A buyer's guide for global pay and time

Create a consistent payroll experience around the world

CERIDIAN

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Introduction

Partnering with the right payroll provider

Multinational organizations face a variety of challenges when managing a workforce that's spread across regions – or even the world. One of the most significant is achieving visibility over payroll to maintain compliance, control labor costs, and create a consistent pay experience across the workforce.

Labor is one of the highest controllable expenses for most companies. Managing that expense across multiple jurisdictions is difficult when you have different systems for payroll and HR in each location. Payroll resources are often scarce, budgets fluctuate, and regulations differ greatly from region to region. Yet, despite these challenges, it's surprisingly common for organizations to be operating with a patchwork of providers, especially when growth is achieved through acquisitions.

According to the Global Payroll Association, nearly 22% of respondents to a 2021 survey said they have over 10 different payroll providers, and 70% reported it takes more than a day to put together a global report.[1]

"We were an $8 billion company and realized there was just too much risk to have three separate solutions. If we're not in compliance, which includes payroll, it can actually inhibit our ability to win new work."[2]

JAMES BRENNEIS, SPIRIT'S HR SHARED SERVICES SENIOR MANAGER

Multi-country organizations can see many benefits from consolidating separate payroll vendors into a single system. This type of project is an investment in compliance and efficiency and can help you achieve a global center of excellence for payroll that acts as a shared service.

There's a strong case to be made for investing in a single solution for global payroll, but how do you find the right vendor to support your organization's goals? You'll need a partner that understands the specific challenges of managing payroll across multiple countries, and a solution that is agile and flexible to scale alongside your business.

We designed this guide as a framework for evaluating potential global payroll vendors, and to help you align internal stakeholders around a set of goals and expectations.

This guide will help you:

- Strategically evaluate global payroll solutions

- Understand key benefits and the value different solutions offer

- Ask vendors the right questions

- Develop an implementation plan with your team
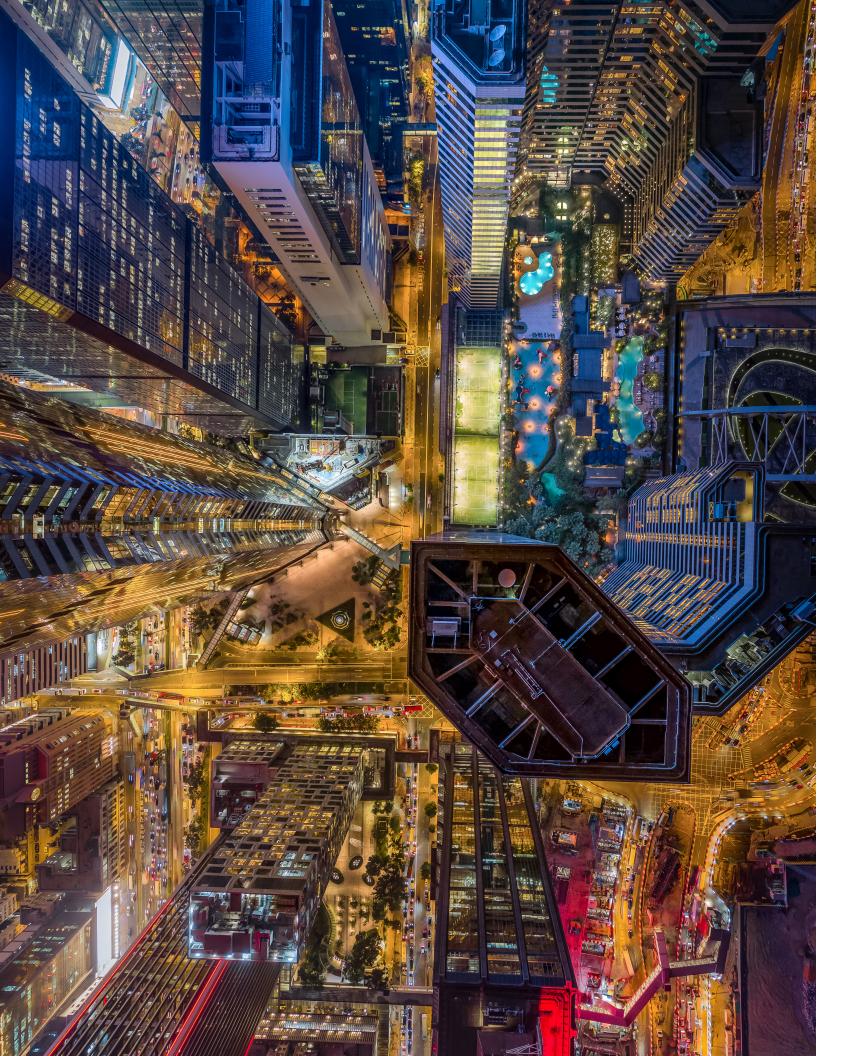
- Determine the ideal vendor to partner with

