

Executive Summary

Reuters outsourced the scanning, hosting and management of its Payroll-related documents to DataServ.

Business Challenge

Reuters is one of the world's premier news and reporting agencies. Responding to a high volume of merger and acquisition activity and resultant employee status changes, Reuters embarked on a project with DataServ to define and implement a process to improve access to and usability of employees' payroll-related documents.

According to Deniece Neal, Payroll Supervisor, "We implemented an online system for payroll, which worked well, but it didn't offer any functionality to organize and manage the supporting documents that relate to the payroll process. This disconnect made it difficult to perform research and resolve issues as they arose."

How DataServ Helped

DataServ worked closely with Reuters' payroll team to design and implement a new document-centric™ process to manage its payroll-related documents, including:

- W-4's
- Word Documents
- Status Changes
- Direct Deposit Forms
- Emails
- Etc.

Together, DataServ and Reuters launched the outsourced payroll program in just four weeks. The success of the implementation was due largely to DataServ's deep industry, functional and technical knowledge, as well as its commitment to helping clients use their business documents as effectively as possible.

A Lasting Solution

As a result, Reuters' payroll team has dramatically improved its ability to locate and use its payroll documentation, thereby providing better service to its employees. Time previously dedicated to document filing and retrieval tasks has been cut by over 80%, freeing up time to work on more important priorities.

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*Sue Wines
Payroll Manager, Reuters*

"With DataServ, we know where our documents are – in the system – waiting for us to review. In the past, we would collect documents until our payroll admin had time to scan and index. Looking for something might mean going through stacks in her desk drawer – messy and not secure. Now we can retrieve data easily, securely, and on time," comments Sue Wines, Payroll Manager.

DataServ is now working with Reuters' payroll vendor, Ceridian, to develop an integration capability between its hosted payroll offering and DataServ's hosted document portal. The integration will afford users a single point of entry to access payroll data, documents and related reports quickly and reliably.

