

Building a future-ready payroll ecosystem

for a Philippine-based utility provider



Overview

This company is a leading provider of water and wastewater service in the Philippines. They operate under a public-private partnership, serving millions of customers across Metro Manila and nearby provinces through their extensive distribution and treatment infrastructure. As a utility company with a large and geographically distributed workforce, they manage complex operations that require strict regulatory compliance, operational efficiency, and high-standard governance. Their employees span corporate offices, field operations, treatment facilities, and customer units, making payroll administration a critical business function.

Objective

To provide a water and wastewater service giant with modernized, scalable, and compliant payroll services capable of managing its rapidly expanding workforce while ensuring strict adherence to complex multi-location payroll compliance.

Business Challenges

Given the scale of its workforce and the sensitivity of payroll accuracy, this company faced several challenges that affected the efficiency and compliance readiness of their payroll operations. Key challenges included:

- Timely and accurate salary payments
- Compliance with local specific regulations across different workforce in the Philippines
- Transparency, auditor readiness, and data security.
- Efficient employee support and service continuity
- Multiple access points made information fragmented, leading

The Solution

To enable scalable growth and dependable payroll outcomes, we modernized the payroll operations through a comprehensive managed payroll solution, improving communication, data consistency, and issue escalation.

- Reduced Manual Dependency: Clear accountability with SLA-driven delivery.
- Digital Platform Enablement: SmartPay served as the core payroll engine, while ESS (Employee Self Service) enabled secure employee access to payroll information, improving efficiency and transparency.
- Structured Support & Escalation: A ticketing system ensured rapid handling of critical payroll issues and faster turnaround times.
- Compliance & Regulatory Readiness: Integrated tax and statutory checks reduced compliance risk and penalties.

Value Delivered

Our SmartPay platform facilitated end-to-end payroll processing and local statutory compliance that eliminated manual errors, streamlined reconciliation, and ensured accurate and timely processing. Enhanced collaborations and improved service delivery, strengthened compliance readiness, and notable cost savings tied to reduced operational inefficiencies.

Business Benefits

- Scaled to support high-volume growth with consistent accuracy and speed.
- Enabled organizational agility through reliable payroll for restructuring and expansion.
- Digital self-service and support systems reduced manual HR dependency.
- Adaptive to regulatory changes and compliance requirements.
- Audit-ready for evolving governance and compliance.

