symatrix

The Best Practice Journey to Cloud Payroll

Table of Contents

1. Introduction

Whether it be part of the HR or Finance department, Payroll is a vital part of all businesses. Payroll is not only responsible for employees' salary, but it also plays a pivotal role in protecting the company's reputation by ensuring compliance with various legislative issues. Payroll affects every aspect of the organisation, from the reputation of the company right down to the morale of its employees. When selecting a new Payroll solution it is key that HR and Payroll systems are integrated to streamline the process, reduce the complexity and enable HR and Payroll to concentrate on their strategic objectives.

It is essential that Payroll is approached in a very methodical and efficient manner to ensure that it is as accurate and automated as possible. This paper discusses the best practice approach to Payroll, whether this is done in-house or outsourced to a third-party Payroll organisation when implementing a new Cloud Payroll solution.

2. Pre-Implementation

Since Payroll is such a critical part of the business, pre-implementation is an important step in the process of implementing any Payroll system, having a direct impact on the ultimate Payroll project success or failure.

2.1 Prepare your processes

Before embarking on a new Payroll, it is important to assess your processes. Automating your existing processes will not magically make things better. If your processes are poor and you choose to replicate these in the cloud you are at risk of migrating outdated processes and miss out on automation or improvement opportunities which could significantly help you optimise your Payroll function.

2.2 Prepare your governance

Having a robust governance plan from the outset is fundamental to the success of an implementation project. Each party needs to understand their roles and responsibilities and what is expected of them. This will also help your organisation plan resources and have clear and relevant milestones.

2.3 Standardise your policies

Whilst Payroll owns compliance and taxation responsibilities, HR is typically the custodian of policies and these policies often drive the data that ultimately feeds Payroll. A review of current policies and standardisation of policies and processes will remove unnecessary complexities and help streamline Payroll processing.

2.4 Clean your historical data

Review current and historical data that will be migrated to a new solution and start data cleansing activities to reduce time and risk when the project is underway.

2.5 Prepare your Payroll staff

Your Payroll staff are key to making a project a success therefore it is important to involve them as early as possible. Understand their current activities, explain the vision for the future and explain the benefits that the team will recognise from that vision.

3. During Implementation

Here are some typical areas to consider when undertaking a Payroll implementation; all have the potential to impact the success of the project.

3.1 Update your processes

Consider your workforce and how self-service for employees and managers could improve data quality, reduce administration and enhance user buy in. Self-service tasks can either be undertaken on workstations or mobile devices.

3.2 Prepare your employees/customers

For companies that do not currently use self-service, there is a change management activity as to how your people interact and engage with HR by taking on responsibility for their own data. By providing your workforce with the ability to update their own data it frees up time for HR and Payroll departments to be more strategic rather than administrative.

3.3 Test, test, test

A new solution can be configured and the data migrated but the project will not be successful without rigorous testing. Testing is as much about testing the new processes as it is about testing the solution, with the ultimate test being the minimum of two parallel runs that should be reconciled prior to go live.

3.4 Training

A system is only as good as the data and the people using it. It is important that everyone who will use the system is fully trained to the required level. Employees only need training on their self-service tasks whereas Payroll users will need training on how to use the system and also how to maintain the solution moving forwards.

3.5 Produce meaningful reports

There are many standard reports available within Payroll systems but typically clients always want to develop their own. When looking at reporting keep in mind who the audience for the report is, how often they need the report and why they need it. It is better to have a small number of key, meaningful reports than a whole catalogue of one off reports.

4. Post Implementation

Traditionally with an on premise HR or Payroll solution, once implemented the project is complete and you can start to use the system in earnest. With Cloud, the solution doesn't stay still. There are regular patches and upgrades that provide continual benefit, but do come with a management overhead. Here are some steps to consider to make sure you make the most of your Cloud implementation.

4.1 Support

You will need a support team that understands the system, the Payroll process and the Payroll legislation that both of these underpin. Who is going to provide your on-going business as usual support? Are they allowed access to Payroll data? Do they have experience of the Payroll solution you have implemented?