Let's dive in to help you find the best payroll solution for your organization.

"The risk that was involved in operating in the way we were operating previously was incredibly high. The human and system costs were incredibly high"[3]

RACHEL MANDLEY, ESSENTRA'S HEAD OF HR

Getting started

The many challenges of global payroll

Multinational organizations need visibility into day-to-day operations, including when employees worked and how they were paid. Tracking time and pay for a global workforce gets increasingly complex as you grow.

You can lose visibility when dealing with separate vendors, which can make it even more challenging to manage regional compliance from both a national regulatory and data privacy standpoint. With various vendors in play, you have multiple solutions to sync, support, and integrate for a variety of time and attendance activities.

You need a more streamlined process, while increasing the quality and global accessibility of your workforce data. An effective payroll strategy starts with real-time data across your operating regions. This helps you avoid dated reporting, which can lead to incorrect pay information. This is where a single global payroll experience with consolidated reporting can drive efficiency and better decision-making.

"An EY Global Payroll Survey found 60% of respondents agreed or strongly agreed that a global payroll delivery model would bring significant benefits to their organization."[4]

What can your payroll solution help you achieve?

Organizations can realize measurable value for their business through investing in a single, scalable solution. A centralized payroll solution can help improve operational processes and reduce the maintenance load on IT. It also allows for greater visibility, labor cost control, and data consolidation across all operating regions.

Support payroll and tax compliance across jurisdictions

Keeping up with changing legislation between regions can be a full-time job, and you may also have internal policies that need to be considered. You should aim to establish a control framework across the organization to maintain compliance and manage risk.

Better control labor costs through deeper insights

Your payroll system should give you visibility into more than labor costs. You need to be able to identify wasted resource allocations and the reasons behind budget variations. If your payroll technology doesn't have that consolidated system of record, it could result in a lack of control over spend and an inability to meet financial targets.

Make informed labor decisions to achieve organizational goals

Keeping operational costs low requires maintaining accountability across regions with accurate data collection and reporting for the broader organization. Providing key stakeholders with global visibility into the budget can help influence growth decisions to increase profits and decrease losses.

Increased data accuracy

The right payroll solution allows organizations to make global decisions driven by data. When payroll operates through a variety of vendors, data can be inconsistent, slow, and prone to clerical error, which becomes costly at an enterprise level.

Scale easily and more cost efficiently

There can be many moving parts when you're trying to coordinate with multiple vendors and different systems of record. Without a standardized process, every new acquisition can create inefficiencies in reporting, integrations, support, as well as an inconsistent global experience.

Modernizing your payroll solution helps unlock the power of pay beyond a back-office functionality, or a transaction between employer and employee. It can drive real, measurable value for your organization.

Having one centralized system allows you to conduct global audits more efficiently, with seamless reporting to reveal deeper insights on regional levels. It can also transform your strategy from reactive to proactive to help control labor costs, identify challenges, and consolidate your global reporting.

"We have union contracts we have to follow for each individual employee, and we have over 380 wage types. Spirit's corporate team didn't have visibility into the payroll output for the global sites, and it put us at risk."[5]

SPIRIT AEROSYSTEMS

What to look for in a global payroll solution

What's best for your team? When managing a large, diverse workforce, global leaders require a seamless solution that can scale flexibly and provide a great experience for employees and payroll professionals.

Look for these key attributes when evaluating global payroll providers

1. Scalability
2. Centralized data infrastructure
3. Continuous calculations
4. Dynamic features to support compliance
5. Employee focus

Scalable infrastructure of functions, people, and processes

If you're focused on future growth, centralizing your data allows your system to evolve with your organization in a way that is cost effective. Reduce your IT footprint with a consolidated infrastructure and more easily plan for future expansion.

