

HR and Payroll BPS



Blending human operations with intelligent automation to deliver a superior employee experience

Ensuring the workplace experience reflects an organization's brand and values is a top priority for many enterprises. As a result, next-generation HR and payroll outsourcing services must go beyond cost reduction and take a strategic view to drive efficiencies and business outcomes through HR and payroll transformation.

At CGI, our business process services (BPS) transform HR and payroll operations for both governments and businesses to achieve greater performance, value and growth. We enable streamlined, employee-focused HR and payroll processes that reduce transactional overhead. Using automation, artificial intelligence and other technologies, blended with human delivery, we create digital, real-time employee experiences that positively impact your business outcomes.

Our portfolio of services includes employee life cycle management, recruitment, learning administration, benefits management, HR analytics, time and attendance, and payroll processing. We can outsource your entire HR landscape or provide point solutions to meet your specific needs.

We deliver smart HR and payroll operations using best-in-class technology, including enterprise software, robotic process automation, intelligent automation, machine learning, and data analytics. You benefit from flexible, scalable and resilient services and operational expertise delivered through onshore, nearshore and/or offshore delivery models.

Key features

Our HR and Payroll BPS delivers the following features:

- Deep domain and industry expertise underpinning our technology and operational delivery
- Catalog of advanced automation accelerators to drive rapid transformational deployment
- The right blend of automated processing, human / machine delivery and self-service to reduce transactional burden and create an on-demand, real-time employee experience available 24/7
- Business intelligence, advanced analytics and data insights to inform decisions; for example, in terms of talent management, employee engagement, succession planning, and health and wellness



CGI HR and Payroll BPS advantages:

- Leadership staff with a combined 75+ years of experience
- 40+ year track record of achieving on-time, on-budget project delivery
- Onshore, nearshore and offshore global delivery centers
- BPS delivery in 39 languages

- Highly skilled and client-dedicated agents and management, including compliance and quality experts, who work in alignment with your brand values and culture
- Global centers of excellence that tap into local talent from nearby colleges and universities to achieve exceptional staffing results

Key benefits

In managing smart operations for our clients, we deliver the following benefits:

- Elimination of staffing burdens while achieving measurable service improvements
- Access to the skills and knowledge needed to drive an HR transformation journey
- Better decision making through data analytics to reveal patterns of workplace behavior
- Close alignment of your internal employee experience with your organization's external branding and culture
- Legal and regulatory compliance as an integral part of our service offering
- More efficient, resilient operating models through our blend of onshore, nearshore and offshore delivery capabilities

Case in point

Delivering a robust payroll system for Royal Botanical Gardens Edinburgh

CGI delivered a fully managed payroll system for Royal Botanical Garden Edinburgh (RBGE) that provides comprehensive services, including automatic handling of absence management, seamless onboarding and off-boarding, process analysis, data management, recruitment, and real-time reporting. RBGE employees receive not only electronic payslips, but also can access their own password-secured payroll information to claim benefits, manage pensions, or apply for mortgages.

The payroll system provides the highest standards of security, along with a full disaster recovery capability. In addition, CGI's payroll knowledge and expertise helps RBGE remain current with ever-changing legislation.

About CGI

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.

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