

What does a  
futureproof payroll  
operation look  
like in today's  
transformative  
age?



The better the question. The better the answer.  
The better the world works.



In an environment of fast-changing employment and tax legislation, HR, finance and payroll professionals around the world are experiencing challenges. Anything we do today in this transformative age, where the status quo changes so quickly, must be fit for the future.

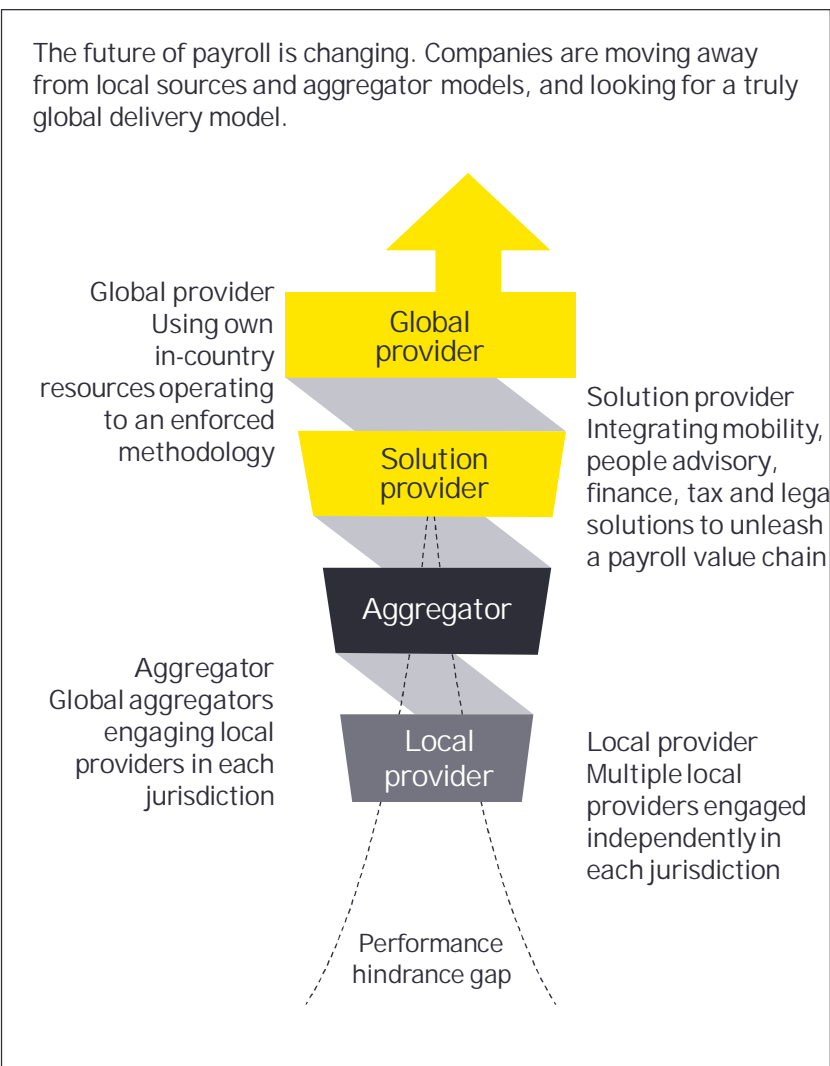
The current global payroll model is broken. Multiple vendors, locally sourced, country-specific resources and aggregator models all generate inefficiencies, lack of control and visibility, poor agility and poor quality. Additionally, as businesses move toward more flexible and remote ways of working, there are additional pitfalls to consider. Key challenges include:

- Intense pressure to drive higher value
- Increased cost and complexity of legislative compliance
- Reduced capital available to modernize legacy technology infrastructure
- Identifying and managing scarce and expensive talent
- Increased regulatory demand for real-time data and transparency

## Next generation payroll

EY<sup>1</sup> is providing the next-gen solution for global payroll. We have breadth and depth of managed payroll services capabilities that allows us to act as one truly consistent solution provider globally with people, process and technology. We focus on controls and use our DNA of continuous regulatory compliance, 100% EY teams and one data model.

