



A LEADING PHARMACEUTICAL COMPANY **ACHIEVES 99.997% ACCURACY IN PAYROLL ADMISSION** WITH HELP FROM HCL'S SOLUTION PORTFOLIO



## CASE STUDY

### ABOUT THE CLIENT

The client is a leading U.S. pharmaceutical company involved in the discovery, development, manufacturing and marketing of a broad range of innovative products to improve human and animal health.

### BUSINESS CHALLENGES

The client was facing several challenges:

- High cost of payroll processing
- Multiple vendors engaged to process payroll across 11 countries
- Disjointed processes and systems
- Lack of reduced TCO of payroll operations
- Insufficient operational efficiency of payroll services and rising total cost of operations
- Absence of seamless transition of existing operations within 7 working days
- Complex service delivery model - reduced efficiency and effectiveness

### HCL SOLUTION - MULTI-PRONGED AND ADAPTIVE SOLUTION BOUQUET

We delivered a robust solution comprising:

- 2 step evolution of the Target Operating Model (TOM) based on the 'first replicate then transform' principle
- Per employee per month cost model
- Streamlined multi-vendor operations into a single SLA framework for better governance and SLA tracking

### BENEFITS WITH HCL'S DIFFERENTIATED OFFERINGS

The client received a host of benefits:

- Process and delivery optimization, resulting in annual cost savings of up to 44% in payroll operations
- Payroll calendar reduction from 18 working days to 8 working days
- 99.997 accuracy in pay slip delivery



To know more, Contact us at [lsh@hcl.com](mailto:lsh@hcl.com)



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