Centralized system for better quality data

A centralized system helps streamline all internal processes for pay, time, and attendance activities. Data from multiple sources is normalized into the same format to make reporting easier, eliminate data silos, and provide global visibility to create alignment across the business.

Drive ROI with labor cost savings

Deliver labor cost savings in real time through global visibility. Combining time and pay in one solution can help you reduce payroll errors, control overtime expenses, and streamline time administration efforts related to overstaffing and incorrect attendance tracking.

Establish a governance control framework to maintain compliance

Leverage a configurable solution to help you manage the compliance requirements that apply to your business, from country-specific legislation to company policies. This will make it easier to manage complex, ever-changing requirements without adding a lot of extra work.

Deliver an intuitive, single-user experience for employees

Organizations should look for a vendor that provides mobile access for employees to manage their time, pay, and benefits data at any time in one place. A single platform can also reduce the learning curve and increase user adoption.

Is a unified system the best solution for enterprise organizations?

Comparing a multi-vendor set-up to a single global solution

Consider how working with a single vendor as opposed to an assortment of local vendors can have a positive impact on your global operations.

	Multiple local vendors	Single global solution
Integration	Organizations operate payroll through a series of separate systems. There is no communication between vendors and reduced data accessibility.	There is one cloud-based solution on a single contract that can be accessed anywhere. Each new location can be added to your system quickly and data is accessible across locations.
Reporting	Payroll data is presented in different formats, so time must be spent reconciling and standardizing data internally.	Because all employee data is captured in one system, reporting is more accurate, and it takes less time to compile a global view.
Compliance	Leaders are relying on local vendors' knowledge of current compliance requirements for their region. This increases risk for the organization and slows down decision-making.	Leaders have global visibility into day-to-day operations that can be used to help maintain compliance and foster data-driven decision-making.
User experience	Organizations must bridge gaps and transfer data between different systems, resulting in inefficiencies and clerical errors. There is a steep learning curve for multiple systems.	Leaders and employees have a consistent user experience across all pay, time, and attendance activities.

Get buy-in from key decision makers within your company

You've done your research and shortlisted your options. It's time to check in with your team.

This is your chance to highlight the value of a new payroll solution. You can see the potential time and money savings. Now is the time to plan out your pitch so the entire buying team is on board and as passionate as you are.

Keep these tips in mind to help inform your choice in payroll technology.

A sense of urgency

Implementing a global payroll solution may yield long-term benefits but demonstrating this value may take time initially. Present the major pain points your organization is currently experiencing that the solution will solve. By creating a sense of urgency, your executive team will be more inclined to address it now.

Data-driven decision making

Data has quickly become the selling point for all new technology adoptions. Prove the value of your new solution to the executive team with hard numbers. With data, you can present your organization's current processes and reporting, and show how this new solution can improve your organizational strategy.