60% of organizations agree that a truly global payroll delivery model would bring significant benefits<sup>2</sup>



<sup>1</sup> EY refers to the global organization, and may refer to one or more, of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity.

<sup>2</sup> [EY Global Payroll Survey 2019](#).




## The EY difference

- Globally consistent with end-to-end intelligent automation
- Service delivered by 100% EY professionals in more than 150 jurisdictions
- Connected services
- Continuous compliance
- Consultative approach to interact and integrate
- with our client teams and systems

When it comes to taking care of your most important asset – your people – you must be ready before they are.

Drawing on the power of innovation and the ever-evolving suite of technology tools, EY Payroll Operate helps you:

- Enhance the user experience for your employees
- Gain flexibility and agility to enter in new markets while reducing fixed cost structures
- Simplify and improve your payroll program to achieve a unified, global operation
- Reduce costs from your current program

[Learn more about EY Payroll Operate](#) 

The solution works through a single framework that scales with you to transform and futureproof your payroll delivery system anywhere in the world, helping you take the next step in the digital evolution of payroll delivery.

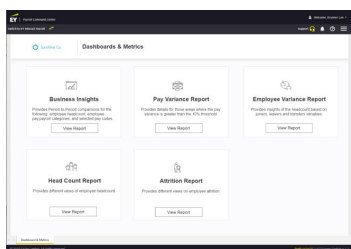
The EY difference is what elevates the essential, offering a distinctive user experience.

# Globally consistent with end-to-end intelligent automation

EY professionals provide on the ground support throughout your geographic footprint. Service is delivered by a highly integrated team fully comprised of EY professionals – no more multiple vendors or vendor aggregators – via one global platform using one methodology that is ISAE-certified.


Accurate, complete and secure data is vital. By using the latest innovative technology, we can help payroll functions transform their processes, bringing significant benefits not only to payroll itself, but to the broader business and to the employee experience.

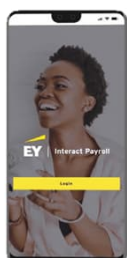
## EY Payroll Command Center



The EY Payroll Command Center (PCC) offers a consolidated view of workforce, operations and payroll processes by leveraging the leading class technological capabilities of the EY Global Tax Platform. Highly intuitive analysis supported by advanced data visualization helps drive well-informed decisions and strategies while lowering costs and improving governance and control.


Forming the heart of the global payroll process, EY PCC is the way to monitor payroll operations and outcomes across your entire geographic footprint. EY PCC is a centralized tool that empowers you to control every step of the payroll process. Among its capabilities, it includes one-click access to payroll calendars, sign-offs, task lists, and detailed visuals on operational metrics and KPIs.

[Learn more about the benefits of PCC](#) 



## EY Interact Payroll desktop and mobile app

Secure and fully digital, EY Interact Payroll gives you real-time access to your payroll data and tax documents – anytime and anywhere. It is user-friendly, globally consistent and available in 48 languages. You can get 24/7 support from Peyton – the EY Payroll Operate chatbot. A one-stop shop for payroll, EY Interact Payroll provides employees with an exceptional employee payroll experience.

[Learn more about the benefits of the EY Interact Payroll app](#) 



# Our Payroll value chain

- 1 Employee data management
- 2 Source to gross
- 3 Gross to net
- 4 Employee payments and contributions
- 5 Payroll tax filing and payments
- 6 Third-party deduction and remittance
- 7 Court orders garnishments
- 8 Payroll accounting and reconciliation
- 9 Employee inquiry and response

## Controls and auditing

**EY Data Integration (EY DI)** connects with all major HR and financial systems. Our flexible and proprietary tools allow for the seamless flow of information into and out of client systems.

- Document management and sharing
- EY Tax program detail (all EY services for your Tax department)
- EY Tax news, alerts, knowledge
- EY in-country payroll engines

Mobile app available for Android and iOS devices

Our local payroll teams manage the gross-to-net calculations to produce payroll results.

Our solution provides a set of standard payroll reports, roll-up reporting across countries, custom GL files, accrual reports and multi-country dashboards.

