

How Surrey County Council payroll slashed the time and cost of support pack testing



Surrey County Council is a public sector organization responsible for providing a range of services to over a million residents in the fifth-largest county council in the United Kingdom.

Surrey County Council relies on SAP to run back-office operations such as finance, HR, and Payroll. Payroll support packs supplied by SAP are implemented at the Council twice per year. With over 50,000 employees and over 100 different wage types, data easily ran into hundreds of thousands of records. Analyzing this amount of data manually was not possible within the tight time frames required and with the resources available.

“In the past, we had people manually trawling through the data, trying to identify any differences. Not only is this method time consuming but it is also prone to error. Business as usual was often neglected. Basically, it was a huge pain for us! We needed an automated approach. LiveCompare was the answer,” explained Tahiana Jefferies.

With LiveCompare, teams no longer have to manually dig through before-and-after data sets to detect errors. They simply run LiveCompare before and after applying the support pack. LiveCompare automatically compares the two sets of data, using smart filters to identify differences between the data sets and highlight them for correction by the team.

“We are incredibly satisfied with the support we have received and continue to use LiveCompare for testing our payroll data. Gaining this level of accuracy has ensured everyone takes home the right pay at the end of the month!”
- Tahiana Jefferies, Project Manager at Surrey County

83%

Reduction in Testing Time

50k

Employees

1m

Residents Served