

The Payroll
Manager's Guide to

GLOBAL PAYROLL



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The Payroll and HR Benchmark



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Introduction

KEY TRENDS FOR 2022 AND BEYOND

The rapid advancement of the cloud has changed how many businesses manage their day-to-day operations. Geographical borders no longer inhibit businesses, enabling more companies to expand - and seamlessly integrate - their operations across the globe.

The payroll department is just one key example. International organisations are increasingly choosing to manage their global payroll needs

from one central location, or entrust it to a single service provider.

As a payroll manager navigating today's highly competitive international business arena, it's critical that you stay on top of your game to make yourself invaluable to your organisation.

Here's what you need to know about global payroll to take your career to new heights.

Payroll data protection

Legislation, like the General Data Protection Regulation (GDPR), impacts how the payroll sector manages and processes personal information. While the GDPR has a strong focus on customer data, it also extends to the data businesses keep on their employees.

GDPR's mandate is to better protect the personal information of all EU citizens. This means that all multi-national companies that employ EU citizens, regardless of where they are based, as well as all companies with European business interests, are affected. For example, if you have an Italian employee working for your company out of your Lagos office, you have to ensure that their data is being managed in line with GDPR legislation – not just the local Nigerian legislation.

Complying with the GDPR can be a challenge. Payroll managers will need to take on more responsibilities. However, if you work with a payroll provider – ideally one that is already GDPR compliant you can share these responsibilities.

This extends to data security. Up until recently, the protection of employee information was the employer's responsibility. Now that data encryption has to be of a much higher standard and employee records have to be kept for longer and in greater detail, the payroll software provider is also responsible for keeping your data encrypted and secure.

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Evolution of the payroll administrator

As the payroll landscape changes, so too will the role of the payroll administrator. With greater access to information and automated administrative assistance, payroll professionals will no longer be expected to simply input data.

Implementing and running a multinational payroll is a complex job. Today's payroll administrators are now responsible for a global mandate in a highly competitive world. Going forward, they will be required to analyse information, identify trends and patterns and make recommendations for improvement.

This means that the payroll department must work closely with other departments and embrace digital innovation. If it tries to operate on its own, or shies away from new technologies, it will only fall behind.

As a payroll manager, you will need to step outside your comfort zone and develop the right skills, knowledge and attitude to collaborate more effectively – both within your department and externally. This will enable you to add more value to your business through strategic thinking and data-driven recommendations.



Team collaboration and employee self service

In 2022, global employee self-service systems will take a step up and mobile-friendly, visually appealing payroll systems will become the norm. Cloud technology will enable employees and managers to access payroll and HR data from anywhere at any time – as long as they have an internet connection.

Payroll services are also becoming more personal, allowing employees to set up their profile in the language they understand best. This will help

eradicate communication barriers for global businesses, ensuring that each employee can access their payroll and HR information with greater clarity.

Teams will also be able to work together seamlessly across multiple locations. With information increasingly available in real-time, colleagues can feel confident that they're always working from the latest data set.

Technology Eco-Systems

Payroll service providers will increasingly look at how they can make things easier for their customers. One way to meet the changing needs of global businesses, is for service providers to work together and offer clients a holistic service. In other words, integrate all business models into one system.

What this means is that an international company will be able to use a seamlessly integrated software package to run its business. Functions such as operations, sales, finance, HR and payroll will all be included in these consolidated technology eco systems.

What this means for the payroll manager?

As a payroll manager in the digital age, you need to be ready to embrace change and a global way of working. The payroll space is changing and evolving rapidly as the industry finds new ways to carry out tasks faster and more efficiently. Keep

your eye on these trends, be agile, curious and tech-savvy. That way you'll stay on top of your game and benefit from all that global payroll has to offer.



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