



Improved Payroll & Leave Management Processes

How BIPO Helped a Global Beauty & Lifestyle eCommerce Company

EXECUTIVE SUMMARY

Singapore has built its reputation as one of the leading eCommerce hubs of the world. With an excellent digital infrastructure and tax-friendly government regulations, Singapore's eCommerce market is now worth SG\$4.9 billion and expected to grow at a compound annual growth rate of 8.35% to 2021.

Our client is the regional leading omnichannel partner, specializing in the distribution of luxury beauty and lifestyle brands. With rapid growth and expansion, their global footprint extends across 15 markets with more than 2,200 employees.

GLOBAL FOOTPRINT

1. China
2. Hong Kong
3. Indonesia
4. Malaysia
5. Philippines
6. Singapore
7. Thailand
8. Taiwan
9. Vietnam



9

Offices

15

Markets

2.2K+

Employees

CASE STUDY

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CHALLENGES FACED

Our client, a leading omnichannel partner for luxury beauty and lifestyle brands has a presence in nine countries. One of the major HR challenges faced is the absence of a harmonised payroll and leave platform, resulting in different payroll processing standards.

INACCURACIES & SECURITY ISSUES

Updating and processing payroll and leave using Excel was increasingly inefficient and tedious. Additionally, some countries were outsourcing their payroll services with only basic payroll functions subscribed. With payslips emailed to employees, they were unable to view these online, often compromising the security in payslip dissemination.

LEAVE PROCESSES

Six out of nine countries relied on hardcopy leave forms for their leave application due to the absence of an e-Leave platform. Additional licenses were also required for cross-country approvals (e.g. HK Staff with reporting managers in China).



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CHALLENGES FACED

LACK OF SHARED SERVICE CENTRE

Payroll services were largely outsourced to various vendors or manually entered across several countries – resulting in a lack of a central body for vendor management, and **heightened costs**.

LACK OF INTEGRATION

Leave applications were previously filed using hardcopy forms, then entered into the scheduling system, duplicating work, and efforts.

Our client required an intuitive e-Leave system that could automatically sync with their existing scheduling system allowing greater flexibility, with only one interface to manage instead of multiple ones.



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SOLUTIONS & RESULTS

Here are the three core objectives / requirements raised by our client:

Shared
Service Centre

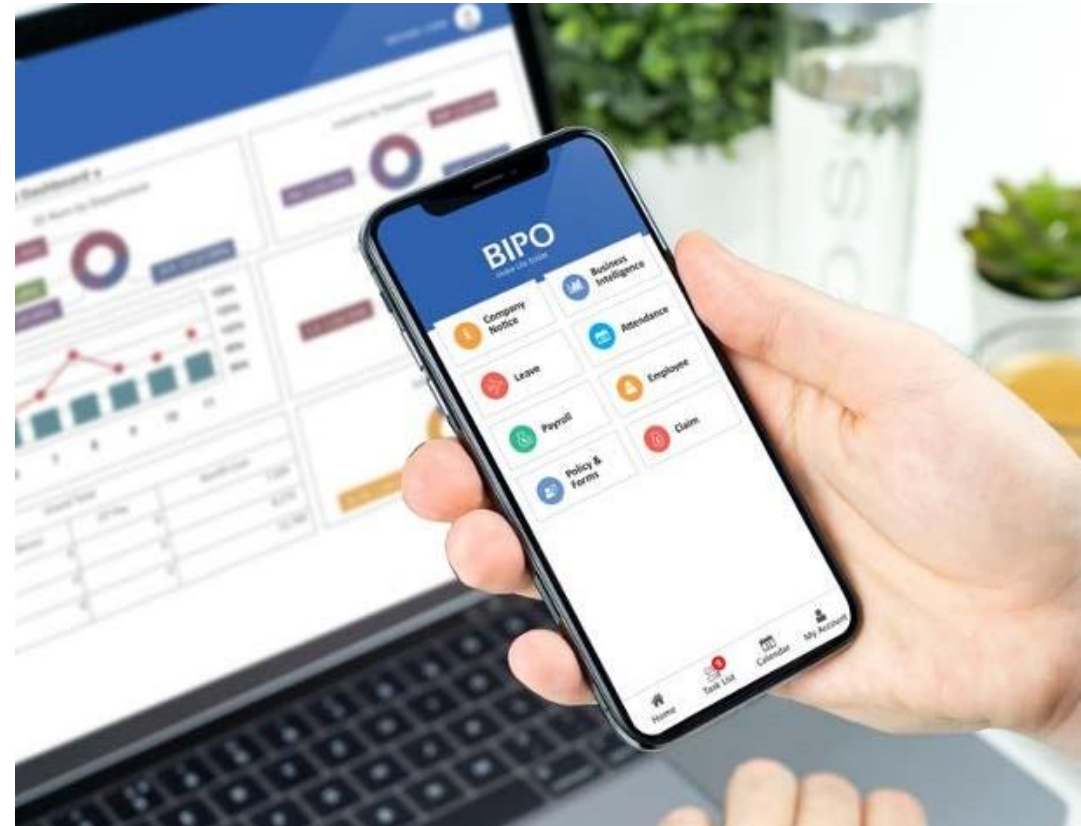
eLeave
System

Improved
HR processes

BIPO was able to address all three pain points relatively quickly by providing the following solutions:

1. PAYROLL SYSTEM + HRMS

- Reduced time spent on transactional HR processes such as payroll processing and did away with outsourcing payroll services.
- This enabled the organisation to save costs and effectively conduct monthly payroll calculations, disseminating payslips safely and securely.



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SOLUTIONS & RESULTS

2. LEAVE MANAGEMENT

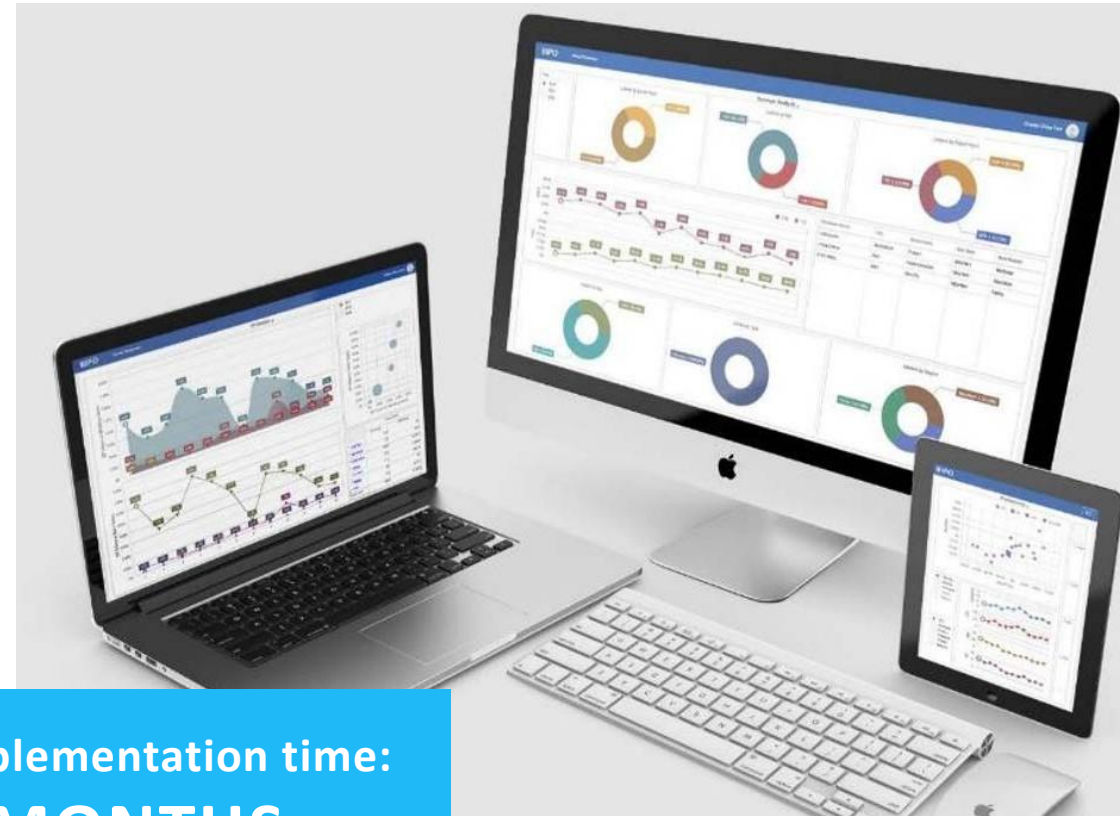
- By engaging BIPO's e-Leave system, employees are now able to apply for leave seamlessly on the system instead of submitting hardcopy leave application forms. This allowed for easy approval and tracking of employees.

3. INTEGRATION OF SYSTEMS

- With BIPO's leave system integration with our client's existing scheduling systems, they need not need to manually update the latter and can manage just one interface efficiently.

