REINVENTING GLOBAL PAYROLL AT MICROSOFT

PIONEERING IN SCOPE, A SINGLE GLOBAL SOLUTION NOW SMOOTHLY SERVES MORE THAN 40,000 EMPLOYEES WHILE REDUCING COMPLEXITY AND RISK.

Accenture teamed with Microsoft to establish a single, standard way for employees to interact with payroll operations. Now, OnePayroll is serving employees in 78 countries, in 15 languages from four Accenture Delivery Centers. The solution is also preventing overpayments and underpayments, including more than US$4.9 million to date.
TALENT AND HR BPS: REINVENTING GLOBAL PAYROLL

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THE CHALLENGE

Facing fragmented global processes that invited data accuracy concerns, privacy risks and operations complexity, Microsoft teamed with Accenture to establish a managed governance of payroll that would better serve employees.

NAVIGATING UNCHARTED WATERS

Though some industry professionals wondered if such an implementation was even possible, Accenture and Microsoft transitioned the OnePayroll initiative to 20 countries at a time, reducing change management risk. They worked together to standardize payroll processes with three suppliers (consolidated from more than 50 before OnePayroll). Accenture developed a single employee touchpoint to smooth out inquiries.

A SINGULAR ACCOMPLISHMENT WITH NUMEROUS BENEFITS

OnePayroll now serves more than 40,000 employees in 78 countries via 15 languages and four Accenture Delivery Centers. With inquiries handled consistently, focusing on the employee experience, OnePayroll has automated processes, mitigated risk and enhanced compliance while providing greater insight, accountability and unity. Plans are now underway to provide further automation and bring OnePayroll to 105 countries – proving that when two leading companies collaborate, nothing is impossible.

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