

Case Study 10

A Market Research Company wanted a solution for its several thousand field-based workers to enable the correct rate of pay to be generated automatically for the specific type of work they were doing.

Previously the cash figure to be paid, based upon the hours worked, was manually calculated at outlying offices, and supplied to the central payroll team for processing. This was fraught with errors and inconsistencies, and made it time consuming to check policy compliance.

We devised a new process using DFSS whereby all they needed to provide was the hours worked and a cost code and the system calculated the rate and cash value automatically.

This saved time, effort, and money, as the payments received were more accurate than before and management were able to analyse trends and patterns of work that were not previously available. This allowed them to direct resources to the tasks, and manage costs in a more effective way than previously.