

PAYROLLING CLIENT SUCCESS STORY - NRG ENERGY

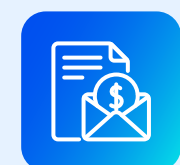
How Compunnel Empowered a Leading Utility Client Streamline Its Payroll Program

NRG Energy, a leading US-based integrated energy & utilities company with 4,400+ employees was struggling with payroll efficiency as its employee pool grew to support rapid enterprise growth. The client approached Compunnel for help in switching to a modern payroll system and achieving improved outcomes.



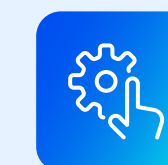


Challenges:



High-volume payroll

The client was struggling with processing on-time and accurate pay disbursements, at scale.



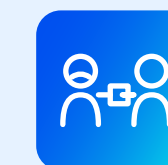
Inefficient Manual Processes

Manual efforts were causing delays, data inaccuracies, and poor employee experience.



Compliance Risks

Ensuring compliance with applicable federal, state, and local regulations across multiple locations.



Poor Employee Engagement

Lack of engagement strategy to optimally engage the workers across the payroll cycle.

Solution

Compunnel implemented its project implementation plan to eliminate redundancies and process the payroll on time.

Dedicated Account Management for Focused Customer Support

- Deployed a dedicated account manager with significant payroll service delivery and client industry experience to lead the program.
- Assigned dedicated POCs for all the specific functions such as HR, onboarding, payroll, benefits, tax administration, legal, employee engagement, etc.
- Our dedicated account management team gathered requirements and expectations from the client.
- The HR operations team contacted workers to collect updated details for paperwork.

Deployed Our Integrated Services Suite for Fast & Streamlined Processes

- The client generated SOW on the Fieldglass VMS for payroll instances which our team accepted to initiate the process.
- All the updated employee data was uploaded to our ATS, Staffline for progress tracking.

- The HR team registered all workers on our employee engagement app, StafflinePro and guided them in creating accounts for streamlined timesheets and onboarding.
- Leveraged ADP, one of the most widely used payroll software for benefits and payroll processing. The platform was synced with the Staffline suite for real-time data exchange.
- Leveraging the self-service features of our cloud-ready app, StafflinePro, employees submitted their timecards on the go which were verified and approved by the managers.
- Our accounts team received auto-notifications from StafflinePro once a timesheet was approved and initiated the payroll processing on ADP, ensuring on-time and accurate disbursements.

Ensured Optimal Employee Engagement with Regular Interactions

- Post-onboarding orientation by our employee engagement team to communicate time & attendance, payroll, benefits, and other policies and introduction to StafflinePro and ADP accounts.

- The benefits team reached out to workers through calls, emails, and automated messages for benefits enrollment. The team conducted webinars to share information about the benefits and clear employees' doubts and helped in enrolments on ADP.
- 7/15/30 day worker follow-ups to ensure an enhanced experience.
- Dedicated helpdesk and 24x7 message center support employees through StafflinePro.

Mitigated Risks with Expert Assistance for Compliance & Reporting

- Ensured multi-state compliance through expert monitoring of adherence to applicable regulations across multiple locations.
- A dedicated account manager conducted regular calls with client POC to share program progress and insights.
- Shared regular reports for payroll and timesheets along with monthly reviews and QBRs.

Technology Tool Suite Utilized for Integrated Payroll Program Management:

StafflinePro, Staffline ATS, SAP Fieldglass & ADP for Payrolling information

Key Results

Compunnel's integrated payroll management enabled the client to achieve the below results.

+130

workers on-boarded within initial 1-2 months

100%

compliant transition across multiple states

Zero

escalations during timely payroll disbursement

>98%

employee retention rate

Client Gains

01

Cost efficiency:

Achieved cost benefits by eliminating operational costs of employees.

02

Operational efficiency:

Improved operational efficiency with fast, smart tech-driven processes.

03

Compliance assurance:

Mitigated compliance risks with built-in checks and expert monitoring.

04

Enhanced employee engagement:

Timely direct deposits of salary and dedicated channels for support improved employee engagement.



About Compunnel, Inc.

Compunnel leverages a team of seasoned technologists to harness high-impact technologies and tools to tailor innovations that optimize businesses' customer experience, user experience, and internal and external processes. Developing innovations that empower organizations to realize the full potential of the cloud, data, decision intelligence, AI/ML, and more, we have impacted operations excellence of over 2.5 million users while delivering 1000+ modernized applications.

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