



CLIENT SUCCESS STORY

Seamless payroll solutions for CCS: Ensuring accuracy and efficiency



How CGI delivered a managed payroll service for Crown Commercial Service to drive operational efficiency and empower its employees with easy access to enhanced information.

Driving efficiency in public procurement

Crown Commercial Service (CCS) is the UK's largest public procurement organisation and operates as an executive agency of the Cabinet Office. By sharing its procurement expertise, CCS plays a critical role in helping public services to maximise their resources and ensure best-value contracts. Whether purchasing energy or emergency vehicles, CCS enables organisations to stay compliant with procurement regulations, achieve savings and support social value targets.

Supporting a comprehensive payroll service for over 20 years

As a government department with a mandate to support easy and effective procurement, it was vital CCS found a payroll service that could handle its specific requirements and intricacies, while aligning with standards such as G-Cloud 14.

In addition to these prerequisites, top priorities included: the security of sensitive payroll data and securing a solution that represented optimum value for money.

Fulfilling these complex requirements, CGI has been a trusted partner to CCS for over two decades. Our secure, fully managed payroll service via our ePayfact platform integrates seamlessly with CCS's Workday HR system, enabling streamlined data transfers for starters, leavers, pay changes, absences, timesheets and expenses.



**Crown
Commercial
Service**

Along with adhering to legislative requirements, the department needed a service capable of handling its Civil Service payroll needs, including automating the calculation of absence schemes entitlements and pay.

As part of our service, we securely and promptly transfer payroll and pension data to the scheme provider via the Compendia interface. This reliable and robust interface ensures legislative compliance and accurate data reporting. We also perform data validation checks and promptly address any validation failures to maintain data integrity, ultimately enhancing the efficiency and accuracy of pension administration.

The iPayview portal is another important feature, empowering employees to have more control over their financial information by delivering instant access to payslips via a CCS-branded online platform and mobile app.

And, as a G-Cloud customer, CCS also benefits from cost-sharing through a consortium, allowing for more efficient handling of common changes or enhancements.

A trusted and collaborative partnership

With these systems in place and through close collaboration with our dedicated UK-based payroll team, CCS has significantly improved the efficiency of its payroll operations. Direct access to a nominated consultant, team lead and UK-based service desk means CCS is confident that its payroll processes and employee data are securely and efficiently managed.

Consistently achieving 99.97% net pay accuracy, our partnership with CCS is a long-standing success. Our collaborative effort has enabled CCS to focus on its core mission, confident in the knowledge that its payroll and data are in safe hands.

Key benefits



Dedicated payroll team and account management



Fully automated civil service absence calculations



Seamless integration with Workday HR system



Consistently high net pay accuracy



Secure, branded iPayview portal for instant access to pay documents



Experts in civil service pension calculations and data transfer to scheme provider

Ensuring a reliable and efficient payroll system for Crown Commercial Service

“CGI offers a truly bespoke level of service. We’ve been extremely satisfied with the quality of their work; they’re always accommodating and committed to meeting every deadline. Their availability is consistently strong, and overall, we couldn’t be happier with the service they provide.”

Crown Commercial Service.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

Visit [our webpage](#)

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