EY payroll chatbot, Peyton, provides self service support to users in our mobile and web experiences. Additionally, we provide FAQs and supporting information to clients to handle their tier one employee inquiries. All inquiries will be logged as a case on the online CRM platform – ServiceNow. The cases, trends and response times will be covered during our monthly Service Level Agreement (SLA) account management meeting.

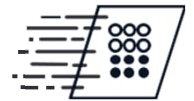
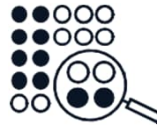
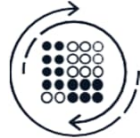
EY teams provide tools to manage all the items that build to gross in a consistent, managed way. Our automated Prevent and Detect Controls proactively identify issues or potential mistakes before they are included in the payroll.

# EY DigiPay

EY DigiPay is EY's proprietary system and approach to data. The system provides integration, controls, transformation and consolidation of data in end-to-end payroll processes for single country, multiple countries and around the globe.



## EY DigiPay



### Data

- Data from different sources
- System agnostic
- Pre-built connectors for main HR systems

### Gather

- Data gather
- Data staging and classification

### Transform

- Transformation and validation
- Standard data model
- Master data management

### Analyze

- Business intelligence
- Analytics and reporting
- Machine learning
- Artificial intelligence

### Calculate

- Integration with payroll engines

### Deliver

- Standard consolidated reporting
- Customized reporting

## Data lake in the cloud

Shared cloud-based data management platform driving automation and data re-use. Futureproofed model integrating state-of-the-art assets in a componentized manner.



# How EY payroll technology is disrupting payroll operations

## Source to gross

- Supports data fluency through seamless multi-source connectivity from the HR side of the house, via Payroll to Finance with a zero IT footprint on your side
- Organizes your payroll data and provides traceable, auditable data lineage
- Provides a global data structure for unstructured source to gross inputs that do not have a “systems home”. Coming soon: The Digital Shoebox, direct ingestion of unstructured data

## Reverse engineering

- Takes historical payroll reports and recreates payroll engine configurations
- Transforms current approach of onboarding and implementation activities from prior vendor
- Provides assurance on payroll engine setup
- Identifies non-compliant taxation treatments

## Automated control totals

- Expands our current control totals to add fraud detection, trending and other anomalies that proactively point out potential mistake patterns that need to be addressed and fixed
- Leverages predictive artificial intelligence and machine learning to continuously learn
- Continues to monitor through inputs, payroll preview and at finalization of payroll to verify everything ties and proves to client the payroll is correct

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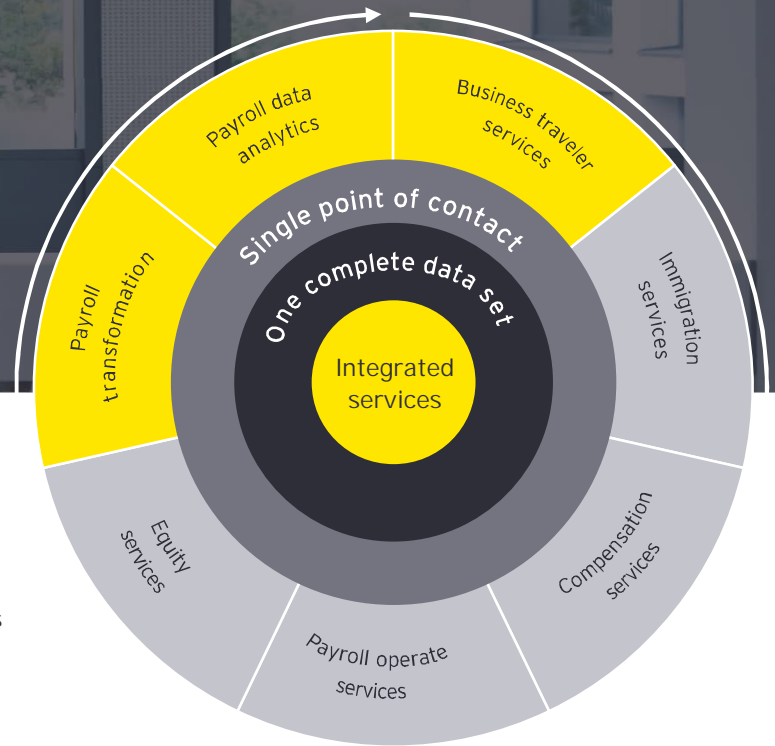
[Contact](#) EY teams to find out more about our roadmap with “Digital Shoebox” innovation, reverse engineering and automated controls totals.

