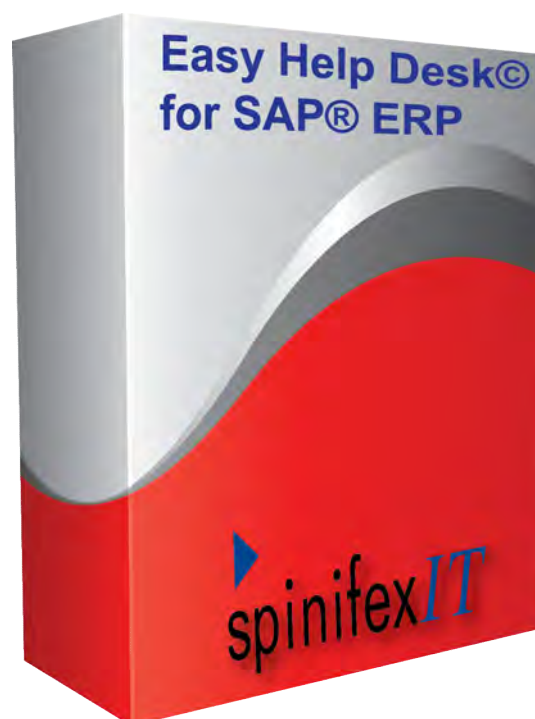


# Easy Help Desk

Technical Document

Version 9  
February 2011  
US



  
**spinifex***IT*

*Makes HR/Payroll faster & easier*

# Easy Help Desk\*



## Technical Information

(V9 Feb. 11-AUS)

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\* SpinifexIT Easy Help Desk was formerly known as SpinifexIT Payslip Analyzer

## Summary

The Easy Help Desk is designed for payroll teams, help desks, and support centers. It decreases resolution time and lowers the level of technical expertise required to solve payroll help desk queries. The system enables users to email a report to the employee in real time whilst they are handling the query. This dramatically reduces frustration for both the users and employees as it allows the query to be received immediately and studied carefully in the employee's own time. Help Desk operators require only 3 hours of training to be fully operational so this enables all levels of payroll staff to quickly and easily investigate and resolve employee payroll questions without the need for the detailed SAP Payroll training which is usually required. Dramatic improvements in turnaround time, number of queries solved at first contact, employee and user satisfaction are traditionally experienced by users immediately. The product can be installed and the staff trained in one day.

## Background

This tool was designed because of difficulty in resolving pay queries in a fast and easy manner on the first contact. The demand for having staff with higher levels of technical knowledge combined with the expense of having multiple contacts to solve many standard queries drove SpinifexIT to create a faster easier way to provide the information their customers needed to resolve employee questions about their paycheck. If your Payroll and Support Center staff lack accurate and timely information to answer employee or management inquiries related to the payroll then you will be fully aware of the problems this can cause. Easy Help Desk has created a product that can, all in a single screen view, aggregate and view employee data – regardless of where the data resides in the database. This enables staff to simplify tasks, reduce paperwork, optimize workflows and make better, faster decisions. Just as importantly it reduces frustration, time and focus that an employee can experience when his or her pay query is not answered in a timely manner. Experience has shown that providing an accurate, easy to read report to your employee's desktop instantly during the first call about a query impresses upon your staff the efficiency of your organization and the importance with which you rate their remuneration.

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### Typical Help Desk structure

Traditionally a sample payroll support structure generally consists of:

- Business support operatives (usually called first level support),
- Key support persons (usually called either second level or high end users)
- Technical / configuration support (usually called third level support).

All of these roles have been specifically devised to ensure the HR/PY system runs smoothly and, more importantly, employees get paid in an accurate and timely manner.

### Common challenge to typical structure

The challenge is that the complexities of SAP means that the “best case” view of the Help Desk structure cannot be achieved because a higher level of expertise is usually required to resolve issues. The result is a large volume of calls are pushed through to the next levels of support.

There is financial, productivity and psychological costs incurred whenever a query is not resolved quickly and these factors rise as the level of support required rises.

- Financial – Higher cost support staff and more time spent on each query
- Productivity – Help Desk work on recurring problems instead of business improvements
- Psychological – The employee making the query will be distracted and unsatisfied if the issue is not resolved quickly. This can lead to poor employee engagement.

### Performance increase with Easy Help Desk

The Easy Help Desk© can increase performance anywhere from 20% up to 80% depending on the situation. Easy Help Desk© works to ensure the turnaround of the greatest number of calls at 1st level support and to service those calls at a faster rate whilst using less skilled staff.