Tie to corporate objectives

Consider the bigger picture. How does global payroll contribute to the organization's larger goals? Demonstrate how the technology provides benefits outside of HR, including increased productivity, better visibility into your global workforce, and opportunities for increased revenue.
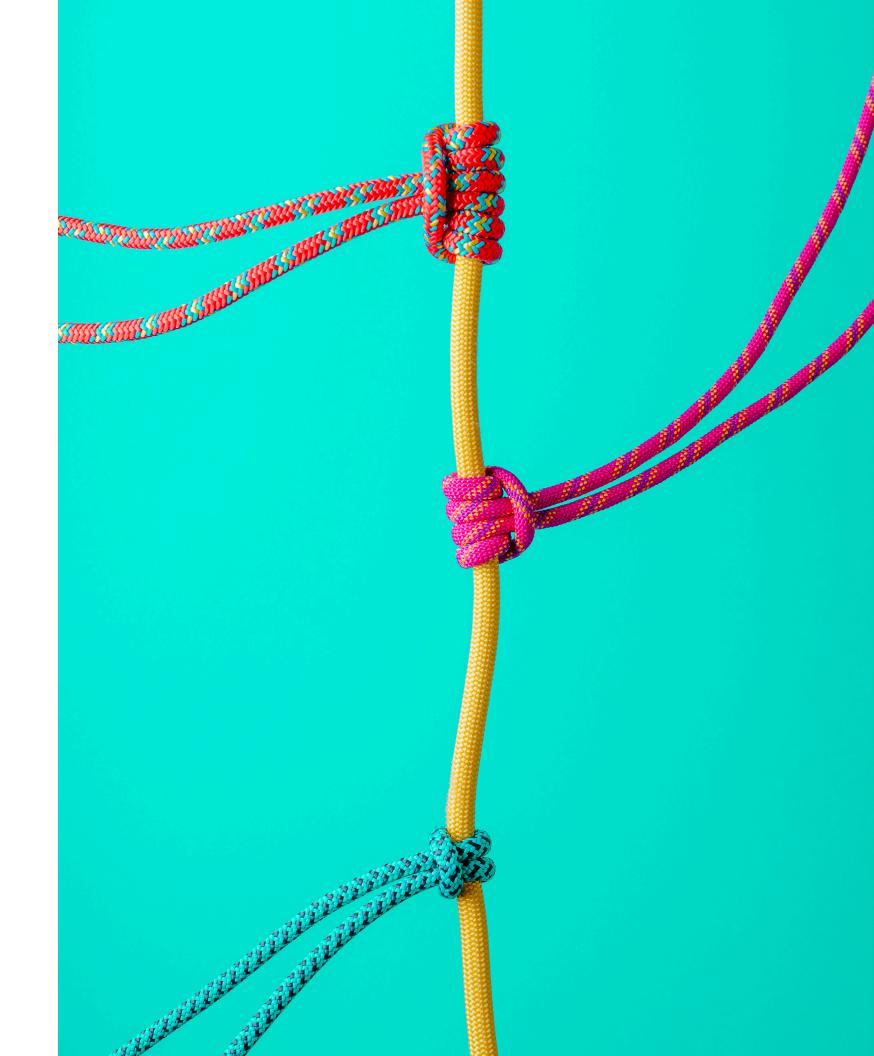
Come with a detailed plan

Take the time to map out what the new processes will look like, the features you need, and the problems the solution can ultimately help solve. This plan will help others understand a realistic timeline of your vision and give them a space to give feedback.

Look to the future

What does the future of your organization hold? Are your current infrastructure and processes up to the task as your company grows? For multinational organizations, scalability and future growth are top priorities when considering new technology. Take care to identify what global processes are currently standardized and their contribution to overall efficiency.

Take your commitment to the next step

Once you have buy-in, keep the momentum going across the executive team. Continue to update your organization on your implementation journey and the progress the new solution has made. This reminds them that they're placing their trust in the right person and technology.

Making a decision

Your last question for vendors

What differentiates this solution? Here's Ceridian's answer.

Payroll innovation

Ceridian is committed to continuously innovating the payroll experience based on our customers' feedback. This brings important advantages to companies, payroll professionals, and employees. In addition to cost savings, it can help aid talent acquisition, foster employee engagement, and improve retention, while driving greater operational insight and efficiency.

Truly single system

Dayforce combines pay and time in a single application. We are the only vendor in our industry to use a unified data architecture that requires no data movement and provides consolidated reporting. Your people can rely on one system to get access to the latest data on your entire global workforce.

Efficiency and accuracy

Dayforce continuously calculates your data, so changes to pay, time, and HR records are reflected in real time. It also means you can audit and verify data at any time throughout the pay cycle for more efficient, accurate payroll. And because it's in the cloud, you can process payroll from anywhere.

Global reach

Ceridian has offices in the United States, the United Kingdom, Canada, Australia, and Germany, a number that continues to climb. Our customers have an interactive view of each region's calculated gross-to-net pay results, with pay activity in over 80 countries. Across regions and industries, Ceridian leverages the power of 5,000 customers to drive intelligence at work. and provide a complete picture of each of your operating countries.

