SURREY COUNTY COUNCIL WAGE WAR ON SAP PAYROLL CHALLENGES

About Surrey County Council

Public sector organization responsible for providing services to over a million residents, headquartered in the UK.

Challenge

Implementation of payroll support packs.

Solution

IntelliCorp's LiveCompare.

Results

- Automate payroll data comparisons.
- 50% reduction in time and effort.

Located in south east England, Surrey County Council is a public sector organization responsible for providing a range of services to over a million residents. It is the fifth largest County Council in the United Kingdom, covering eleven boroughs and districts and employing over 50,000 people.

Surrey County Council implemented SAP R/3 in 2004 to run back-office operations such as finance, HR and Payroll. The council work closely with their service provider, Cap Gemini, who provides basis support and development. Cap Gemini introduced Surrey County Council to IntelliCorp's LiveCompare software which was used to support an SAP upgrade from 4.6c to ECC 6.0.

Working Overtime to Compare Data

With the upgrade successfully completed in 2008, Surrey County Council started to explore the further capabilities of LiveCompare to address their SAP challenges. Project Manager Tahiana Jefferis asked her team to think about the SAP activities they worked on and come up with a list of things which presented the most headaches. It didn't take long to identify that one of the main challenges was the implementation of payroll support packs. Payroll support packs supplied by SAP are implemented at the Council twice per year.

Anyone involved with HCM will be particularly aware of the need to stay up to date with the latest support packs. Support packs are often released to implement corrections, for example, to payroll calculations affected by national tax systems. Each time SAP release a support pack, Surrey County Council must ensure that changes introduced through the support pack do not impact payroll data.

The traditional approach to impact analysis would be to first run payroll and download the results to MS Excel. The support pack would then be applied to the DEV and QA systems and payroll would be run again. Both sets of results would then be manually compared to identify any discrepancies. Any corrections would be applied and the process would be repeated to ensure there were no further problems. Once this was confirmed, the support pack would be released to Production.

One of the main problems for Tahiana and her team was the sheer amount of data to compare. "Our payroll pays over 50,000 employees. We must make sure every employee is paid the correct amount each month and the correct deductions have

Key Benefits:

- Automated payroll data comparison.
- 50% time reduction.
- 50% effort reduction.
- All wage types compared.
- Able to ensure every employee is paid the correct amount each month and the correct deductions have been calculated.
- Risk to the business reduced.

been calculated," said Tahiana. With over 50,000 employees and over 100 different wage types, data easily ran into hundreds of thousands of records. Analyzing this amount of data manually wasn't an option and simply could not be supported within tight time frames and with the resources available. "Without LiveCompare, we had no idea what was impacted. We spent days manually comparing payroll data," said Tahiana.

To try to reduce time spent on analysis, the team would only compare wage types considered to be most important. As a result, not all wage types were compared and there was a risk that some employees would be paid incorrectly."In the past, we tasked two people with trawling through the data, trying to identify any differences. Not only is this method time consuming but it is also prone to error. Business as usual was often neglected. Basically it was a huge pain for us! We needed an automated approach. LiveCompare was the answer," explained Tahiana.

Profiting from Automatic Analysis

For every payroll support pack, Surrey County Council runs LiveCompare's HCM analysis templates to automatically answer their key payroll questions:
How will payroll calculations be affected? What payroll differences are there between a before and after run of payroll?

"Previously we would have to run Wage Type reports both before and after applying the support pack. Some of these reports were very large and took a long time to run and download" commented Linda Whiteman, SAP HR Functional Team Leader.

As with the traditional approach, payroll is run but the results are stored in LiveCompare instead of MS Excel. The support pack is put into DEV and QA and payroll is run again. LiveCompare is then used to automatically compare the two sets of data. Smart filters in LiveCompare are used to eradicate no difference data. Only differences between the data sets are highlighted for correction by the team.

LiveCompare Benefits

The benefits of using LiveCompare to automate payroll run data comparisons have been significant: "We are incredibly satisfied with the support we have received from IntelliCorp and continue to use LiveCompare for comparing our payroll data. Gaining this level of accuracy has ensured everyone takes home the right pay at the end of the month!" summarized Tahiana. Surrey County Council continues to find new uses for LiveCompare. The SAP team plan to use LiveCompare for change management, object comparisons and Enhancement Packs.

Find Out More

www.intellicorp.com
sales-info@intellicorp.com
USA 408-454-3500 or EMEA +44 (0)1454 629 605