

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

3 Geographies – APAC, EMEA, NA

34,000+ Employees

<1-2% Actual vs Forecast Fund Variance

Gross & Net Payroll for ROW Countries

Client Treasury Function Coordination

BAU Enablement

Biweekly/Fortnightly Payment Runs

65+ Countries

1-3 Days TAT for Payment

Challenges

Last Month of Fiscal Year

Tax Computation Scenarios

New Year Roll-Out

**COVID-19
Outbreak**

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



2 Days to enable BAU	95% Employees enabled for WFH	0 Loss of billing
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“This is indeed awesome team.. proud of you to have ensured payroll is processed amongst all the challenges”

- Client EVP & Deputy CFO

