



Unisys Securing Efficiency by Outsourcing Payroll



One of the world's largest providers of IT-related services, Unisys is highly focused on where it can deliver most value for its clients. Unisys's approach to continual improvement and efficiency was the driver for outsourcing its UK payroll function to NGA Human Resources.

Choosing a capable partner

For Barry Weeden, European Payroll Project and UK Payroll Manager, the aim was to hand over day-to-day responsibility for the UK payroll function. This would mean that he could concentrate in particular on the development of the overall European payroll strategy for Unisys.

About UNISYS

Unisys is a worldwide information technology company and has approximately 22,500 employees worldwide. The company provides IT services, software, and technology to help clients secure their operations, increase the efficiency and utilization of their data centers, enhance support to their end users, and modernize their enterprise applications.

To provide these services and solutions, Unisys brings together offerings and capabilities in outsourcing services, systems integration and consulting services, infrastructure services, maintenance services, and high-end server technology.

"Even though payroll is a back office function, it is of course vital to our employees that it's handled to a very high standard," Barry says. "So we wanted to use a provider that gave us every confidence in their performance."

A smooth transition

Barry was impressed by the way that NGA were able to complete the transition and implementation: "A dedicated transition manager looked after the process, which included an excellent transfer of knowledge from our team to their own. NGA's payroll team came in to shadow our own employees, getting a first-hand view of our processes and the needs of our business. It was also good to see NGA acting with sensitivity and dealing on a personal level with our employees.

"NGA created a service level agreement that was very specific to Unisys. They didn't tell us what sort of payroll service we'd get: they gave us exactly what we wanted and throughout the process were especially client-focused."

“We had for some time used NGA's excellent ResourceLink software for our in-house payroll processing and extending this to an outsourced arrangement was a natural next step.”

Barry Weeden
European Payroll Project and UK Payroll Manager, Unisys

Up and running with the new arrangement

The NGA team carried out their usual review of the processes prior to implementation as in many cases there are opportunities for process reengineering to achieve new efficiencies. Unisys already had efficient payroll processes, but NGA were still able to make some valuable suggestions for improvement.

Barry sums up the situation: "The handover and first pay run went very well, with the accuracy and overall performance that we were expecting. Since then it's clear that the NGA team act as an extension of Unisys, providing our managers and employees with an excellent service."

"With clear cost benefits and the peace of mind that comes with reducing risk, I can concentrate on strategic payroll and international strategy that drives the business forward. Choosing NGA is a move we certainly don't regret."

NGA Human Resources is a global leader in helping organisations transform their business-critical HR operations to deliver more effective and efficient people-critical services.

We help our clients become better employers through smarter, more streamlined business processes - to save money, manage employee life cycles and support globally connected, agile organisations. This is how NGA makes HR work.

What sets us apart is The NGA Advantage. It's a combination of deep HR expertise and insight, advanced technology platforms and applications and a global portfolio of flexible service delivery options.

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