3. COUNTRIES

- China
- Indonesia
- Hong Kong
- Philippines
- Singapore
- Taiwan
- Thailand
- Vietnam



Implementation time:
8 MONTHS

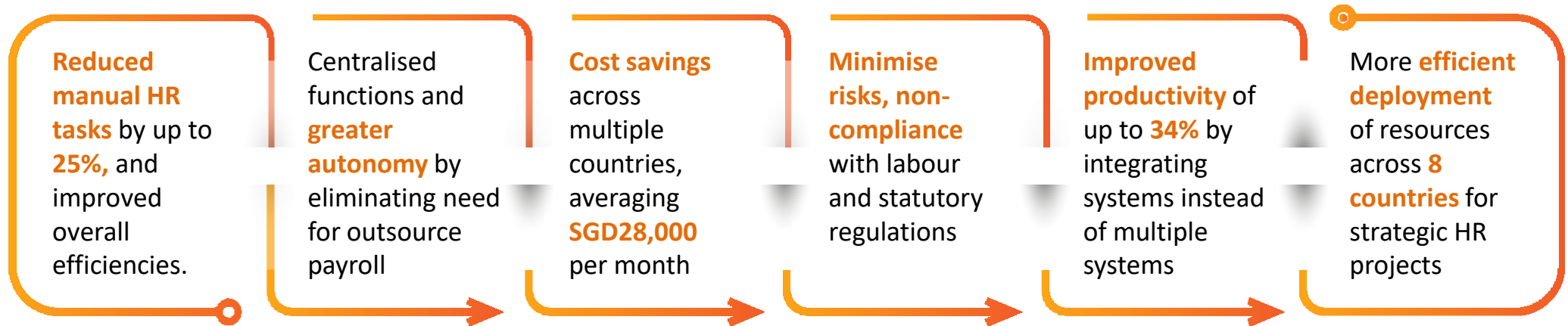
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BENEFITS OF BIPO'S HRMS PLATFORM

Within a month of implementation, several key benefits were visible, enabling our client to scale-up their HR operations efficiently :





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CONCLUSION

The benefits of BIPO's integrated HRMS platform leads to improved HR functions, and the ability for HR teams to take on more strategic HR responsibilities, including efficiencies using a centralised HR system with on-demand reporting. Additional benefits include :

-  Legal and statutory compliance across multiple countries
-  Global standards, delivered with In-country local expertise
-  Empowers teams to manage multiple locations, improving efficiencies
-  Better allocation of resources
-  Enables HR teams to focus on activities that foster a strong culture among new employees
-  Expertise aligned with the needs of Workforce 4.0



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ABOUT US

OUR SOLUTIONS

HR Management System (HRMS)

- Personnel
- Payroll
- Leave Management
- Attendance
- Claims
- Training & Appraisal
- BIPO Mobile App

AWARDS

HRM Asia Readers' Choice Awards 2021

- Best HR Tech – HRIS *Gold
- Best HR Tech – Time & Attendance *Gold

HR Vendors of the Year 2021

- Best Consultancy of the Year *Grand Prize
- Best Payroll Software *Gold
- Best HRMS – Enterprise *Gold
- Best HRMS – SMB *Gold
- Best EOR Service Provider *Gold

HR Magazine Awards 2021 & 2020

- Best HR Vendor (HRIS) *Gold

PAYROLL SERVICES

In-depth knowledge of the relevant labour and tax laws across multiple countries to manage your global payroll needs - accuracy, security and compliance guaranteed.

PROFESSIONAL EMPLOYER ORGANISATION

Offers flexibility, and cost-effective solutions to grow your business overseas from hiring, payroll administration and pension fund contributions to maintaining employee records.

HR CONSULTANCY

Our multi-disciplinary HR services to support the success of any organisation, from compliance, compensation to workplace practices.

[Download BIPO TIMES](#)

Our monthly newsletter keeps you informed of the latest employment laws and HR trends around the region.

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About BIPO

We are a specialised hybrid HR solutions provider, bringing the best of both worlds – a cloud-based HR technology platform and a comprehensive suite of outsourced HR, payroll, and Professional Employer Organisation (PEO) services to manage your global workforce.

Trusted by over 2,800 clients, our global infrastructure in more than 100 countries and regions helps businesses expand compliantly across the globe.

At BIPO, our passion for technology and innovation empowers businesses to shape the Future of HR, ensuring increased efficiency and convenience.

Contact Us

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