4.2 Test and release management

Once your organisation has invested in a new generation of technology you will have an exciting roadmap for continual improvement and evolution. You are now in a different world where your HR software is pushing you forward rather than holding you back. With this exciting new approach, it's also critical to ensure that you can keep up with the pace. The new world of Cloud can create deployment, usability and process issues for your whole user community. Control, analysis and robust deployment of each release is paramount.

Who will do this testing and release management? Do you have the capacity within the Payroll team to perform regular testing or do you need to look externally? Who will perform the patch analysis and would it be beneficial if the people doing that could use knowledge from doing it for multiple customers?

5. Conclusion

Organisations who adopt modern cloud based fully integrated HCM and Payroll solutions see real efficiencies and cost savings with manual effort, integration costs and Payroll errors all being reduced.

A change in Payroll mind-set is required to be more focused on value creation as the core employee data is no longer 'owned' by Payroll in an integrated HR and Payroll system. The core data is owned by HR where employee policies and contracts reside. Approval for data changes is managed as part of the HR process and data is shared with Payroll automatically to be process in the pay run. Payroll now take care of the business of processing Payroll, auditing the outputs and generating key management information to support decision making. Bearing these important changes in mind, HR and Payroll need to work together to

Given the importance and complexity of HR and Payroll systems Symatrix has developed many complementary services to help our clients to maximise their Oracle HCM Cloud systems. The first of these is Change Management. With a combined experience of multiple decades within HR,

6. How can Symatrix Help?

Symatrix works with our clients to work through their processes to identify what can be done to improve processes, how to go about it and how to achieve returns, efficiencies and progress. We work with you to:

- Identify your processes, and maps and include all stakeholders

- Analyse your systems, users, tasks, volumes and transaction times

This will help identify what you are doing, how often you are doing it and how long it's taking. We'll then prioritise the improvements based on quick wins, highest priority, highest savings and highest impact. Then we can help measure the improvements.

We have worked with many organisations to assist them to improve their business processes. Here's one example of the highlights we helped them achieve so far:
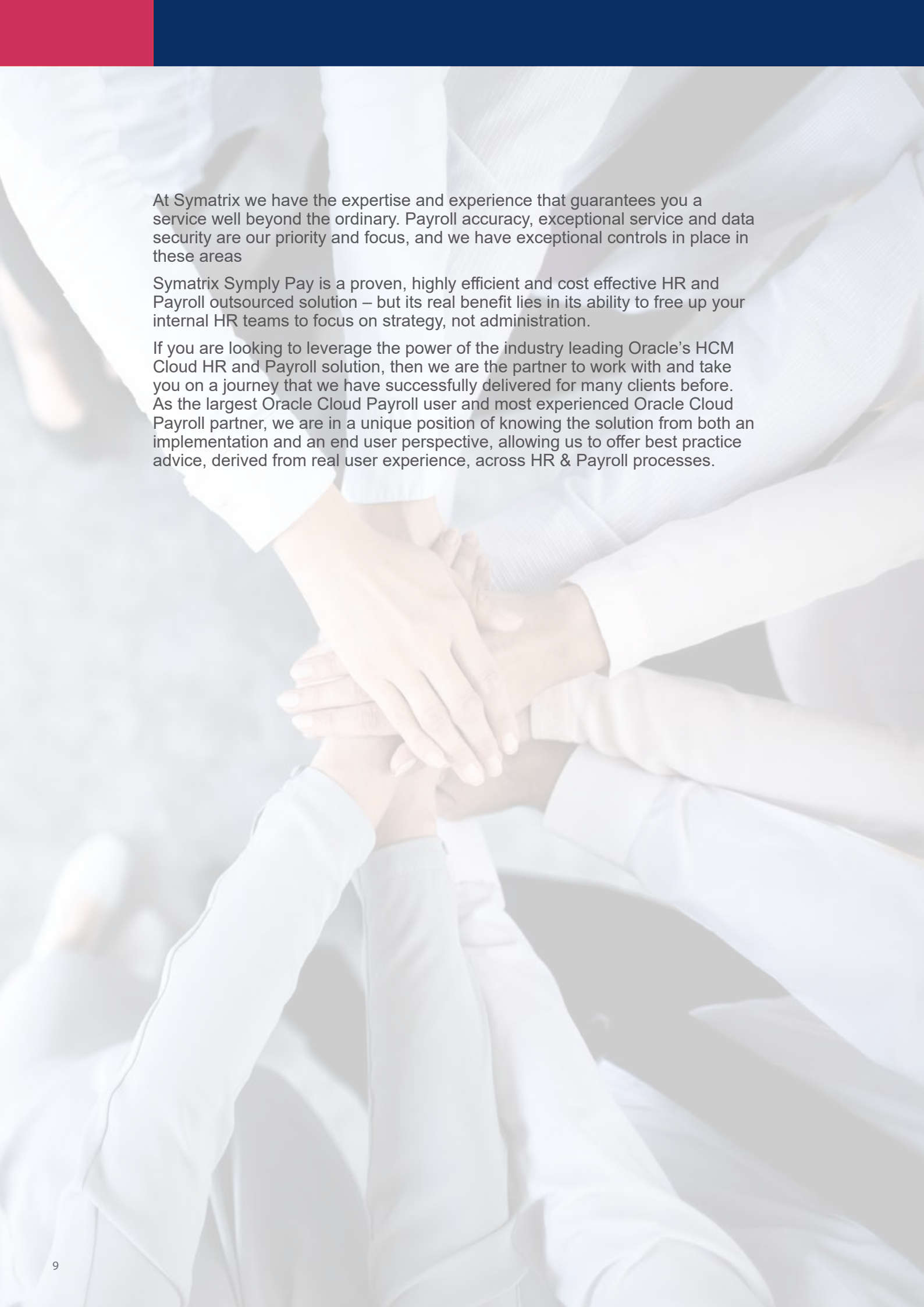
- **Our client made a relatively small investment of £40,000**

