WORKFORCE PAYHUB
INSIGHT BEYOND PAYROLL

Beyond the Perfect Paycheck: Your Ultimate Payroll Playbook

Discover the benefits of building employee trust through intelligent payroll technology



Introduction

As a payroll leader, you understand the complex daily multitasking and juggling it takes for your payroll team to get the job done. They spend their days verifying time worked and pay rates. Calculating deductions, allowances, bonuses, and taxes. Entering data into databases, reconciling ledgers, and checking for compliance issues. Calculating, withholding, and submitting federal, state, and local taxes.

When the calculations are done, they distribute salaries and wages and are careful to maintain detailed records of all transactions for compliance, tax, and auditing purposes. And they do their best to address employees' payroll-related questions and help with new-hire onboarding when needed.

However, this workload doesn't give them much time to focus on more strategic business tasks.

Many organizations turn to intelligent HR and payroll technology to help streamline their payroll teams' heavy workload and meet growing business demands. But it's not just about boosting efficiency or even delivering the perfect paycheck. With the time you gain, your payroll team can focus on supporting your employees, from offering transparency into their pay data and assisting with financial wellness to developing benefits such as earned wage access. And when employees feel cared for, it improves retention, productivity, and profitability — and builds a high-trust, high-performance workplace.



Great Place To Work®

High-trust cultures see accelerated innovation and half the attrition rate of their competitors.[1]

Why does it matter?

Payroll has a bigger impact on the employer-employee relationship than any other business function. People expect to be paid accurately and on time, and when that doesn't happen, trust erodes, talent leaves, and legal trouble can follow.

For global payroll, the stakes are even higher, with cross-border compliance, currency changes, and varying pay cycles adding complexity and risk.

Reliable payroll builds morale, supports retention, and attracts top talent. So if your payroll platform isn't delivering consistently, it's time to review your processes and technology.

What can you do about it?

Flawless payroll is difficult with outdated systems and manual processes. Modern solutions with AI-led capabilities save time, cut costs, improve compliance, and keep employees engaged. AI flags anomalies before payroll is finalized, suggests fixes, and forecasts compliance risks so teams can act quickly and confidently.
With advanced technology and global capabilities, payroll becomes faster, more accurate, and more predictable. Issues are resolved quickly, employees can access their pay information anytime, and your payroll team can manage multi-country requirements in one place.
The result is happier employees and stronger business performance.



You can't have engaged employees if they don't feel trusted. The key to a person feeling trusted is that they are treated with respect, they feel their leaders are credible, and they're treated fairly.

That's what our research has shown us.
Michael C. Bush
CEO, Great Place To Work®

78% of of Americans would experience financial difficulty if their paychecks were delayed by one week.[2]

Top payroll pain points and how they affect your business

Payroll keeps your business running and your people paid, but it's not always easy — and it's only getting more complex. Without the right tools, what should be a smooth process can turn into a tangle of tasks, deadlines, and potential mistakes. Here are some of the biggest challenges your payroll team likely deals with every day:

- Managing workload to meet payroll deadlines: Collecting timesheets, updating employee info, and calculating taxes can pile up fast. When the workload gets heavy, it's harder to pay people accurately and on time, which can hurt trust and morale.
- Navigating compliance issues: Tax laws and regulations constantly change. Even a small mistake can lead to fines most businesses can't afford.
- Tracking time and absence: Keeping track of hours worked and time off isn't always easy, especially with hourly staff or flexible schedules. Manual tracking leaves plenty of room for errors.
- Managing incompatible software: When HR, payroll, time, and finance systems don't talk to each other, it's easy for data to get out of sync and mistakes to slip through.
- Handling global payroll complexities: Paying employees across different countries means dealing with different currencies, tax rules, and reporting requirements. Without one system that manages it all automatically, things can quickly become overwhelming and increase the risk of costly errors.

How can you stop the pain? Smart payroll technology can turn your payroll pain points into payroll success stories.

Responses to an EY survey revealed payroll's top challenges are inaccurate data, regulatory changes, and limited budget.[3]



In a survey by Forrester, nearly all payroll leaders (97%) agreed that consolidating all of global payroll into a single solution would be valuable or extremely valuable.[4]

Why new payroll technology, and why now?

Payroll was once seen as a back-office task focused solely on issuing paychecks. But the face of payroll has changed. With remote work, on-demand pay, global teams, and growing data privacy concerns, older systems or manual methods simply can't keep up.

