



**SECURING COST  
SAVING UP TO 35%  
THROUGH  
PAYROLL PROCESS  
AUTOMATION**

[www.myndsol.com](http://www.myndsol.com)

**CASE STUDY - HRO**



### ABOUT THE CLIENT

A leading security services company employing more than 1 Lakh employees deployed across India.

### BUSINESS NEED

To develop a sustainable process for payroll management for increased control, efficiency and substantial cost effectiveness.

### BUSINESS IMPACT

- 40% reduction of human intervention in payroll processing
- Saving of more than 35% in the first year of implementation
- Online availability of documents to meet its statutory obligations to the end client
- Increased accuracy and timeliness of information with enhanced transparency

### OVERVIEW

A leading security services company employing more than 1 Lakh employees deployed across every state in India, having presence in more than 130 locations with multiple codes and sub codes for social security and Provident fund management, working with more than 15000 end client locations, was faced with a unique challenge of bringing efficiency and economy to the HR processes while still ensuring the effective management of such a large work force.

### THE CHALLENGES BEING FACED WERE MANY

- Limited technology interface
- A highly complex salary structure
- Decentralized management of compensation & compliances
- Hourly and monthly attendance based wages
- Manual & complex allowances and OT calculations
- Invoicing linked to compliance documentation
- A very large, complex and varied compliance requirements to be fulfilled as a contractor for more than 10k end clients.

All of the above resulted in a very large workforce carrying out different processes in different locations in order to meet the internal needs and the client requirements.

## CRITICAL ANALYSIS AND SUPPORT

There was clearly a need to look afresh at the entire process in totality and provide a comprehensive solution which resulted in increased control, efficiency and substantial cost effectiveness for the client.

- Mynd introduced an approach to transform the process from person driven to a process driven with the help of best practices and bespoke technology interventions.
- 'MyPay', Mynd's proprietary payroll platform, was configured to meet the varied needs of each type of employee, varied salary structures and location specific complexities where the employee was based.
- Centralization of the entire payroll process was achieved by aligning salary structures in different hubs and carrying out central database level integration for employee records and attendance from the client system to the MyPay, which resulted in 40% reduction in the teams that were deployed to manage this process across locations.
- The next step was to ensure automation of all compliances as a principal employer for PF / ESI /LWF and Ptax across 130 different location level statutory registrations. This ensured accuracy and timeliness of information and a transparency to the level of monthly compliances.
- After the payroll was streamlined there was an immediate need to address the requirements of compliance documentation both for invoice submission and also as per CLRA. Records have to be prepared and provided to each of the clients that the company was working with. This required many registers and documents to be prepared for each of the 10 thousand clients each month under the various state and central legislations.
- Mynd introduced its highly configurable platform called Active Compliance Tracking (ACT) which was set up to meet the needs of CLRA based documents for each location. It today manages a mind boggling 1 lakh combinations of various requirements captured from the client for processing each month. ACT is also integrated with the payroll system for the company. The documents are made available online through the platform to meet its statutory obligations to the end clients.





- Invoice submission to clients was also a herculean effort where HR records needed to accompany the 14000 invoices each month including proof of statutory deposits and other register and documents as specified by the end client. ACT was configured to meet the needs to generate these documents as well.

The above steps resulted in a substantial cost advantage to the company wherein there was a demonstrable saving of more than 35% in the year 1 cost when compared to existing costs. There was no investment required in software and IT infra as Mynd provided a SAAS solution through its robust platforms of payroll and compliances.

Mynd today manages close to 3 lakhs employee payrolls each month covering approx. 200 + clients.

Our platforms for payroll and compliance

management ensures adherence to all statutory laws and brings efficiency and transparency in these processes. Our teams have technical and subject matter expertise in dealing with multiple industry requirements from ITES to manufacturing, from automotive to telecom, from domestic to international. Our latest addition to the suite is our new mobile App called "Pocket HR" enhancing the employee experience and ensuring that they have information on their fingertips.

Mynd also provides international payroll to many clients where our multi-country single platform experience allows customers to centralize across geographies and provide a unified user experience to all employees.

Our HR suite of services includes end to end Payroll management, Retrials and Labour Compliance management, Employee life cycle automation, HR operations, Recruitment handling and Contractual staffing.



## ABOUT MYND SOLUTIONS

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Mynd Solutions is a leading global service provider in business process and technology management, offering broad spectrum of services in Human Resource Outsourcing (HRO), Finance and Accounting (FAO), Information Technology (IT) and Consulting. Mynd Solution's approach puts process at the forefront, understanding the value it brings to a company in driving results such as employee delight, customer satisfaction and retention, revenue generation and profitability. The Company couples deep process knowledge and insights with a focused IT approach, targeted analytics and pragmatic engineering to deliver an integrated process solution. Our dedicated team of over 1100 employees present across India and the globe, take pride in delivering high quality services that Mynd has come to be associated with over the years.

In the Finance & accounting (FAO) space – Mynd runs shared service centres for corporates wherein processes including end to end Purchase to pay (Accounts payable), Order to cash (Accounts receivable), GL Accounting, Fixed asset management, Petty cash management, travel & expense processing & inventory management are delivered as solutions along with technology platforms.

Information technology (IT) services are delivered through BPM (Business process management) platform which are highly configurable and can automate any business process. IOT Devices coupled with worlds leading mapping solutions brings vehicle and other tracking solutions on a live map view to many of our clients. Big data & Robotics are the new technologies that are under development to bring about a complete transformation in the way business is delivered and experienced by Mynds clients.

## ISO 27001 : 2013 CERTIFIED

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Awarded under the category "Financial, Banking & Allied Services" at ET NOW as Leaders of Tomorrow 2016.

Awarded as winner in the Deloitte Technology Fast 50 India Program 2014, for its consistent and remarkable growth rate witnessed in the last 3 years.

inSTAR SME – Service Provider 2012 in the IT/ITES Segment at Business Today – Yes Bank SME Awards.

Awarded the "Best Professional Service Business of the Year 2011" by Franchise India and Zee Business

"Recognised by NASSCOM as the top emerging company under the category 'EMERGE GROWTH' in SME space."

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