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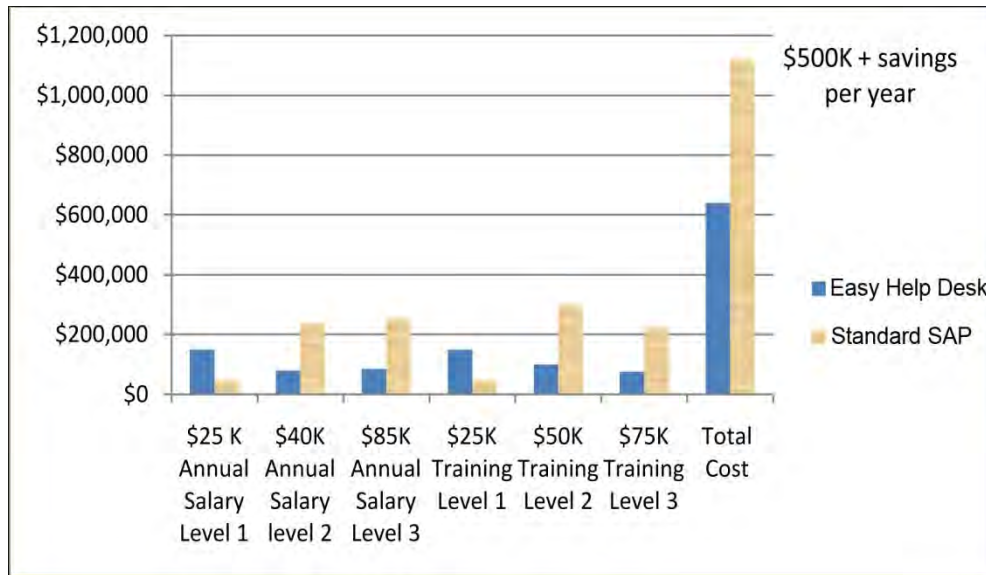
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## Return On Investment

### Financial comparison of Standard SAP and Easy Help Desk



Standard SAP		Easy Help Desk	
Level One Staff	2	Level One Staff	6
Level Two Staff	6	Level Two Staff	2
Level Three Staff	3	Level Three Staff	1
Total Staff	11	Total Staff	9

Calculations are based on typical savings experienced by Easy Help Desk users

If you would like to know the kind of efficiencies your organization can expect please book a [free Webinar](#) and the SpinifexIT team can give you an estimate that is relative to your situation.

The measurable, permanent savings work on two levels. In the first instance there is a slight reduction in resources however the main savings come through lowering the level of expertise (and therefore average resource cost) needed to operate the Easy Help Desk system.

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This model is based on earning rates of Level 1 resources \$25k, Level 2 \$40k and Level 3 \$85k annually. Each level requires a more rigorous amount of initial and on-going training which is accounted for in the training cost noted.

If pay rates are higher, greater savings can be expected and this model does not include the cost savings in staff turnover and retraining for new hires. New hires can be up and running in 3 hours and, because of the simplicity of the system, existing workers find it much easier to help in “on the job” training.

The potential and reality of cost savings can often be different however in this case SpinifexIT provides a “faster, easier” way to perform tasks and history shows that people do not return to a harder way once they have found an easier way. Going back from SpinifexIT Easy Help Desk would be the equivalent of changing from direct debit back to manual check writing. SpinifexIT currently has a one hundred percent customer retention rate specifically because its products make operations faster, easier and at a lower cost.

## Factors that ensure lower permanent operating costs

**Simplicity** -The simplicity of operation allows your organization to reduce query time for paycheck/payroll by between 20% and 80% depending on your situation.

**Less experienced staff** - will be able to man the help desk. The simplicity of the system provides information on one screen with answers that are highlighted for the user

**More junior level of employees** - can be used to answer help desk calls on a permanent basis because they require less skills to gain better results

**More queries resolved on first contact** - The vast majority of issues can be solved whilst the employee is on the phone during the first contact thereby eliminating extra time and additional resources. This reduces the additional costs incurred when queries escalate.

**Saves your employee's time** –The user can email or print an easy to understand report during the call so your employee can review this easy to read report at his/her leisure.

**New users operational in 3hours** -Simple-to-follow instruction manuals, along with ease of use, allow a dramatic reduction in training. Payroll Support Staff can be up and running in 3 hours or less. Existing users can guide new users quickly and easily.