Modern HR and payroll technology is built for this new world, bringing smarter tools, automation, and flexibility that make life easier for your payroll team and better for your employees. Here are the key factors reshaping payroll today:

Only 12% of organizations worldwide have developed and implemented a pay transparency strategy.[6]

- Adopting modern, integrated platforms: All-in-one HR and payroll platforms use AI-guided tools to streamline processes, keep data in sync, and reduce errors.
- Paying a distributed workforce with ease: Today's tools handle multiple currencies, tax rules, and compliance for employees across countries and remote locations all in one system.
- Mitigating risk with compliance and security: A smart solution automatically stays current with changing regulations and protects sensitive data from growing cyber threats.
- Enhancing employee experience: Flexible pay options, clear communication, and insights from payroll data support financial wellbeing, transparency, and employee trust.



78% percent of hourly workers surveyed feel that on-demand pay would improve their finances.[5]

The business value of a smart payroll solution

Investing in an intelligent payroll solution does more than just process paychecks; it can transform the way your business runs. You'll see faster, more accurate payroll, easier compliance, and richer reporting that helps leaders make smarter decisions. And when payroll runs smoothly, it can lift employee morale and engagement, too.

Today's HR and payroll technology also delivers real cost savings. Faster processing can cut overtime expenses, while the time saved from eliminating manual tasks can be redirected toward higher-value work. That might mean launching direct deposit or pay card programs, enhancing training, or tracking payroll performance in new ways. Every hour gained is an opportunity to improve the employee experience, strengthen operations, and drive the business forward.



Respondents to a Forrester survey said that moving away from overly complex systems to just one solution leads to process improvements (88%) and lower payroll administrative costs (85%).[7]

Technology improvement	Benefit
Streamlined, automated processes (including AI-guided tools)	Boost productivity, ensure consistency, and make every step fully auditable.
Mobile/self-service	Give employees the tools to view pay, update details, and make changes anytime while reducing manual work for payroll teams.
Powerful reporting	Turn payroll data into real-time insights to help improve efficiency and accuracy and help leaders make more informed and timely decisions.
Synchronized compliance updates	Minimize compliance risk, potential wage-and-hour lawsuits, penalties, and fines while freeing payroll to focus on strategic work.
Global payroll support	Confidently pay employees anywhere in the world, manage multiple currencies and tax rules, and stay compliant at every level.

Reimagined payroll in action: Key moments for personas

HR and payroll leader
The HR and payroll leader juggles the strategic needs of human resources with the operational demands of payroll. They bridge the human element and the financial backbone of an organization by ensuring smooth coordination between HR initiatives and financial processes.

Meet Julia
Julia is director of HR and payroll at a large, global organization, leading a team of 12 payroll professionals. Her role involves developing and implementing HR and payroll policies, setting up and maintaining efficient payroll systems, and auditing payroll transactions for accuracy.

Her responsibilities range from creating policies and maintaining payroll systems to auditing transactions for accuracy and staying ahead of compliance requirements in every country where the organization operates. She collaborates closely with finance and HR leaders to deliver reports and forecasts that help steer the business. With so much on her plate, Julia is always looking for looking for ways to improve and streamline processes while maintaining a positive work environment for her team and finding creative solutions to HR and payroll challenges.

With the outdated payroll system
Too much of Julia's time is spent managing manual data entry and correcting errors— work that slows her team down and pulls her away from bigger priorities. The system can't keep pace with constant changes in tax laws and labor regulations across different regions, so she needs to be sure the payroll team is diligent about protecting the organization from risk of noncompliance and its associated penalties.

With an intelligent payroll system
Julia's new payroll platform automates compliance updates for every location her organization operates in, from local tax rules to global labor requirements. Real-time analytics and AI-guided insights flag potential errors before they happen and highlight trends that could inform strategic decisions. Julia can instantly pull global payroll reports, compare performance across regions, and pinpoint opportunities for improvement. Freed from manual processes, she and her team can focus on advancing business goals, enhancing the employee experience, and driving smarter decisions across the organization.



Our payroll solutions provide HR and payroll leaders with a holistic view of payroll to help them make data-driven decisions.