Strategic partner

We partner with you each step of the way to help your team create value in every aspect of your business. We understand the challenges of building a global business and have the expertise to help you find the right path forward. A global payroll solution will help you achieve a global center of excellence and a shared service across multiple jurisdictions.
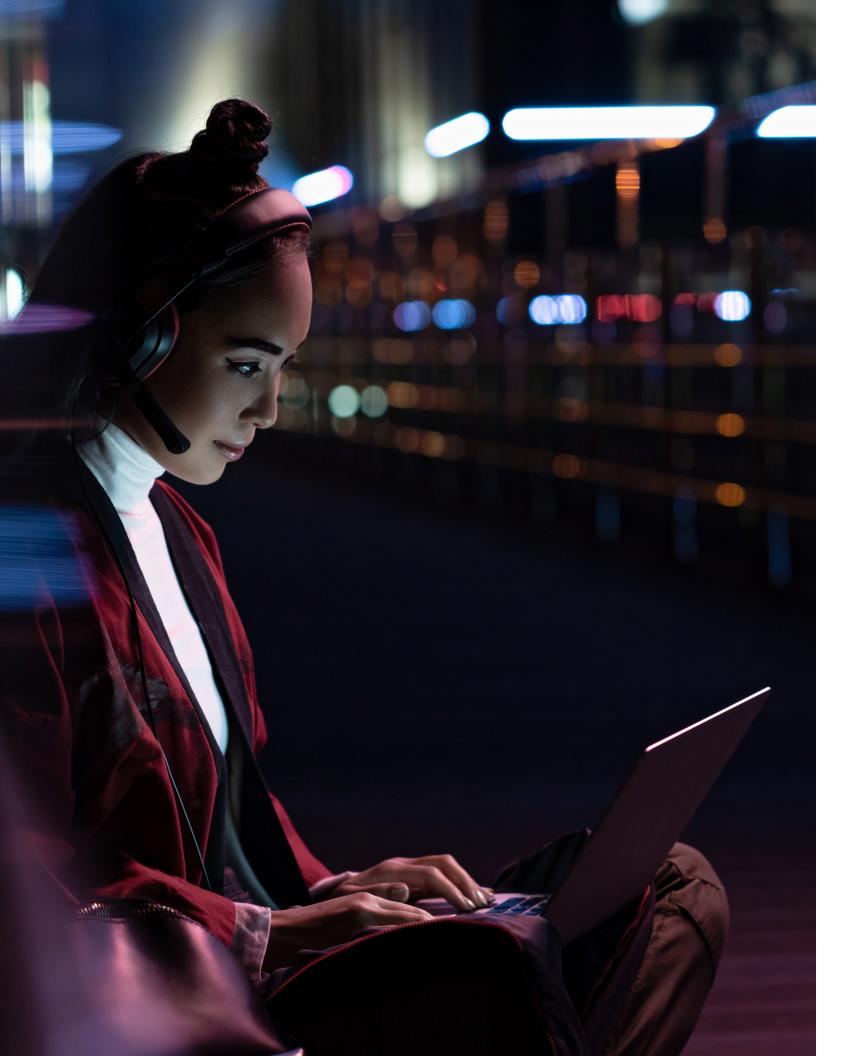
Future focused

Complex work doesn't have to be complicated. We design each solution with the employee in mind to make their day-to-day experience better in the changing world of work. Our vision is inspired by the desire to help organizations make more strategic, data-driven decisions about their workforce and build a workforce that is ready for whatever comes next.

"No one batted an eyelid when we came forward with the idea to do a big-bang launch in 28 countries. The Ceridian team was immediately flexible to what we were looking to achieve."

RACHEL MANDLEY, ESSENTRA

Sources

1. 2021 Survey Results: Is Global Payroll Set Up to Impact the Bigger Business Picture, Immedis and Global Payroll Association, 2021.

2. Spirit AeroSystems soars through global payroll, Ceridian.

3. www2.deloitte.com/content/dam/Deloitte/us/Documents/human-capital/us-2018-payroll-operations-survey.pdf 2018 Payroll Operations Survey, Deloitte.

4. How organizations can prepare for payroll of the future, EY, 2020.

5. Spirit AeroSystems soars through global payroll, Ceridian.

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At Ceridian, we create innovative technology that organizations around the world use to attract, develop, manage, and pay their people. Our award-winning Dayforce solution helps our customers manage compliance, make better decisions, build great teams, and drive engagement with their employees. Ceridian has solutions for organizations of all sizes.

Ceridian. Intelligence at work

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