## Business as Usual (and Beyond) in Unusual Times

Infosys BPM ensured employee delight by timely and accurate processing of employees salary across 65+ countries to make the engine more robust



**Achievements** 

**CXO Level Payroll Management** 

**5 New M&A Entities** 

70 Legal Entities

34,000+ Employees

<1-2% Actual vs Forecast Fund Variance

3 Geographies - APAC, EMEA, NA

**Client Treasury Function Coordination** 

**BAU Enablement** 

**Gross & Net Payroll for ROW Countries** 

**Biweekly/Fortnightly Payment Runs** 

65+ Countries

**1-3 Days TAT for Payment** 

Challenges

**Last Month of Fiscal Year** 

New Year Roll-Out

COVID-19
Outbreak

**Tax Computation Scenarios** 

Middle of Payroll Cycle

**No Correction Chances** 



## **Infosys BPM Approach**

Market categorization into A, B, and C criticality based on COVID-19 affected countries and employee footprint in those markets

Payroll arrangement into 3 cycles list based on salary credit dates

Client coordination to ensure all service providers have BCP

Laptops/desktops arrangement for employees

Dongle, inverter sourcing for employees to enable work from home

Daily dashboards, huddles, employee dashboards, and review calls with the client

"This is indeed awesome team.. proud of you to have ensured payroll is processed amongst all the challenges"

- Client EVP & Deputy CFO





2 95% 0
Days to Employees Loss of billing enable BAU enabled for WFH

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