



Delivering PEACE OF MIND Solutions.

PAYROLL MANAGEMENT

Business Problem: One of the largest MNC Global System integrator approached QSource for assisting in resolving a major operational challenge. The client had engaged the services of a large number of resources across India for supporting several support functions like finance, project administration, training, vendor management, resource management etc. Management of this resource portfolio including payroll processing was outsourced to a third party. However in the absence of an effective monitoring mechanism, there was no accountability established for managing these resources. No one was aware of the services received for the fees paid out. Moreover, the resources had no formal process of resolving their issues or concerns other than confronting the project manager, precisely one of the reasons why the process was outsourced in the first place.

Solution Implemented: In a short timeframe QSource conceptualized and executed a focused transition plan utilizing a dedicated execution team. The following major challenges were identified, analyzed and the specific solutions were implemented.

- a.) Resource distribution across multiple cities and projects
 - Transition plan prepared based on the headcount of the resources in a particular location
 - Transition plan executed by SPOC appointed for each location
 - SPOC personally supported every resource during the transition addressing each query

- b.) Completing the transition in a span of 7 working days
 - Orientation and joining formalities done at the client location itself
 - Stringent follow up with resources to ensure correct documentation
 - Transition done simultaneously across multiple cities and locations

- c.) Building trust with the resources on QSource' capability to manage the portfolio effectively
 - After obtaining thorough understanding of issues faced by resources, QSource proposed specific measures to address each issue
 - Centralised Helpdesk setup with dedicated contact number / email ids
 - The resources were guided about the processes involved at the clients place, escalation mechanisms guidelines communicated
 - Detailed FAQ published to resources for their future reference

Current Status The entire portfolio management has been professionally streamlined and there is clear accountability for services received. A query tracking system is put into place and all issues are addressed within 2 working days. The satisfaction level of Resources can be derived from the fact that escalations have dropped by 95%. Truly Peace of Mind solutions from QSource!

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