



'Remember that time is money' – Benjamin Franklin

In today's climate, payroll and HR departments are expected to do much more work in a lot less time without sacrificing compliance, customer service or increasing costs. In turbulent times, it's essential for you to accomplish the multitude of tasks that encompass running a busy department more efficiently and effectively. You should forget the 'we've always done it this way' mentality and discover how you can improve efficiencies and operational capabilities, reduce your workload and help your department achieve its full potential. Read on to discover some of the consulting services that Eira Consulting can provide your organisation, or go to www.eiraconsulting.co.uk for more details.

Our primary aim is to work directly with you and your team, sharing our knowledge, leaving you confident to complete projects, make changes and be fully sustainable for the future

Eira Consulting can provide expert and professional knowledge in both the HR and Payroll field, giving you access to deeper levels of experience than would be feasible for you to retain in house. With many years experience in both payroll and HR consulting with a variety of organisations across the UK and Ireland, Eira Consulting can provide a wide range of consulting services to suit your specific requirements and budgets, purchasing as little as one days support or advice for a very small project, or longer term contracts which will support you through major projects.

What is **benchmarking** and what does it tell you about the way you perform? Do you know how cost effective your payroll and/or HR teams are? How much does it cost your organisation to produce a payslip per month per employee? How much does it cost you to recruit a new employee? How cost effective is your contract production process? These are some of the questions that a manager should be asking on a regular basis, and some of the questions that Eira Consulting can help you answer. We can work with you to identify and analyse all the costs associated with running your department, producing statistics for each of your payrolls to enable you to understand which payrolls are the most efficient, whether due to incoming data problems or internal processes. With real live data, we can compare results and identify how efficiencies can be made, bringing best practice across the teams.

Once you have decided to **procure a new payroll/HR system** you will have to consider the various options available. Is it a standalone payroll system? Integrated system with HR, or a full ERP system which is automatically interfaced with other departments such as Finance, Pensions, HR, CRM, Procurement, Asset Management etc.? Eira Consulting can provide the specialist expertise in supporting you right through the procurement process. We can support you in designing and documenting your requirements taking you through to evaluation, implementation and go-live. All this is possible due to our vast experience in both the supplier and customer environments.

Choosing a new payroll and/or HR system can be a very daunting prospect for most people and organisations. Software providers will highlight their best features and take great pride in showing you how good they are and how they use the most up to date and advanced technology. Eira Consulting will support you through the whole process of researching, finding and choosing an alternative supplier, what you should look for and how to end up with the successful go-live of your new payroll/HR system. As we are completely independent from any hardware or software vendors we'll give you completely unbiased advice throughout the full project life cycle.

The content of a **shared service centre** will vary from one organization to another. A shared service centre can provide the full service from routine administration in, for example, recruitment, payroll and training, right through to supplying specialist HR information and advice on HR policy and practice.

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Eira Consulting can support you in understanding and documenting the requirements of a shared service centre, and assist you in determining a clear case for creating value to the business. We will support you in clarifying and communicating the roles and responsibilities of the customers (for example the line-managers), especially if the shared service centre model will require them to act differently (which it is likely to, for example through the introduction of on-line self-service). Agree performance indicators to ensure the services are being delivered to plan by using for example, service level agreements and a performance management framework to measure the effectiveness of the service delivery.

In the current economic climate payroll and HR departments are faced with very difficult decisions as more and more businesses are reducing budgets and implementing other financial savings. Managers, especially those in non profit making departments such as payroll, HR and finance are faced with increasing difficulties in providing a service as cost effective and efficient as possible whilst maintaining full control of the service. The choice a company faces is whether to keep full administration and management of the operational payroll and HR service **in house**, or **outsource** all or part of the service. Eira Consulting can provide a full 'Delivery Model' based on your specific requirements which will ensure your requirements are documented from the start, for a smooth evaluation, implementation and go-live.

Payroll and HR Operational teams often work to processes that have been in place for many years. The same procedures are followed month after month only being reviewed when legislation changes force alterations in the procedures. This is typical for those teams that constantly work with strict time pressures. Quite often, **simple changes can have a big impact**. We can help you utilise the experience of all your staff, understanding where savings can be made in time and resources. We can assist you to allow your teams to focus on being proactive, reducing the number of errors and improving the efficiency of the whole team.

Nowadays more and more companies are going through mergers and acquisitions making the life of payroll and HR teams ever more complex. As new payrolls are brought on, staff TUPE'd in and out, the payroll department is left to deal with multiple pay frequencies, pay dates, deadlines and sometimes even multiple systems to manage. You may not have considered the benefits of bringing some, if not all of your pay frequencies into a single date, but it is worthwhile investing some time in understanding what the specific benefits will be to your organisation including any cost savings which in some cases could be considerable. Eira Consulting has vast experience in all aspects of **consolidating payrolls** and can support you through the whole payroll and HR process.

The difference between a company that is successful and one that struggles is often to do with the **employee development** programme that is in place. A company's chances of growth are often linked very closely with the level of commitment towards employee development. With its vast experience in people management and employee development, culminating in Eira Hammond winning the prestigious 'Manager of the Year' award from the IPP in November 2007, Eira Consulting can work with your management team, team leaders and staff to recognise staff with potential making the most of their strengths whilst developing the weaknesses of others, creating a robust thriving team.

Does your team provide good **customer service**? What does good customer service look like? Often it's about focusing on meeting customer expectations around what really matters. It's about giving the individuals in your team the responsibility and ownership of their own processes and about making sure that what they do is exactly what their customers want, regardless of which process they are currently performing. Eira Consulting will work with you to understand what your department looks like and what the level of expectation is from your customers.

Have you got a sound **business continuity plan** for payroll and HR? What would happen if there was a fire, explosion or a major flu pandemic, could you still produce your payroll? Eira Consulting will support you in developing a business continuity plan which will document the processes that need to be put in place in order for you to be fully prepared for every eventuality.

Go to www.eiraconsulting.co.uk for further information about these and other services available

'An investment in knowledge pays the best interest' – Benjamin Franklin