

Case Study: Payroll & Operations Process Improvement

Business Challenge

Our client was a rapidly growing High-Tech cloud storage company, and found themselves using an inefficient and outdated payroll system. They had been given the opportunity to influence a planned upgrade by their payroll provider to better accommodate their needs, streamline their processes and address their issues, however they had no process documentation or information to take advantage of this opportunity.

The key issues that faced our client were:

- Lack of process documentation for current processes in the company.
- Process pain points were not defined and hindering the productiveness of the team.
- To-be processes needed to be defined for the new payroll upgrade, and pain points addressed for ease of use.

Client & Engagement Quick Facts

- 3-month project for top ranked cloud storage company.
- Process improvement influence on new payroll system upgrade.
- Process analysis performed to streamline and provide redundancy.

Our Solution

Kenny & Company's team brought advanced process design expertise, and process improvement skills to this program in order to help the client document as-is processes, identify pain points, and draft sustainable to-be processes that are repeatable within the company. We used a systematic process approach in order to engage stakeholders across multiple departments, to understand the current process state, ultimately streamlining processes. Our team developed detailed process flow charts, process analysis, and step-by-step process documentation, which will also be used in training.

Business Benefits

This engagement was instrumental in preparing the client for their payroll system upgrade. The client now has sustainable process documentation in place, and pain points defined. With action plans in place to address the pain points, streamlined to-be process flows and documentation is now a valuable artifact which will provide ongoing repeatable processes for the client.

Engagement Summary

Global cloud storage company in need of assistance with process improvement, process mapping, and redesign for their Payroll and People Operations departments.

What We Delivered

- Standardized program and project management methods and processes.
- Project artifacts: Excel, PowerPoint, and Google Docs.
- Process Analysis
- Process improvement and process automation.
- Operational process flows and training materials.

How We Helped

- Developed process mapping swim-lanes for current as-is processes
- Documented process "pain points", with path to process streamlining and resolution
- Developed process redesign for to-be process state

About Kenny & Company

Kenny & Company provides Strategy, Operations and Technology consulting services to our established and emerging clients. We provide a collaborative, flexible, and hands-on approach to help our clients deliver solutions to complex business and technology problems. Our commitment is to make your business our business. Our team brings specialized expertise and knowledge to each client engagement and provides leadership to any project from strategy and planning through execution and implementation.

We guarantee our work – every engagement, every time. We put our professional fees at risk based entirely on our clients' satisfaction.