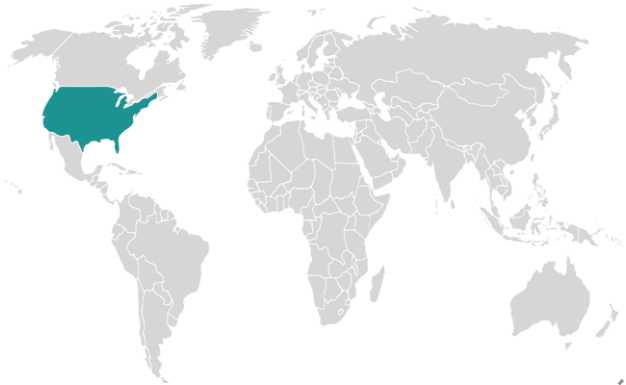netscribes
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Case Study

How AI and automation improved payroll accuracy to 99.9% for a fast-scaling e-commerce firm

Client:
Fast-scaling US-based e-commerce company with 2,000+ employees

Primary goal:
Streamline compensation and payroll operations while improving accuracy and maintaining pay equity

Key services:
- Payroll automation
- AI-powered compensation benchmarking
- Compliance reporting
- GenAI-enabled insights

Problem

The client struggled with payroll and compensation management due to operational complexity and limited benchmarking:

Multi-state complexity:
Diverse compensation structures across regions increased payroll processing challenges

Manual processing:
Payroll tasks were time-intensive, error-prone, and exposed the business to compliance risks

Outdated benchmarks:
Limited access to real-time market data made it difficult to maintain competitive, equitable compensation

Solution

We implemented a fully automated payroll and compensation benchmarking system integrated with AI and GenAI capabilities:

Automation:
Deployed an end-to-end payroll automation system covering salary calculations, tax deductions, direct deposits, and compliance reporting.

Data engineering:
Integrated internal HRIS data with external compensation survey sources to create a unified and automated data pipeline.

Data analytics:
AI analyzed compensation trends by role, skill, and location. Dashboards enabled real-time comparison between internal pay and market benchmarks.

AI & GenAI:
AI detected pay inequities across gender and ethnicity. GenAI tools were piloted to generate manager-facing compensation reports with actionable insights.

Impact

The solution delivered clear and measurable impact across payroll operations:

Payroll accuracy:
Achieved 99.9% accuracy, significantly reducing errors.

Efficiency:
Reduced processing time by 70%, freeing up HR resources.

Cost savings:
Achieved a 15% reduction in payroll processing costs.

Employee satisfaction:
Boosted trust and morale by ensuring accurate, transparent, and timely compensation.

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Start streamlining your HR operations with Netscribes

Contact us today to automate payroll and unlock smarter compensation strategies using AI and GenAI.

Talk to an expert