Reimagined payroll in action: Key moments for personas

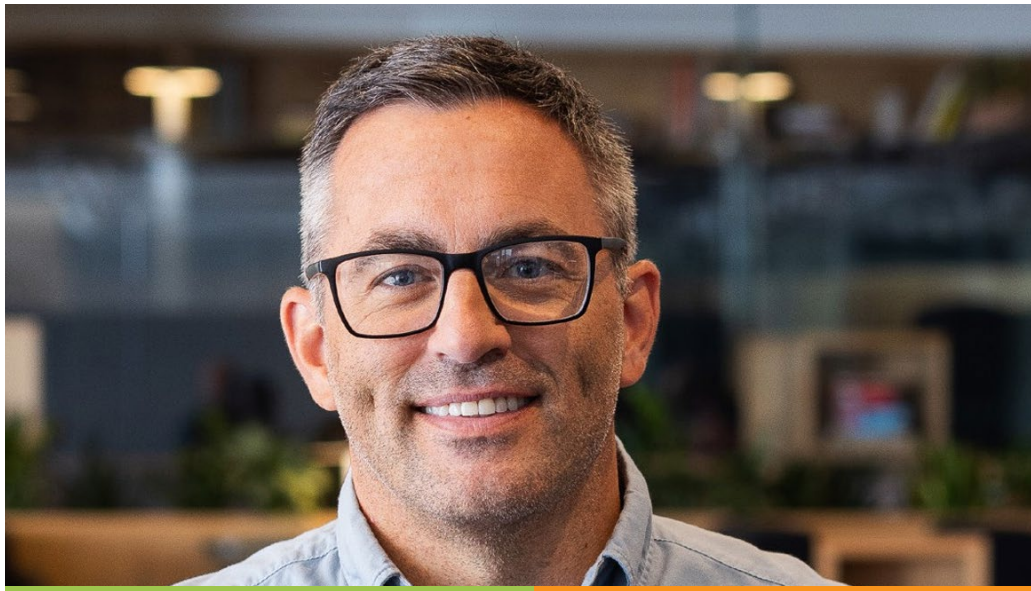
Payroll manager
The payroll manager is the guardian of financial accuracy. They keep the wheels of employee compensation turning smoothly by ensuring payroll accuracy, efficiency, and compliance.

Meet Eric
Eric leads a team of six at a midsize company, making sure payroll runs like clockwork. He's a natural communicator — explaining policies clearly, answering questions from across the business, and working closely with HR to keep payroll smooth and reliable.

He manages a heavy workload, juggling tasks and deadlines so pay is always on time. His sharp attention to detail ensures every calculation, deduction, and tax withholding is correct. Eric also keeps a constant eye on changing labor laws and tax rules, not just locally but in every region where the company has employees, so compliance stays on track.

With the outdated payroll system
Eric's team spends too much time on slow, manual data entry that's prone to mistakes and drains energy. Tracking compliance updates across multiple jurisdictions is time-consuming and stressful, and the system's lack of automation and poor integration with other tools means long hours and extra work — time and energy that could be better spent on more strategic goals or promoting better work-life balance for his team.

With an intelligent payroll system
Eric's new payroll solution processes pay quickly, integrates seamlessly with HR, time, and finance systems, and keeps compliance current across all regions automatically. AI-guided proactive alerts catch potential timesheet or payroll errors early, allowing his team to fix them before payroll is run. That accuracy and speed build employee trust, and the time saved means Eric's team can focus on improving processes, supporting the business, and enjoying a healthier workload.



With smart payroll solutions, payroll managers have end-to-end visibility into all areas of payroll through an intuitive interface that allows them to process payroll continuously and offers instant access to reports and analytics in real time.

Reimagined payroll in action: Key moments for personas

Every employee of a company gets paid, which means that every employee is affected by the payroll team and the organization's payroll process.

Meet Connie
Connie graduated from college three years ago and is finishing her first year in a company with fewer than 500 employees. She has to be very careful about how she spends her money, as she must do a lot with what feels like not quite enough.

There was an error in Connie's paycheck a few months back that made her question whether she should find a new employer. She was paid less than she earned, and it took the company more than two weeks to correct the problem and issue an adjustment. Because Connie's finances are precarious, she worries about this happening again.

With the outdated payroll system
Connie feels frustrated that she has limited visibility into her payroll. When there's a problem, she has no option but to call the payroll department and then take the slow, manual steps necessary to fix the issue. Plus, there are no self-service options available to her for viewing historical data, updating tax information, or requesting time off, even though she knows they exist because many of her friends work at companies that offer this option.

With an intelligent payroll system
Now, with 24/7 access to payroll information from any device, Connie feels empowered and more engaged with both the payroll process and her organization. She no longer feels like she's in the dark. She values the transparency that allows her to view paystubs and benefits information, make changes to her personal information, receive emails and notifications, and request time off with just a few clicks.



Our payroll solutions let employees access their most current pay information from anywhere on any device.

How to choose a modern payroll solution

Upgrading your payroll technology isn't just about getting something new; it's about finding a system that can keep pace with your business as it grows, works across borders, and uses AI to make life easier for your team. Whether you've outgrown your current system, need advanced features, or want better integration with your other tools, here's how to find the right fit.

