



A Finnish Multinational
Telecom Company **Simplified**
Its Payroll & Compliance
Across 7 Countries
With Mynd



The Client

Our client is a public listed, leading telecommunications company present in over 100 countries with a vision of shaping technology. While the payroll operations are streamlined across the world, the client was challenged at various levels in dealing with compliance in Africa, and managing different channels with multiple vendors. Mynd was a timely introduction to the client who was looking for a solution.

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The Challenge

The client's presence across various African countries with different laws and complicated tax structures was a burden on the payroll team that was managing tasks from India. Africa's tax structure including exemptions is dynamic, and the changes or improvisations that happen frequently require regular updation.

Regulatory requirements can change often, with little notice, and the penalties for non-compliance can be severe, even leading to cessation of operations if employees and taxes are not paid properly.

The main challenges were:

- Lack of local representation in countries.
- Lack of reliable sources to provide amendments in legislation.
- Lack of online access to information.
- Multiple vendors for multiple countries with fragmented data and inconsistency in reporting.
- Lack of transparency in functioning of vendors.



Country-specific challenges included:

- Grossing up of various benefit components with various exemptions and rebates was complicated. We considered various factors including company's philosophy and past practices that don't result in disparity.
- Annual leave pay reconciliation had to be done for the previous financial year to ensure the correct leaves were carried forward and tracked.
- Reporting requirements from the client's stakeholders were many. The pre & post payroll reports consisted of minute detailing with various components. Pay slip format was customized to meet client's format in every country besides adhering to local laws.
- Configuring the reports and delivering in the parallel run was more than challenging, and was a unique expectation of the client.

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The Mynd Solution

- Knowledge of African landscape with the help of local representatives in each country helped Mynd to navigate easily.
- Existing partner network supported in gathering multiple sources of information and validation.
- Single point of contact, multiple levels of validating and consolidating the seven countries output, regular belt and braces exercise in legislation updates were the key deliverables.
- Employee Self Service (ESS) portal was introduced to ease the accessibility for employees with ad hoc requests along with a help-desk that tracks the progress.
- Tactical project plan was implemented and periodical review was conducted until the countries went live. Regular updates to the relevant stakeholders kept them informed and confident on having chosen the right partner.
- Retro calculations were done for two parallel runs for each country.



Client Benefit

- Single point of contact in the same time zone with flexible resources.
- Reconciliation and audit of previous process helped in identification of errors that were curbed at an early stage, reducing the impact to very minimal level.
- Employee experience was enhanced through the online access of pay slips, and a robust help-desk platform resolved the queries within a quick turnaround time.
- Monthly dashboard ensured timely reporting and transparency in the process.

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Scope



Tech-Enabled Accounting & HR Solutions