

Fixing a Broken Payroll Process: One Company's Experience with Global Upside

A public technology manufacturing company faced a serious payroll problem. After multiple acquisitions, its payroll system was complex and error-prone and members of their payroll staff had given notice. The company engaged Global Upside. Within just a few weeks, Global Upside put the company's North American operations on a single payroll system, streamlined and simplified the process, and made it more accurate, saving the company time and money, while improving financial reporting.

BACKGROUND A Silicon Valley-based component manufacturer was struggling with recurring problems in its payroll department. The company had grown rapidly through multiple acquisitions, leaving it with staff and manufacturing facilities in multiple states. With multiple payrolls and staff turnover, payroll processing was encountering delays and errors, which in turn led to employee dissatisfaction and additional costs as the company tackled the problems on an ad hoc basis. **Finally the company decided to engage Global Upside to manage the payroll process.**

EXECUTIVE SUMMARY

CLIENT

Global component manufacturer

MARKET

Technology equipment

BUSINESS CHALLENGES

Payroll process was complex and error-prone, leading to errors, added costs, and employee dissatisfaction.

SOLUTION

Engaged Global Upside to overhaul and manage payroll process

BENEFITS

- Single, unified payroll process
- Instant reports available to all corporate departments
- No more staffing challenges in payroll



Gita Bhargava
Chief Operating Officer,
Global Upside

SINGLE SYSTEM Global Upside moved quickly to stabilize the process, trouble shoot and fix many issues, and expanded their relationship with the payroll service provider to enhance reporting. Global Upside was able to consolidate tracking of various payroll and related data from multiple companies to one, eliminating dual record keeping, minimizing errors, and streamlining the process.

One of the biggest logjams had been the difficulty in having managers approve employee time cards in a timely fashion. Global Upside worked with management to train all managers on the payroll system, stressing the importance of fulfilling their responsibilities on a timely basis. Global Upside staff followed up with managers via telephone whenever approvals were late, reinforcing the importance of deadlines.

troubled the company for over a year were resolved, to the satisfaction of finance, HR, senior management, and of course the employees. The improved system also benefited outside service providers and even the external auditors.

FINANCE AND HR PROFESSIONALS Global Upside was able to deliver these results for the client for three principal reasons: first, the Global Upside team includes finance and HR professionals with long experience in managing payroll; secondly, Global Upside has a large bench of well-trained staff managing payroll (and other functions) for many clients, so if one or two people are out of the office, there are always experienced backup staff to step in and ensure that processes continue to flow smoothly; finally Global Upside has experience with all the relevant software systems likely to be used, including both payroll systems and ERP systems. Expertise at managing and administering these systems translates into efficient operations with a very short learning curve.

“Working with the client, Global Upside created a workflow to enable us to deliver results quickly,” commented Global Upside Chief Operating Officer Gita Bhargava. “We can create efficiencies and processes that many people are not aware of. And we never forget that paying employees late is not an option. We ensure payroll is processed in a timely manner, period.”

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In addition, Global Upside implemented reports that made it easy for other parts of the organization, such as the tax department, internal audit and SOX compliance, and external auditors, to gain visibility to payroll and the payroll process. These reports, available at the touch of a button, enabled many others in the company to do their jobs more quickly and effectively. Within less than a month, the payroll problems that had



About Global Upside, Inc. Headquartered in San Jose, California, Global Upside is a leader in helping companies transform their finance, accounting, and human resources functions. Global Upside also provides recruiting, staffing, and onsite outsourcing services. Global Upside’s team of professionals delivers high quality and timely and responsive services to clients in more than 60 countries worldwide. For more information, visit www.GlobalUpside.com.

4300 Stevens Creek Boulevard, Suite 270, San Jose, CA 95129

sales@globalupside.com

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