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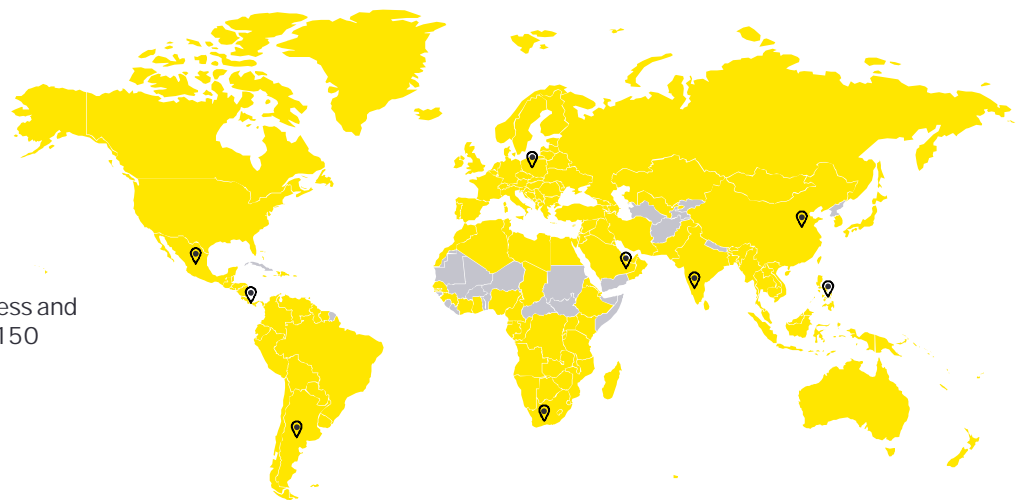
# Connected services

Our holistic approach covers mobility, people advisory, finance, tax and law, and leverages investments in automation, artificial intelligence and machine learning. Our end-to-end connected services and solutions such as [EY TaxChat™](#), [EY Navigate™](#), [EY Mobility Pathway](#) and [Future of Work](#) can help companies transform quickly. Strong cross-team collaboration allows us to demonstrate the benefits of having one global provider, giving clients the potential to expand and generate more value vs. being locked into a functional solution.



# Continuous compliance

With in-country professionals and relationships with tax authorities in over 150 countries, EY teams are agile, which means we are ready to respond to future developments and the changing compliance landscape. This is combined with real-time reporting, analytics and controls to flag discrepancies and anomalies, along with built-in governance that applies to immediate requirements.



One system, one technology, one process and one team serving clients in more than 150 countries with 100% EY personnel

- EY presence worldwide in more than 150 countries
- 📍 EY regional service hubs (Poland, UAE, India, South Africa, Philippines, China, Mexico, Costa Rica, Argentina)

Achieve a truly centralized, global delivery with dedicated support, every step of the way.

With over 50 years' experience providing industry-leading payroll services, 2,500 payroll compliance professionals and more than 4,500 valued global payroll clients in more than 150 countries, we support companies of all sizes to smoothly manage their entire payroll population, including even the most complex payroll taxation and mobility cases.

For more information, visit [EY Payroll Operate](#) website or email [payrolloperate@ey.com](mailto:payrolloperate@ey.com) to request for a technology demo. Connect with our leaders below on LinkedIn.

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## **EY | Building a better working world**

EY exists to build a better working world, helping to create long-term value for clients, people and society and build trust in the capital markets.

Enabled by data and technology, diverse EY teams in over 150 countries provide trust through assurance and help clients grow, transform and operate.

Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.

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