

# Payroll transformed by ServiceNow

Take control of your service, reduce leakage and provide frictionless payroll experiences



Building a better working world

## Business drivers

Poor payroll process management costs companies a lot. EY research shows that Payroll has significant optimization potential – and that technology has the capabilities to help realize this potential. Yet organizations are not making the most of their transformational technologies.

## Offering overview

The offering transforms Payroll by using ServiceNow as the system of action to orchestrate payroll processes that provide transparency and governance throughout the organization, and essential analytics to meet escalating employee and business user expectations.

- ▶ **Reduce Payroll Leakage.** Payroll leakage amounts to a significant of organizations' annual salary bill.
- ▶ **Apply central governance** to identify bottlenecks, understand trends and issues, and have visibility of your controls and compliance requirements.
- ▶ **Utilizing a middle layer** to consolidate a complex payroll landscape makes this solution vendor agnostic, with a short timeline to implement.
- ▶ With global control, there is opportunity to **centralize and globalize** Payroll services that do not need to be locally supported.

## Joint value proposition

Client value add determines EY teams' implementation methodology and use of differentiators for payroll implementations involving a payroll vendor.

- ▶ Improve the value of talent.
- ▶ Provide complete workforce visibility.
- ▶ Reduce and mitigate global business risk.
- ▶ Realize cost savings through increased efficiencies across people, investments, technology, and geographies.
- ▶ Streamline core payroll processes with a global model that can adapt to local needs.
- ▶ Uphold your global compliance obligations.
- ▶ Reduce the time payroll spends on low value activities.
- ▶ Improve delivery, process and staffing models.
- ▶ Help reduce stress on internal resources during implementation.
- ▶ Clear definition of project scope.

## Solution differentiators

At EY, we combine the capabilities of a Leader and Star Performer in Payroll Solutions \* and ServiceNow Services \*\*.

The structured, phased approach to transforming payroll considers leading services and solution-specific implementation requirements to address a client's scope and business objectives. The methodology is supported by three layers of support – program management: change management communications and training; and executive sponsorship.

- ▶ Project plan integration between vendor and clients
- ▶ Data mapping between applications
- ▶ Conversion planning and testing for client
- ▶ PMO skills to integrate client activities and payroll vendors
- ▶ Extensive knowledge to support process development and leading practices
- ▶ Experience in Payroll vendor implementations
- ▶ Skills and experience in over 140 countries
- ▶ Broad understanding of global Payroll requirements
- ▶ Broad view of global mobility

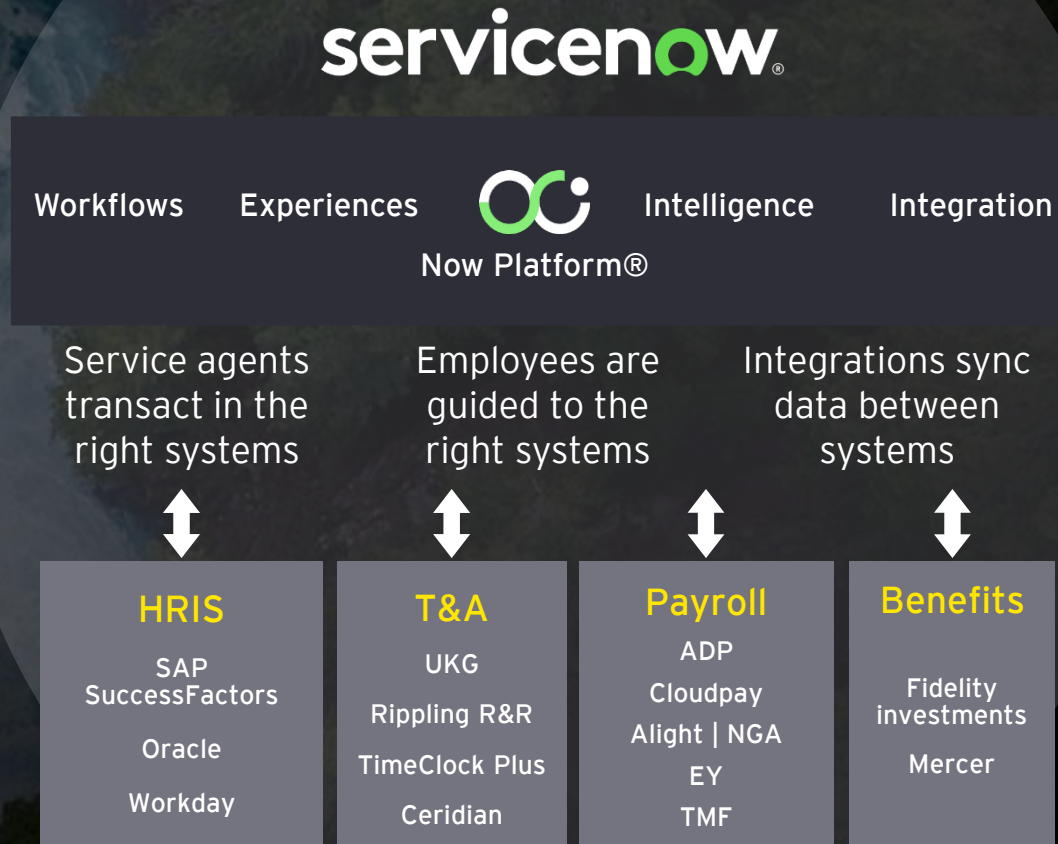
\* Everest Group: Multi-country Payroll (MCP) Solutions PEAK Matrix®Assessment 2022 - Global, October 2022

\*\* Everest Group: ServiceNow Services PEAK Matrix®Assessment 2022

## Solution Benefits

Payroll Services built on ServiceNow provide frictionless experiences and effective results for employees and your payroll function.

- ▶ Employee queries are routed directly to a person with the right skills to give a timely answer and **resolve queries more efficiently**. Increased visibility of case management allows **in-depth root cause analysis** to avoid recurring issues.
- ▶ Payroll professionals can manage a multi-country payroll operation centrally, enjoying **real-time visibility** that payroll cycle workflows are progressing toward an on time completion.
- ▶ HR and Compensation specialists can **easily submit data** to Finance and Payroll teams for validation, in a structured and potentially automated manner. Easily accessible audit data for **simplified verification**.
- ▶ Data submissions to Payroll Vendors by Payroll Managers are completed by the Data Owners. The Payroll Team are able to control and **validate submissions centrally**.
- ▶ Payroll Managers can see how the team is performing, how the payroll operation is running and spot potential risks. They are able to **track timeliness, error rates, data input issues, and pay issues**.



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**EY and ServiceNow. More dynamic businesses. Better human experiences.**

EY and ServiceNow streamline the flow of information, remove friction and deliver richer human experiences.

Our approach to workflow automation unlocks the potential for organizations to become more dynamic and innovative to drive business performance and growth.

For more information, visit: [ey.com/ServiceNow](https://ey.com/ServiceNow).

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Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.



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