team and our success story. In fact, more than partners, they acted like an extended arm of our own company.
>
> Nexdigm team has been associated with us to manage our F&A function for all our entities spread across Ireland, US, UK, Germany, Singapore, India, Belgium, China and Switzerland. They provided strong hand in managing our Accounts payable, Accounts Receivable, Payroll processing, all month end activities and reconciliations. Their in-depth knowledge of our processes and their proactive engagement ensured all the back-end activities were completed on time allowing us to focus on more strategic efforts.
>
> The Nexdigm team understood the intricacies of all our accounting processes. Their team also managed our employee and vendor helpdesks, resolving queries of both internal and external stakeholders with the utmost accountability and timeliness.
>
> Nexdigm has always worked beyond boundaries and have been supportive in driving change management at our end. Their in-depth knowledge of our payroll system played a pivotal role in successful transition to the new payroll platform.
>
> We appreciate all their support and professionalism over the years. It is an absolute pleasure working with the entire team and I hope our paths cross again in the future. "

**Joe Haugh**

CEO

Zenith Technologies, a Cognizant Company

## Solution

The Nexdigm team defined an end-to-end, comprehensive solution for Zenith Technologies.

- We devised a flexible solution to meet our client's unique requirements, which catered to different time codes, working hours, and exceptions for various locations.

- We created a centralized collaborative repository for processing payroll instructions and queries (for current and future months) with proper access controls.

- A standard information template was created with the help of the HR team. This template was implemented for the seamless collection of information and frictionless payroll processing. We also coordinated with the Finance team to standardize processes and templates for all country payrolls.

- Kept track of all employee exceptions via instruction logs, checklist, etc.

- Customized and automated the payroll workings to compile timesheets along with time codes and **showcase missing timesheets** and **estimations** while ensuring it would cater to all countries.

- Helped the Finance team address all payroll-related issues within a **resolution time of 24 hours** and created a helpdesk to address all employee payroll-related grievances, thereby becoming the **Single Point of Contact (SPOC) for all employees.**

- The Nexdigm team completed tax payments to the Government Authorities on behalf of Zenith Technologies. Information regarding new hires and employee exits was also informed to the Tax Authorities quickly.

## Impact

The final solution offered to the management team at Zenith Technologies encompassed an end-to-end payroll solution that covered all their requirements. Nexdigm also introduced additional solutions as a value-added proposition.

The management accepted Nexdigm's proposal for the strategic initiative for implementation, including:

- Measurable and repeatable payroll process that allowed accurate payroll processing with quick turnaround time.

- Reducing the burden on the Finance Manager and HR team so that they could focus on their core activities.

- Increased process transparency helped employees better understand their payouts which led to greater levels of employee satisfaction.

- Payroll processing protocols were implemented. This helped the management monitor and process the remuneration of the employees on several aspects (bonus payouts, unpaid leave, advance to be recovered, etc.) with higher accuracy.

- The Finance Manager and HR teams had confidence in the payroll accuracy during signoff.

- Easy information retrieval at any point of time for any employee for a salary increase, bonus, etc.

This report helped Zenith Technologies execute several transactions in a well-informed, effective, and time-bound manner.

For more information on this case study, please write to us at:

**ThinkNext@nexdigm.com**

You can also visit our website to know how our services resulted in tangible business benefits:

**www.nexdigm.com**