Start with what you have and where your business is going
Take stock of your current technology, budget, company size, and payroll complexity. Are you processing in-house or with a third party? If it's outsourced, could an in-house solution be faster, more accurate, and more cost-effective?

Think ahead, too. Do you need AI-driven compliance updates for every state or country you operate in? Automatic time tracking and tax filing? Predictive analytics that spot issues before they occur? How important is it to offer employees self-service tools such as mobile access, pay history, or on-demand pay, and will you lag behind other organizations if you don't offer these?

Compare your options
Look for systems that match your budget and meet your compliance needs. Review their features, ease of use, integration with your existing systems, data security, tax management and reporting capabilities, and level of customer support offered. Check real customer reviews on trusted sites such as TrustRadius. Make sure the platform can handle changing laws and regulations across multiple regions if needed, protect sensitive payroll data, and scale as your business and workforce grow.

Test drive the finalists
Ask vendors for live demos so you can see the system in action. Use this time to evaluate not just the features, but the support you'll get after you buy. You'll want a partner who can help you maximize AI tools, adapt to global payroll complexities, and keep everything running smoothly. This support relationship will be essential as you move forward.





Conclusion

The right payroll technology does more than process paychecks. It connects payroll and timekeeping in a single, secure, global-ready platform. With AI-guided automation, your team gains real-time insights, simplified compliance everywhere you do business, and faster, more accurate payroll processing from start to finish.

Payroll this seamless frees your people from repetitive administrative work so they can focus on driving strategy and improving the employee experience. It also builds trust; employees know they'll be paid correctly, on time, and in line with local regulations, no matter where they work.

Payroll is no longer just a back-office task. It's a cornerstone of your people strategy and a driver of business success. Choose a solution that's flexible, scalable, and AI-enabled, and you'll transform payroll from a tactical function into a strategic advantage.

Deliver people-first pay that's perfect every time, no matter where you do business.

Appendix

Payroll evaluation worksheet

Where will payroll software benefit our team the most?

Efficiency
How much time is our payroll team spending on manual data entry? Could AI-powered automation take over these repetitive tasks and free up time for strategic work?

Do our payroll professionals have enough time to focus on strategic activities such as improving processes and supporting employees?

Retention and wellbeing
Can our current payroll data – including overtime trends and workload patterns – help us predict burnout risks early and act to prevent them?

Are employees always paid accurately and on time, regardless of location or local regulations? If not, what's the root cause and how can we fix it?

Employee engagement and trust
Do employees have mobile, self-service access to payroll tools so they can check pay, update details, and request changes anytime?

Do we currently offer earned wage access to improve employees' financial well-being?

Can employees view pay transparency data if they choose, helping to build trust and confidence?

Compliance
Does our current payroll system automatically update compliance rules for every country, state, and locality where we operate?

Can we accurately track hours for all employees, including flexible schedules and leave, without manual calculations that could have errors?

How do we ensure compliance for a global workforce, especially with employees in different jurisdictions?

Data integration
Does our current payroll software integrate seamlessly with HR, time, finance, and other systems to ensure accuracy and efficiency across all functions?

Payroll analytics
Is our payroll data siloed, or can we analyze it alongside other business data for deeper insights?

Is our system currently equipped to use AI to quickly analyze large volumes of payroll data, spot patterns, and provide recommendations for improvements?

Appendix

Technology evaluation worksheet

Use this worksheet to ensure that your short list of vendor payroll software solutions enables you to address the following critical focus areas.

Payroll focus area	Vendor 1	Vendor 2	Vendor 3
Efficiency • Automate and streamline payroll tasks to shorten processing time and improve accuracy. • Use centralized dashboards and AI-powered insights for continuous improvement. • Keep workflows and checklists in one place to stay in sync, reduce errors, and cut admin time.			
Employee engagement and wellbeing • Provide mobile and self-service tools that improve payroll efficiency and engage employees. • Offer features that support financial wellbeing, such as earned wage access and pay transparency. • Ensure global accessibility for all employees.			
Compliance • Automatically update rules for federal, state, local, and international regulations. • Give payroll teams instant access to compliance data when needed. • Automatically file and pay taxes accurately based on employees' locations.			
Data integration • Integrate payroll with HR, time, and other systems for accuracy, efficiency, and complete visibility			

References

Technology evaluation worksheet
Use this worksheet to ensure that your short list of vendor payroll software solutions enables you to address the following critical focus areas.

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