



# Easy Help Desk

Increase the efficiency  
of your HCM and Payroll  
Shared Service Centers

 spinifexIT



[www.SpinifexIT.com](http://www.SpinifexIT.com)

SpinifexIT believes that with the right technology and the right partner, you can accomplish your SAP SuccessFactors HXM and Payroll goals with confidence.

Whether you are just beginning your cloud HXM journey or you have already moved to the cloud, SpinifexIT's innovative solutions will help guide you by driving Payroll and HR operational efficiency and automation, improving payroll processes, improving operational and transactional reporting, increasing data accuracy and anonymization, minimizing compliance risks, and supporting both migrations and new SAP SuccessFactors implementation projects.

SpinifexIT's world class solutions are leveraged by many Fortune 500 companies worldwide and run on SAP's on-premise, hybrid, and cloud platforms. The solutions include Easy Migration, Easy Go Live, Easy Reporter, Easy Clone and Strato Documents.

SpinifexIT is a certified SAP Partner and its solutions are available at the SAP Store.

## introduction

Easy Help Desk delivers processes, documents, and reports that simplify both on-premise SAP Payroll and Employee Central Payroll shared service center activities, increase efficiency, and lower support costs.

By empowering the first tier of agents to answer more questions on their own, more skilled agents are free to work on more complex issues.



### Faster Issue Resolution

Easy Help Desk quickly identifies data changes and events like retroactivity that impact payroll results and makes issue resolution easier by highlighting explanations for the changes.



### Comprehensive Reports & Documents

Shared services staff can choose from a suite of pre-delivered reports and documents that can be easily run and e-mailed to employees to speed up the resolution of an HCM or Payroll query.



### Improved Business Processes

Easy Help Desk provides a real-time view into payroll results from one or more pay periods in a single dashboard inside SAP Payroll or Employee Central Payroll.

The result is an easy-to-use platform that provides a consistent way for teams to research and resolve issues.

## What happens when you use Easy Help Desk



Answer payroll & HCM questions in less time



Analyze payroll results from a single screen



Automatically identify causes of variances



E-mail documents to employees in seconds



Pre-delivered, time-saving reports



Supports many payroll country versions

Easy Help Desk fully supports both on-premise SAP Payroll and Employee Central Payroll. It radically simplifies shared service activities by allowing users to quickly research and resolve employee payroll queries from a single screen.

Easy Help Desk empowers the first tier of payroll support to answer more questions, allowing more skilled support personnel to spend time resolving your most difficult challenges.

## A Real-Life Case Study

In order to measure the effect Easy Help Desk has on its shared service center efficiency, a large global services provider performed a side-by-side study that tracked the time spent resolving the same 900 queries using both traditional methods and Easy Help Desk.

The results showed that the issues resolved using Easy Help Desk required 80% less involvement from level one support staff than the same issues resolved through traditional shared service center methods.



**9.2 RESOURCES**  
**Without Easy Help Desk**



**2.5 RESOURCES**  
**With Easy Help Desk**

# LET US BUILD YOUR IDEAL WORKFLOW

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SpinifexIT is committed to developing software solutions that make HR and payroll processes faster and more efficient. Our solutions continue to improve and evolve alongside our customers' requirements to ensure that we deliver only the best.

Visit our site or send us an email to learn more about Easy Help Desk and our other software solutions for HR and payroll.

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