

# Payroll Process Streamlining and Automation

## Business Situation

We helped an airline client streamline and automate its payroll process. The client is a low-cost subsidiary of one of the world's largest airlines.

## Challenge

This company was using a legacy payroll system, with many manual steps that required input from a variety of files and spreadsheets, shared by different departments (e.g., HR and crew operations).

It was prone to human error and delays, which made it difficult for the company to handle complex payroll policies. Employees had no access to the system, and there was no integration with other systems in the enterprise.

What the client wanted was an automated payroll system that interfaced with other departments and handled even the most complex tasks rapidly and without error.

## Solution

Our business consultants began with a gap analysis and then conducted brainstorming sessions with business users to break down complex scenarios into logical steps. A

prototype was developed and presented to business managers.

We then developed a Web-based payroll system for payroll managers with a read-only view for employees. The system included:

- Categorized payroll for pilots and flight attendants.
- Integrated complex payroll policies (from parsing CrewTrac files, to payroll generation, to vacation and sick leave).
- Automated advance and settlement payroll.
- Optional preliminary payroll generation.
- Interface with the corporate financial system.
- Management reports, with projection on future crew staffing requirements.
- ALPA (Air Line Pilots Association) report, with granular daily data break down of crew hours.

## Benefits

Streamlined and automated, the new centralized payroll system is a major improvement over the old manual system. Security has improved, and errors are reduced to almost zero. Users at all levels are more satisfied with the speed, visibility and accuracy of the process. Management, formerly without a payroll-based decision-making tool, uses the system to analyze employee costs.



## About Cognizant

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Passion for building stronger businesses

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