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## Queries Types available with Easy Help Desk

Easy Help Desk can troubleshoot paycheck/payroll specific inquiries from employees including:

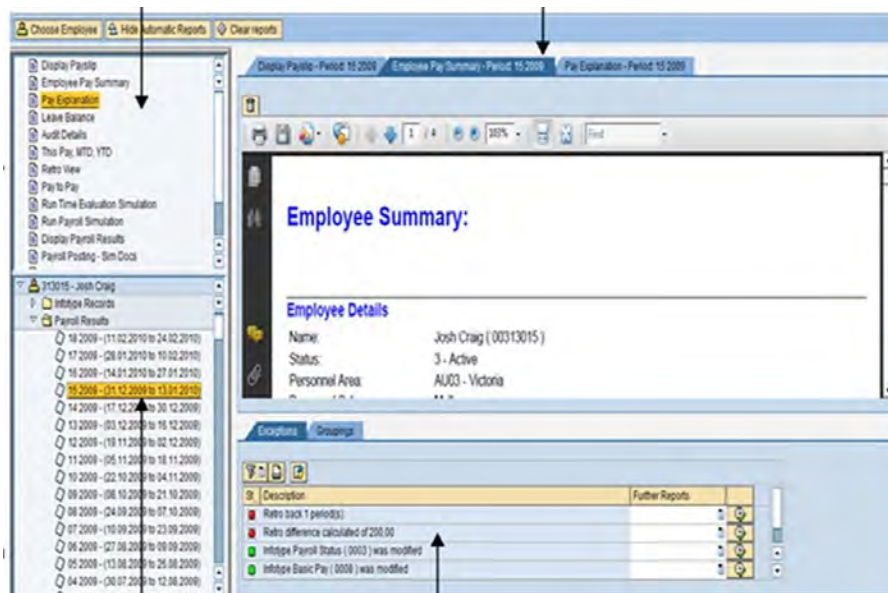
1. Complex retro-calculations
2. Breakdown of leave
3. Breakdown of payments
4. Disputes on earnings
5. Master data

## Answering a Query using Easy Help Desk

All information that Payroll or their Support Help Desk Staff requires can be accessed from a single screen. Here is how easy it is to use:

Step 1: Select the employee and the pay period in question

Step 2: The pay is automatically analyzed to highlight any reasons why there may be out of the ordinary variances in the employees pay – each is listed with a traffic light noting if the activity is critical (Red – like a retro calculation occurred) or common (Green – Like an absence occurred). Each is listed with a link to a report that will explain the specific item in more detail. That report can be easily emailed to the employee whilst it is discussed over the phone.



You can go to our website to see a user demonstration video – [www.spinifexit.com](http://www.spinifexit.com)

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## Using standard SAP compared to Easy Help Desk

If you are using standard SAP then you will need the skills of an SAP Payroll expert with familiarity of the clusters, retro processing, table names and technical configuration to answer a lot of queries.

If you install Easy Help Desk then you will see a simplified version of the complex data in an easily readable format that breaks each of the complex pay details into information that is simple to understand for both you and the employee. You can produce a report to email or print to post to the employee during the query call. It's reassuring for the employee, less stress for you. as the user, and you will usually be able to sort the query out on the first call.

## Emailing reports to employees on first contact

The Easy Help Desk© is focused on all aspects of the Help Desk. Not only will it allow you to rapidly troubleshoot issues, but it will also provide instant detail to Employee's information in simple to read forms and views. Common forms and reports that could take hours to produce for employees, can be created and shared at the click of a button. An example of these includes

1. Employee Remuneration Statement (Copy of Paycheck Stub)
2. Employee Summary Form (Detailing all aspects of their pay, leave, taxes, benefits etc, broken down into an easy to read form – see sample at back of document)
3. Employment Confirmation
4. Maternity leave

There is no limit to the number of forms and reports that can be created.

These forms are routinely updated in line with all required legislation changes. To produce these, it is just a matter of selecting the appropriate form from the menu. All of the employee information is gathered and populated into the form before printing, emailing etc.

## Output fully customizable

You can determine the number of levels of users you wish to have and set their screens accordingly. Depending on the experience of the Help Desk user, the screens can be adapted to display only basic information or more reports and options at detailed level.

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## Automatic Analysis of Pay

The Easy Help Desk© is capable of automatically analyzing all aspects of an employee's pay and highlighting the following scenarios:

- Display absences that occurred in the period
- Any master data changes in the period
- Notify that a retro occurred
- Highlight deductions that went into arrears
- Emphasize claims processing
- Highlight an employee with a zero net pay
- Highlight an employee that was terminated in the past or present
- Show a change of payroll area

This is only a small sample of the automatic analysis that occurs when selecting a pay period.

## Analysis Tools

The Easy Help Desk© will assist with the examination of the employee's pay by providing built in analysis reports that are executed at a click of a button.