- **Symatrix made 250 recommendations**

- **So far they have implemented 70 quick wins**

- **They have saved 200 workdays per year**

- **Saved £250,000 in direct costs and costs avoidance**

- **ROI 400%**

Many organisations are outsourcing either part or all of the function. Outsourcing Payroll will enable you and your HR team to concentrate on being strategic in order to support your company's business goals.

At Symatrix we have combined the power of our approach with the depth and breadth of Oracle HCM capabilities, all underpinned by a non-traditional fully-managed HR and Payroll administration service to create our Symatrix Symply Pay – a next generation outsourced service.

The highly flexible, service-oriented approach is delivered by experienced HR and Payroll administrators at the Symatrix Service Centre in Manchester. Outsourcing your entire Payroll function and components of transactional HR can be a cost-effective option for a wide range of businesses as it removes unnecessary workload and complexity from your business and adds an enhanced level of service and security - but only when delivered by an expert supplier.

Our Managed Services provides a superior, personalised level of functional and technical system support for Oracle HR & Payroll solutions. Our functional support service optimises system performance and user adoption by providing system expertise and issue resolution, user support and knowledge transfer – and not forgetting the smaller value adding services like answering your 'How Do I?' questions. We also liaise directly with Oracle on our clients' behalf to resolve key issues, often ensuring much quicker resolution and response times. Based on contractual and powerful SLA's, our support service delivers exceptional levels of service and support to many clients, ensuring that their solutions are efficient, stable and constantly driving productivity.

At Symatrix we have the expertise and experience that guarantees you a service well beyond the ordinary. Payroll accuracy, exceptional service and data security are our priority and focus, and we have exceptional controls in place in these areas

Symatrix Symply Pay is a proven, highly efficient and cost effective HR and Payroll outsourced solution – but its real benefit lies in its ability to free up your internal HR teams to focus on strategy, not administration.

If you are looking to leverage the power of the industry leading Oracle's HCM Cloud HR and Payroll solution, then we are the partner to work with and take you on a journey that we have successfully delivered for many clients before. As the largest Oracle Cloud Payroll user and most experienced Oracle Cloud Payroll partner, we are in a unique position of knowing the solution from both an implementation and an end user perspective, allowing us to offer best practice advice, derived from real user experience, across HR & Payroll processes.

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About Symatrix

Symatrix make it easy for you to get the most out of your Cloud HCM and ERP systems. We take the hassle away from supporting, testing and managing the systems and focus on making them work brilliantly for you and your business. We also deliver the best outsourced Payroll service in the UK. Don't worry if you don't have a decent system at the minute, we also do great implementations. You should be talking to us

www.symatrix.com