

RESTLESS INNOVATION

“Our experience working with iiPay has been astounding. Every person that has touched this project has been super knowledgeable, professional, and helpful.”

Reward and Benefit Specialist

Executive Summary

This \$1.5 billion company that designs and manufactures luxury supercars is rooted in a philosophy of innovation with a history of exceptional design and engineering, making us the right fit to run their payroll.

8 Regions and 8 Payrolls in Trouble.

They had experienced difficulties with their payroll provider in all eight of their regions. They had minimal global payroll experience in-house. It was vital to find a payroll partner proficient in all aspects of international payroll, including treasury and banking, with comprehensive knowledge of country-specific labor regulations. They also needed a payroll service capable of keeping pace with their dynamic company.

Why iiPay

Our transparency, service excellence, and partnership approach set iiPay apart from other providers.

“Since partnering with iiPay, we’ve seen a strong financial performance and growth with a clear invoicing process and charges.”

Reward and Benefit Specialist

Success at a Glance

Industry: Automotive Manufacturing

Challenges:

- Numerous errors during every payroll run
- No automation of tasks — manual verification required of internal team
- Regulations compliance knowledge deficient
- Inability to be flexible and deal with changes efficiently

Business Impact:

- All eight payrolls are operating at 99.8% accuracy and on-time delivery.
- Access to payroll data with up-to-the-minute costs per payroll.
- Centralized funding created immediate efficiencies
- A consistent approach to processes and formats for payroll submission is in place.
- We automated pension reports.
- Structure for cost centers and pay elements.
- There are now fast procedures to make changes.

Perhaps more importantly, this distinguished company saw how iiPay’s automated systems verified both the data submitted and the calculations for each payroll. That saved the internal team days of work and assured the highest accuracy rates and on-time delivery of payrolls.

The Challenges

- There was zero confidence in the incumbent provider across all eight regions.
- The processes were all done manually from input through validations and payroll approval.
- Mistakes caused numerous employee calls the client's in-house staff had to resolve.
- They are a dynamic, growing company, and changes took too long to enact.
- The business had minimal global payroll experience.
- They needed a provider proficient in all aspects of international payroll, including treasury and banking, with comprehensive knowledge of country-specific labor regulations.

They found that partner with us, iiPay.

The Solution

Automation: iiPay systems automate tedious tasks and identify anomalies during verifications.

Transparency: Our thorough due diligence gave us the understanding to plan operations and manage the transition from the previous payroll provider's systems to ours. Process efficiency and systems integration professionals were on hand every step of the way. We called on experts in each region to assist with the implementation. If a glitch occurred, we told the client and fixed it fast.

Project Management: The iiPay team that would take over operations attended every meeting with the implementation team and the client's payroll group to ensure the hand-off to operations was seamless.

Collaboration: The use of secure collaboration tools ensured personal data was safe. The company's organization had a safe way to transfer instructions and information through the transition.

Phase One: Due Diligence

Phase Two: Implementation and Shadow Payrolls

Phase Three: Payrolls Go-Live

The Results

- ✓ Every aspect of the implementation was finished on schedule or ahead of time.
- ✓ All eight payrolls are operating at 99.8% accuracy and on-time delivery.
- ✓ iiPay's automated systems verify both the data submitted and the calculations for each payroll. That saved the internal team days of work and assured the highest accuracy rates and on-time delivery of payrolls.
- ✓ Centralized funding created immediate efficiencies and reduced the risk of missing multi-currency payroll.
- ✓ The iiPay Global Workflow Portal Dashboard gave the company access to payroll data they'd never been able to see before. Deep drilldowns within the dashboard presented up-to-the-minute costs per payroll and elements reports.
- ✓ A consistent approach to processes and formats for payroll submission is in place.
- ✓ Our partner, the Orenda Group, creates automated pension reports that relieve our client's internal team from manually preparing and delivering declarations to third parties.
- ✓ A meticulously documented structure was implemented for cost centers and pay elements.
- ✓ iiPay account leaders are empowered to make things right for our clients with fast procedures to make changes.

Takeaways for Others

At iiPay, we're focused on continuous improvement, innovation, meticulous attention to detail, transparency, and real personal responsibility. That approach aligned successfully with this client's culture establishing a solid long-term partnership.