- Show any master data changes that have occurred during the pay including the before and after values
- Ability to fully examine, understand and explain retroactive payments
- Ability to break down a payments made in advance
- Analyze the costing assigned to the pay for an employee
- Ability to fully examine, understand and explain deductions and arrears
- Examine and resolve all employee's queries within a single screen



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## Examples of Easy Help Desk Reports

### Pay period details

Payroll area: US - US:Semi-Monthly - US  
Pay period: Friday, January 01, 2010 - Friday, January 15, 2010  
Pay day: Friday, January 15, 2010

### Work pattern details

Date	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
12/28/2009	0.00	0.00	0.00	0.00	8.00	0.00	0.00
01/04/2010	8.00	8.00	8.00	8.00	8.00	0.00	0.00
01/11/2010	8.00	8.00	8.00	8.00	8.00	0.00	0.00

### Summary of Payment Details

1. Payments	93.67	2,739.30
2. Taxation	0.00	309.99
3. Deductions	0.00	174.08-
4. Amount Paid	0.00	2,255.23

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**Payments**

Date	Description	Hours	Rate	Amount
<b>Current pay calculations</b>				
01/01/10 to 01/15/10	Salary	78.67		2,087.70
01/11/10	OT @ Base	1.00	26.54000	26.54
01/12/10	OT @ Base	1.50	26.54000	39.81
01/11/10	OT prem @ 50%	1.00	13.27000	13.27
01/12/10	OT prem @ 50%	1.50	13.27000	19.91
01/01/10	Holiday pay	8.00	26.54000	212.32
<b>Previous pays re-calculations</b>				
12/16/09 to 12/31/09	Salary			161.54
12/16/09 to 12/31/09	OT @ Base	1.00	26.54000	26.54
12/16/09 to 12/31/09	OT prem @ 50%	1.00	13.27000	13.27
12/16/09 to 12/31/09	Holiday pay	8.00	26.54000	212.32
12/16/09 to 12/31/09	Holiday pay	8.00 -	23.08000-	184.64 -
12/27/09 to 12/31/09	Vacation pay	32.00 -	23.08000-	738.56 -
12/27/09 to 12/31/09	Vacation pay	32.00	26.54000	849.28
<b>Total</b>				<b>2,739.30</b>

**Taxation**

**US01 - SAPCOE I**

**FED - Federal**

Wagetype	Tax Type	Taxable Wages	Tax Amount
/401	Withholding Tax	2,739.30	171.40
/403	Employee Social Security	2,739.30	85.70
/405	Employee Medicare Tax	2,739.30	17.14

**IL - Illinois**

Wagetype	Tax Type	Taxable Wages	Tax Amount
/401	Withholding Tax	2,739.30	34.32
/420	Employee Unemployment	2,739.30	1.43

**Total Taxation**

**309.99**

**Deductions**

Date	Description	Hours	Rate	Amount
<b>Current pay calculations</b>				
01/01/10 to 01/15/10	401k EE pre-tax			164.36 -
01/01/10 to 01/15/10	Std Medical EE after-tax			6.17 -
01/01/10 to 01/15/10	Dental EE after-tax			2.98 -
<b>Previous pays re-calculations</b>				
12/16/09 to 12/31/09	Std Medical EE after-tax			0.59 -
<b>Total</b>				<b>174.08 -</b>

**Summary of Bank Details**

Account name	Institution	BSB	Account number	Amount
Paid by Cheque	01001217			2,255.23

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### Year to Date Summary

#### Payments

Description	Hours	Amount
Salary	78.67	2,087.70
OT @ Base	2.50	66.35
OT prem @ 50%	2.50	33.18
Holiday pay	8.00	212.32

#### Deductions

Description	Hours	Amount
401k EE pre-tax		164.36 -
Std Medical EE after-tax		6.76 -
Dental EE after-tax		2.96 -

### Year to Date Tax

#### US01 - SAPCOE I

##### FED - Federal

Wagetype	Tax Type	YTD Taxable Wages	YTD Taxation
/401	Withholding Tax	2,399.55	171.40
/403	Employee Social Security	2,399.55	85.70
/405	Employee Medicare Tax	2,399.55	17.14
/406	Employer Medicare Tax	2,399.55	17.14

##### IL - Illinois

Wagetype	Tax Type	YTD Taxable Wages	YTD Taxation
/401	Withholding Tax	2,399.55	34.32
/420	Employee Unemployment	2,399.55	1.43

### Leave details

#### Vacation Accrual

Balances are displayed in Hours

Begin Date	End Date	Activity	Entitlement	Accrual
01/01/2010	01/01/2010	Opening balance	120.00008	0.00000
01/15/2010	01/15/2010	Grant	6.66667	0.00000
01/15/2010	01/15/2010	Closing balance	126.66675	0.00000

#### Sick Time Accrual

Balances are displayed in Hours

Begin Date	End Date	Activity	Entitlement	Accrual
01/01/2010	01/01/2010	Opening balance	120.00000	0.00000
01/01/2010	01/01/2010	Validity period ends	120.00000-	0.00000
01/15/2010	01/15/2010	Closing balance	0.00000	0.00000

#### PTO/Floating Holiday

Balances are displayed in Hours

Begin Date	End Date	Activity	Entitlement	Accrual
01/01/2010	01/15/2010	Opening and closing	16.00000	0.00000

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