

## Lafarge India

The company is a subsidiary of the French Building Materials major conglomerate. It is the world leader in building materials, with top - ranking positions in all of its businesses: Cement, Aggregates & Concrete and Gypsum. The company entered the Indian market in 1999, by acquiring an existing cement business. This acquisition was followed by the purchase of another cement facility in 2001. The client currently has four cement plants in north and north – east India.



### Requirement

The company was running their payroll independently from multiple locations. The overall payroll was complex with multiple payment and deduction codes along with processing perquisites and benefits across multiple TAN numbers. The company desired confidentiality for their management payroll. The payroll processing was decentralized and different pay/deduction element policies were followed in each location. They required to centralize the payrolls to ensure consistency across the organization. Absence of a self-service application to employees and factory workers which led to a lot of queries being raised to HR and the payroll processing team. The company approached TopSource to provide a comprehensive centralized payroll solution that needed to be delivered as per their specifications, on time and accurately along with self-service software to provide easy visibility to payslips for all.

### The Solution

TopSource took over the HO payroll for the client in a short period of time. The payroll transition for all the plants payrolls were scheduled over a period of next six to nine months. TopSource visited each site prior to go-live to clarify the process with the plant HR and address any queries that they may have. This interaction ensured that all communication was clear and also helped in streamlining the inputs process. During the initial meetings, it was realized that for the workers to have access to their payroll on the web, some solution was required. TopSource designed a web-based kiosk solution especially for the client, in a span of three months. This online solution is a payroll ATM that is available on the shop floor, where the workers can login and check their paylips and investment declarations. TopSource has demonstrated innovation and flexibility in its relationship with the client by customizing the on-line payroll solution to meet their needs.

### Benefit

The client now has a reliable payroll function. They have managed to centralize the payroll function, without increasing headcount at the corporate level. The client has reduced its risk due to payroll liabilities by handing over the payroll processing to experts. They have also eliminated the risk of issues caused due to employee dissatisfaction with payroll and are now getting their payroll reports on time and accurately. They also have the added benefit of a flexible service provider to meet their adhoc reporting requirements.